How to Join an EDSNA Support Group on "Zoom"

Getting Started

What you will need:
- A private space (i.e. a room where others are not present and cannot overhear the discussion)
- High speed internet access
- Access to a computer, tablet, or smartphone
- A microphone (built in or external) - may be labeled 'device microphone' or 'internet audio'
- A webcam (built in or external)
- Headphones (recommended but not required)

How to get started:
- Review and agree to the "Guidelines for Groups" document. This should be available in the confirmation email you received when you registered for the group, and on the EDSNA website. If you have not received it, please email info@edsna.ca to obtain a copy
- Go to zoom.us and sign up for a free account. You will have the option to log in via Facebook or Google but we recommend creating an account with your email address.
  - When entering your name, we recommend only using your first name and last initial in order to protect your confidentiality. (Other group members will be able to see your name during the group.)
  - **Download the Zoom app** onto your computer, tablet, or phone
- You will receive a meeting invitation via email before the group sessions. Click on the link received OR enter the meeting ID and password on the Zoom app 5 to 10 minutes before the group start time.
- When you join, you will be placed into the "waiting room" until a facilitator lets you in.
- Please close all other programs on your device, as this helps with internet connectivity.

Once the group has started:
- Your mic will automatically be muted and your video will be automatically turned off when you join the group.
  - Please turn on your video as soon as you join the group
  - Please unmute your mic when you would like to speak (you can do this by clicking on the "unmute" and "start video" icons at the bottom left hand side of your screen). When you are not speaking, consider keeping your mic muted to minimize background noise. The facilitator of the group may have their own specific guidelines around participation (eg. use the "Raise Hand" function if you wish to speak) so please defer to their guidelines if they differ from this document.
  - If you hover your mouse over each of the microphone and camera icons, an upward-facing arrow will appear. Click this to change or test your audio and/or camera settings (eg. switch microphone from computer microphone to an external one; test speaker quality)

- To see all group members and facilitators, click "Gallery View" in the top right corner of your screen (if you are on a laptop or desktop). If you are on a phone, swipe left to access gallery view.
- To rename yourself in-session, click the "Participants" logo at the bottom of the screen, find your own name in the list, right-click and choose 'rename'. You may also notice an ellipsis (three dots ie "…") in the top right hand corner of your image on the screen-- you may be able to click this and select 'rename' this way, depending on the device you are using.

FAQ

Do I have to be on video during the group session?
Yes, it is required that all group members use their webcams unless a discussion has been with EDSNA and/or the group facilitator prior to the group commencing, OR if the facilitator states otherwise. Being able to see each other in-session provides important visual cues (like conveying support and empathy) and can help provide a sense of safety and security to group members.

We understand that seeing your own image on Zoom may be difficult. *You are able to hide this using the "hide self view" function.* If you use this, you will still be able to see group members and they will still be able to see you; however, you will not be able to see yourself.

On a laptop:
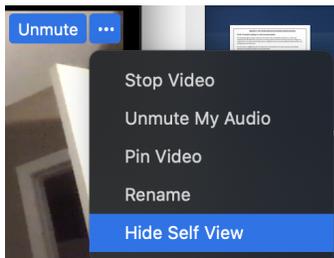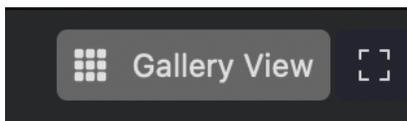
- Choose 'Gallery mode' from the top right hand corner of the screen (it may currently say "Speaker View" - click this)
- Hover your mouse over your own screen and click the ellipses (...). A menu will appear.
- Choose "Hide Self View" from this menu

To see your own video again, select "Show Self View" at the top of the screen

I am no longer able to attend the online group that I am registered for. What do I do?
Online groups are not for everyone. If you no longer wish to attend, please email us at info@edsna.ca to have yourself removed from the group. This will allow someone on the waitlist to gain access to the group.

What happens if I am having technical issues?
- *If you are experiencing technical issues during the group*, please inform the facilitator of the session through whatever communication method is available to you. They will do their best to assist you. If there is a technological issue with Zoom during the group (e.g. the group session terminates unexpectedly), just try to log back in.
- *If you are experiencing technical issues accessing the group,* please email info@edsna.ca. Because we are a small organization and we do not have an IT team available 24/7, we may not be able to provide advanced technical support. That said, we will do everything we can to support you with getting logged into the group.

Additional Troubleshooting

My audio or video is not working
- Check to see if you have been muted or if your video has been turned off.
- Ensure that you have enabled microphone & camera access to Zoom on your device. This can be done in "Settings" on your device.
- Close other programs that may be using your microphone or camera.

My video is choppy/freezing
- Close other programs that may require a lot of bandwidth (eg. Netflix, Youtube) that may be competing with Zoom
- Leave the meeting and then come back in- sometimes this will reset issues
- Inform the group facilitator that you are experiencing issues, then shut your device camera off.

My voice is echoing.
- Ensure you are logged into the video conference using one device only. If you are logged in on both your phone and computer, this may cause echoing.

I am registered but I am not receiving email invitations to join group sessions.
- Check your spam or junk mail folder
- Use the link from the last session attended if you are registered for a multi-session group
- Email info@edsna.ca to have the link resent
- For more information about how to use Zoom, please visit Zoom's Help Centre

**If you have any questions about online groups,
and/or questions about your registration,
please email us:**
info@edsna.ca