



# The Emily Program

## How to Access and Use SecureVideo

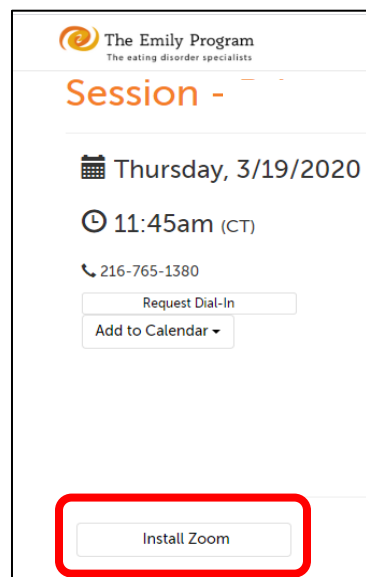
Follow the instructions below to access SecureVideo for your telehealth appointment and learn how to use many of the features you will see during your telehealth appointment with The Emily Program.

### Follow the steps below to access SecureVideo for your telehealth appointment:

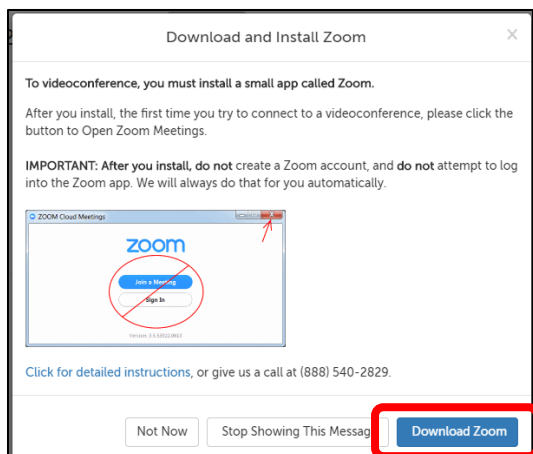
1. To join a telehealth session in SecureVideo, you first need to open the email you received for your telehealth appointment. In that email, you will see a **Join Session** button. Click this button.

TO JOIN:  
To join the Session, just click here:  
**Join Session**

2. A webpage will open in your internet browser. If this is your first time using SecureVideo on the computer you are using today, you will need to download the Zoom application. Click the **Install Zoom** button.



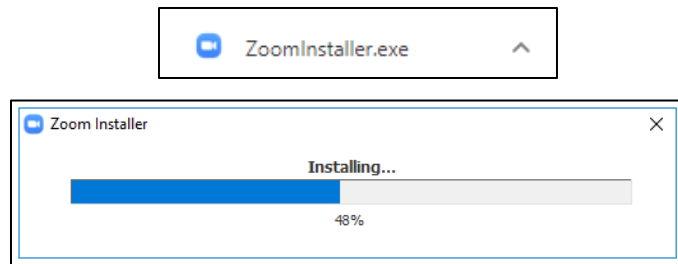
3. A window will pop up asking you to download Zoom to your computer. Click **Download Zoom**.





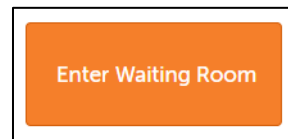
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4. The Zoom installer will download at the bottom of your screen. Click the Zoom Installer to open it and wait for it to install.

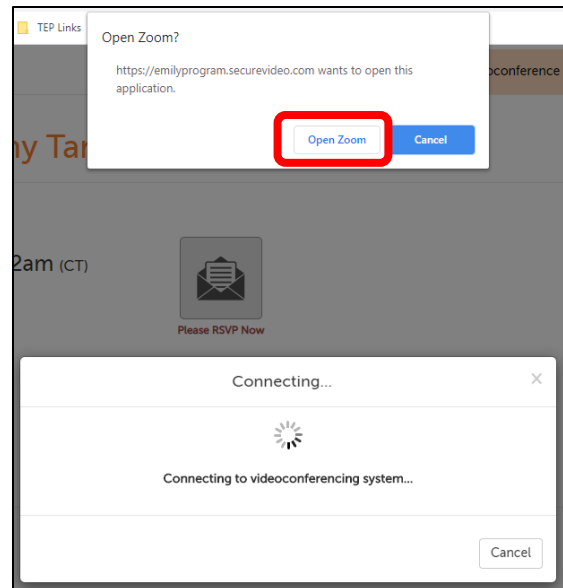


**Note:** After you install, the first time you try to connect to a telehealth session, please click the button to Open Zoom Meetings. Do not create a Zoom account and do not attempt to log into the Zoom app.

