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The Mood & Mind Centre has the capacity to conduct online and over the phone sessions for clients. We use Zoom to run our online sessions due to the increased security over other applications.

**TIPS FOR YOUR ONLINE SESSION**

In the event of any difficulty with the connection, please have your mobile phone nearby so we can contact you.

Your video consultation experience will be best if you:

* Ensure that you have a private, quiet, dedicated place for our meeting.
* Make sure that you have all that you need at your fingertips, for example: notes, pad, pen and a drink.
* Remove distractions: ensure that the TV, radio, or other computer applications are turned off.
* Have had a few minutes to prepare yourself before the meeting, so that you are relaxed and focused, not rushed with scattered thoughts.
* Consider this a normal appointment, the same as if visiting a G.P, Dentist or other healthcare professional in their office. We wouldn’t wear our pyjamas to an appointment (though we might like to), so let’s keep the space professional.

**HOW TO USE ZOOM**

**Installing ZOOM**

1. **Install Zoom on a computer, mobile phone or tablet**

Step 1: Download and install Zoom

1. Go to the Zoom website (<https://zoom.us/>)
2. Choose ‘Sign up it’s Free’.
3. Zoom should open automatically once the installation is complete. If not, you can start it from the ‘All Programs’ menu on a computer, or the ‘Applications’ folder on a Mac.

Step 2: Sign in to Zoom

1. Select ‘Sign In’.
2. Enter your username and password, then select ‘Login’.

Step 3: Test your audio and video settings

1. Select ‘Settings’ at the top-right of the Zoom home menu.
2. Select the ‘Audio’ tab in the Settings window.
3. Choose the correct speaker from the top drop-down menu, then select ‘Test Speaker’ to check that your sound is working correctly.
4. Choose the correct microphone from the second drop-down menu, then select ‘Test Mic’ to check that your microphone is working correctly.
5. Select the ‘Video’ tab, select the correct camera from the drop-down menu, and close the Settings window.
6. **Check your email to get your invitation to your session on Zoom**
* Your Psychologist will email an invitation to you.
* To join the Zoom meeting, you need to click on the link ‘Join Zoom Meeting’. Which will look something like this:

https://zoom.us/j/887974591?pwd=M3IBeUhkZwxTempSQ2RiUmd3c0d0dz09

* If you’ve already installed Zoom on your device, the meeting window will open, and you will be connected.
* If you haven’t already installed Zoom, you’ll be directed to the Zoom website to download and install it on your system. The link will then be able to open in your Zoom program.
* Your browser will prompt you to open Zoom meeting, click ‘Open Zoom Meeting’
* You will see a message pop up: “Your therapist will be with you shortly”. Just wait until your therapist lets you into the meeting.

If you do not receive this invitation, please email your Psychologist on their work email to resend this to you: (psychologistname)@moodandmindcentre.com

For example: irene@moodandmindcentre.com

If you have any difficulty installing or using Zoom, please give us a call on 5573 2200 and we can talk you through it.