



New to using Zoom?

Be in the comfort of your own home for a Naturopathic Telehealth Consult.

This is something I have been delivering for some time, to connect with my clients when they are not living locally and to assist when clients cannot make it in for a face-to-face consultation.

It's a simple process of receiving an email with a link to a Zoom meeting to connect into the 'online meeting' with me for your consultation.

This guide aims to get you familiar with zoom and get you set up if it's your first time, so we can use Zoom for your online consultation.

What you need

- A laptop (this is best), tablet (such as iPad), or smartphone with a camera.

Things to note

- I will send you an email with the zoom link the day before.
- Make sure your device is fully charged.
- Request a practice zoom meeting with me if it's your first time and you want to gain confidence in how 'zoom' works, **before** the day of your consult.

Please note:

It is highly recommended you use Google Chrome as your internet browser when using Zoom (other browsers such as Safari don't always have the same functionality and may be problematic when using Zoom).

Simply text Shona on 0420 215 305 anytime.



If it's your first time using Zoom

YOU DO NOT NEED TO CREATE AN ACCOUNT.

Take these steps

If it is the first time you have used Zoom, you will need to download the zoom app to your device here is the link to follow to download the app: <https://zoom.us/download>

1. Click on download (some smartphones already have the app ready to go)
2. Zoom app will download to your device/ computer.
3. Click on the file that was downloaded and follow the instructions.
4. Click on the link (zoom invite) that I provided in my email, and follow the prompts to enter the meeting ID (you can cut and paste the meeting link and meeting ID/ Password across from the email) which gets you into the online meeting room.
5. The consultation will start on time. If you join the online consultation a little early you will see a message telling you 'please wait for 'the host' to let you in (that's me). Just wait patiently, the consultation will begin soon and you will see my face on video shortly !

Trouble Shooting

This link takes you to the page that walks you through how to connect with Zoom using both a PC OR a Mac:

<https://support.zoom.us/hc/en-us/articles/201362033-Getting-Started-on-Windows-and-Mac?>



Video not working?

- Once in the zoom online meeting room, you can choose to have your video on or off. I prefer to have the camera on, so we can see each other during your consultation - but if you prefer not to, we can do a purely audio-based consultation.
- Look on your screen and make sure there is no red line through your video icon. If so, click on it once, so the line disappears. The icons are symbols located at the bottom midline of your screen, if you can't see them, tap the screen and a tool bare of icons may appear. If you can't see icons, look around on the screen - the icons are down the bottom of your screen if on a pc. If on a phone, tap the dark space to see icons light up.

Audio not working?

- If you can't hear me/ I can't hear you
- Make sure your device's (computer/tablet/phone's) volume is up high.
- Look at your screen and make sure there is not a red line through your microphone icon. If so, click it once, so the line disappears. this should activate your microphone.
- You can end a meeting and come back in if nothing else works to get the audio working.
- Make sure you click on join audio if prompted at the start of the meeting (when dialing into the meeting room)
- I have my phone on me during the session so you can call or text me to communicate any troubleshooting to me, we can work through it together!