5. After Zoom has installed, you will click on the **Enter Waiting Room** button.



6. A box will pop up asking if you want to Open Zoom. Click **Open Zoom**. Your device will now connect you to your telehealth appointment.



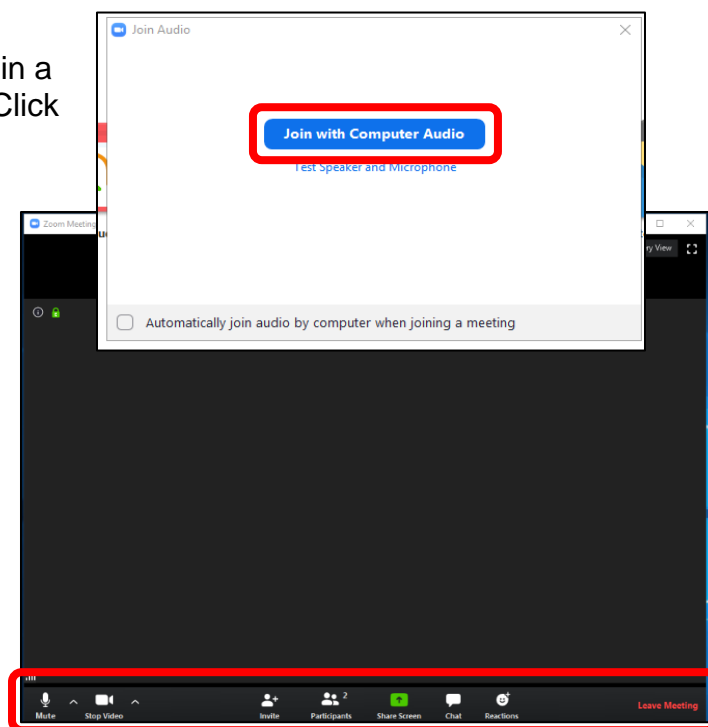
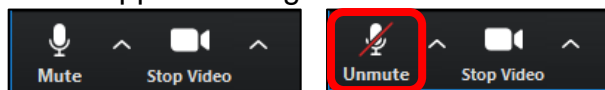


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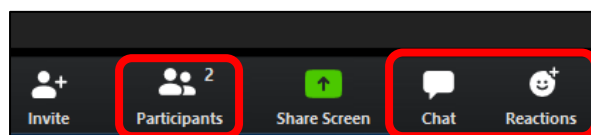
7. Your telehealth appointment will open in a new window in the Zoom application. Click the blue button that says **Join with Computer Audio**.
8. Your telehealth session will begin and look like the image to the right.

You will have several buttons across the bottom of the telehealth screen. Hover your mouse over the video screen if the buttons across the bottom of the telehealth screen do not appear.

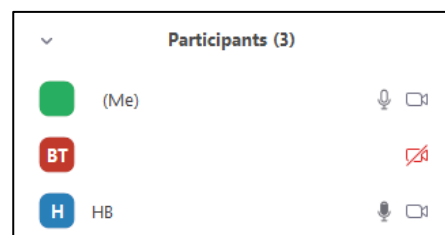
9. You can mute/unmute your audio and start/stop your video by clicking the buttons shown below. If you turn your audio or video off, a red slash will appear through that icon.



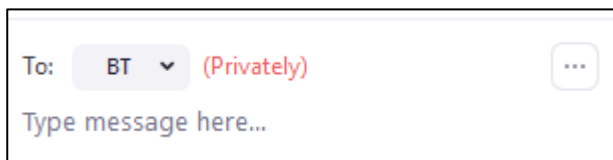
There are 5 buttons at the bottom of your session, you will only use the **Participants**, **Chat**, and **Reactions** buttons.



**Clicking on Participants** will open a list of the participants in the session on the right side of the screen. Microphone and video icons will appear next to each name.



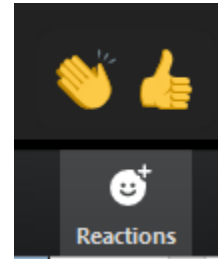
**Clicking on Chat** will open the chat box on the right side of the screen. You can send a message to the host of the session, if needed, by typing in the text box and clicking send or pressing enter.



