



Oesterlen is offering teletherapy via Zoom videoconferencing and by phone. We encourage all of our clients to take advantage of these services due to the state of Ohio’s guidance on social distancing during the COVID-19 outbreak. If using Zoom or phone are not possible, we are continuing to offer in-person therapy at this time. Meeting by Zoom is ideal, but if it is not possible, sessions can be conducted by phone at your clinician’s discretion.

Zoom is a free videoconferencing platform available for iOS, Android, PC, and Mac. It can be installed on a phone, computer, or tablet. Using Zoom to meet with your clinician does not require setting up an account. Zoom communications are encrypted in a way that complies with privacy laws. Zoom requires a steady internet connection. Zoom is a stable and user-friendly platform, but because we anticipate far more people than usual to be using the service, there may be unexpected technical issues. We appreciate your patience.

If a session will be conducted over the phone, your clinician will call you at the time of the session. The number will come up “Oesterlen: 937-399-6101.” If necessary, Oesterlen is also using a phone conferencing service for some calls. If your session will be held over this service, you will receive a call from Oesterlen with the information to call in.

Contents:

|   |        |
|---|--------|
| How to install and use Zoom on an iPhone or iPad          | Page 2 |
| How to install and use Zoom on an Android tablet or phone | Page 3 |
| How to install and use Zoom on a computer with a webcam   | Page 4 |

To use Zoom on an iPhone or iPad:

Download the application “ZOOM Cloud Meetings” from the App Store.



Before beginning a session, please find a quiet, private space with a good internet connection. Your clinician may end your session if they believe that privacy rules are being violated because of other people in the space. If possible, sit facing any light sources like windows so that the light is on your face and the clinician can see you clearly.

When your clinician is ready to meet with you, they will call you on the phone, and give you a ten digit “Meeting ID” and a “Meeting Password”. These are unique to each session.

When you first open Zoom, you will have the options “Join a Meeting”, “Sign Up”, or “Sign In.” Select “Join a Meeting” and enter the “Meeting ID.” You will be asked to join with video or join without video. Select “Join with Video.”

If this is your first time using Zoom, you will be prompted to give Zoom access to your microphone and camera. Select “OK”. Zoom will prompt you to allow notifications. Select “Allow”. Zoom will prompt you to join audio.

Select “Call using Internet Audio” when prompted. At this point, you should be able to see and hear your clinician.

If you are disconnected, your clinician will call you with a new “Meeting ID” and “Meeting Password.” These are unique to each session.

To use Zoom on an Android Phone or Tablet:

Download the application “ZOOM Cloud Meetings” from the Play Store.



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To use Zoom on a desktop or laptop:

Go to Zoom.us, hover over the “Resources” menu in the top right, and click “Download Zoom Client”

Click the “Download” button under “Zoom Client for Meetings.”

### Zoom Client for Meetings

The web browser client will download automatically when you start or join your first Zoom meeting, and is also available for manual download here.



When the zoom installer has downloaded, open it and install the Zoom client.

When your clinician is ready to meet with you, they will call you on the phone, and give you a ten digit “Meeting ID” and a “Meeting Password”. These are unique to each session.

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