**INSTRUCTIONS FOR USING REGROUP CONNECT FOR ONLINE TELE-HEALTH SESSIONS:**

We use a HIPAA-compliant and secure, online tele-health platform for mental health called Regroup Connect. Regroup utilizes the ZOOM platform, so all participants in the meeting need to have Zoom downloaded on their device prior to the call.

Zoom is user-friendly and works on all devices. Computers are the preferred device, to optimize transmission, however all devices will work.

**STEP #1: DOWNLOAD AND INSTALL ZOOM** (If you already have Zoom installed, skip to step #2 for instructions for getting on the call)

To install Zoom on your Mac or PC:

<https://support.zoom.us/hc/en-us/articles/201362033-Getting-Started-with-Zoom>

To install on iPhone or iPad, Google Pixel or Android -

Go to the apps store on your device

Download Zoom Cloud Meetings (it's free). See attached screen shot if you are uncertain of which to download.

For help if your camera isn't working:

<https://support.zoom.us/hc/en-us/articles/202952568-My-Video-Camera-Isn-t-Working>

For help if your microphone isn't working:

<https://support.zoom.us/hc/en-us/articles/203024649-Video-Or-Microphone-Off-By-Attendee>

**STEP #2: START YOUR TELE-HEALTH SESSION**

You will have received an email from Regroup Support - initiated by your therapist - that includes the link to the video call.

Open the email. It will look similar to this (this is just an example - not your actual link):

Regroup Appointment Created

Your Regroup appointment has been scheduled.

Start Time: March 12 2020 10:30 AM EDT

End Time: March 12 2020 11:15 AM EDT

Session Link: [https://www.regroupconnect.com/meeting/](https://www.regroupconnect.com/meeting/lMekNCemPGeM)IMrtuWXrtPUrL

Session PIN: IMrtuWXrtPUrL

Click on the Session Link.

As Zoom is already installed on your device, a box will likely pop up that says: open zoom.us. Click on that box.

A box will then open automatically that says Join a Meeting. It will then ask you to click: Join with Computer Audio in a blue box. Click that button.

If you cannot see or hear your therapist, or she cannot see or hear you, hover your mouse at the bottom of the black screen and click Start Video.

(Make sure Mute and Start Video DO NOT have red lines through them. Click on each box to remove any red lines).

This may seem like a lot of difficult instructions or steps, however once Zoom is downloaded and you've initiated your first session, it becomes super EASY!!

We look forward to provided you with a seamless transition to online sessions to ensure continuity of care for you and your family.

Please let me or your therapist know if you have any questions.

Best regards,

Danna