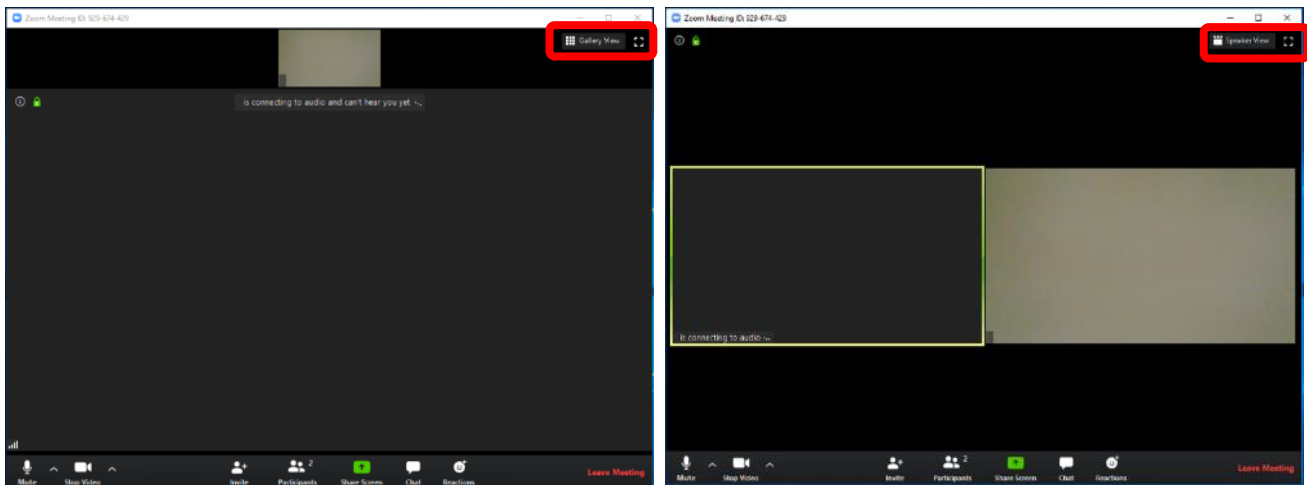


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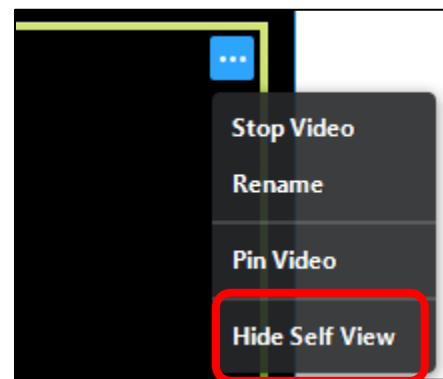
**Clicking Reactions** allows you to put clapping hands or a thumbs up in your video window to provide feedback to the group.



You can toggle between **Gallery View** (multiple video images of the same size) and **Speaker View** (one larger video image of the speaker and multiple smaller video images of the other participants) by clicking those buttons in the top right corner of your screen.



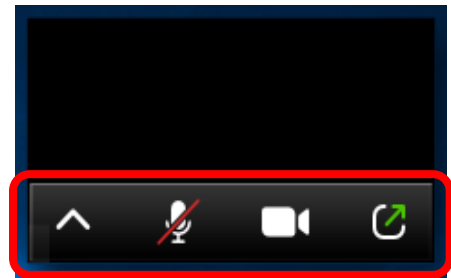
**Hide self-view:** if you do not wish to view yourself on your own screen during session, click the gallery view button so you have multiple video images of the same size (image on the right above). Hover your mouse of your image, click the blue button with 3 dots and select **Hide self-view**. Other participants in the session will still see you, but you will not have a video image of yourself.





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If you minimize your appointment window, a small window will remain on your screen. You will still be able to see your provider's video. You will see 4 buttons: **Hide Video**, **Mute/Unmute**, **Start/Stop Video**, **Exit Minimized Video**.



For any technology issues with SecureVideo, contact SecureVideo Support:

- E-Mails are best for non-urgent questions: [support@securevideo.com](mailto:support@securevideo.com)
- Phone support: (888) 540-2829