

Guidance for video appointments with the GIC using Zoom

If you are reading these guidelines, it means you have agreed to have a video appointment with a clinician at the Gender Identity Clinic.

These guidelines will explain how to start your video appointment. They will also give some instructions to follow during the appointment. Finally, they will give some ideas for managing any difficulties with sound, video or internet connection.

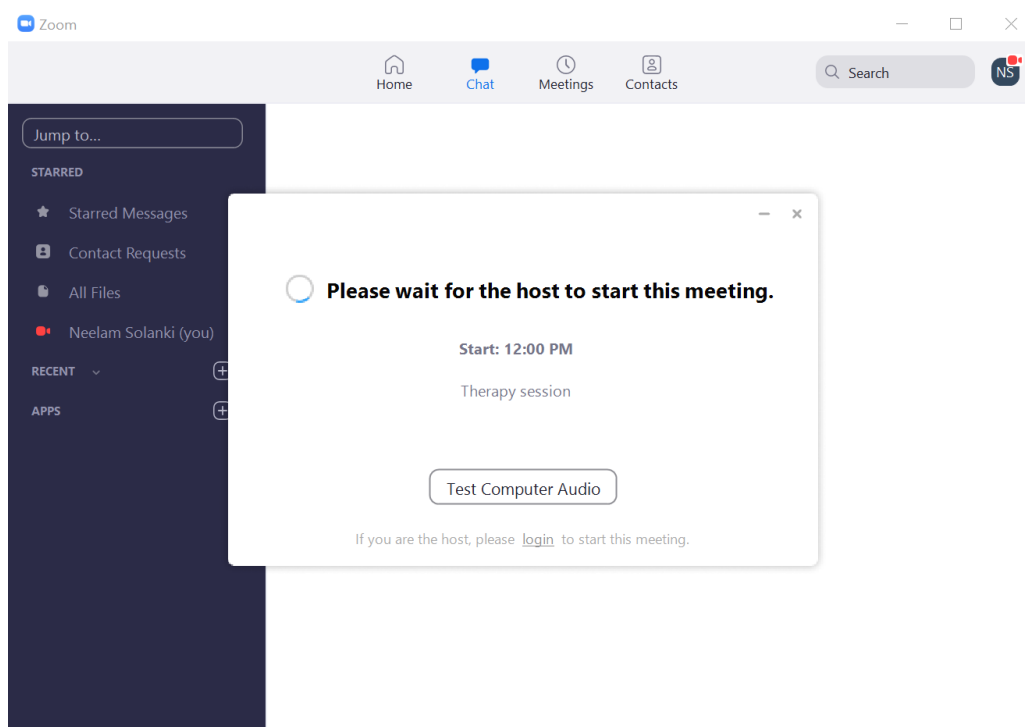
Getting ready for your video appointment

1. Please find a private space in your home where you cannot be overheard or seen, and you can speak freely.
2. Make sure you will not be interrupted during your appointment. You may wish to talk to your housemates, partner(s), or family members about this first.
3. Make sure you have a laptop, tablet or smartphone ready for video appointment. This will need to have a camera, microphone and speakers. These can be built-in, or attached separately.
 - a. You should test these before your appointment to make sure they work. You could do this by video calling a friend or family member.
4. Make sure the device you are using is plugged in, or fully charged before the appointment starts. It can be helpful if you keep your charger nearby.
5. We recommend that you use headphones with a microphone if possible. These often come with your smartphone. This will increase the sound quality of appointments.
6. Make sure you have your mobile phone with you during your appointment, as your clinician may call you if there are problems with the video connection. Please silence your phone during the appointment so it isn't distracting.
7. Before you join the appointment, please make sure you have closed all of the other applications on your laptop, tablet or smartphone - even ones running in the background. This will help the video connection.
8. You will have received an email from our appointments team. This will include an internet link for Zoom. Please make sure you have this email or text open, so you are ready to click on this link.
 - a. It will look like this example: <https://zoom.us/j/55885588> (This is not the link for you to use.)
 - b. There may be a password underneath the link. You may also need this when you join your video appointment.
9. **Please make sure you are ready at least 5 minutes before your appointment time.**

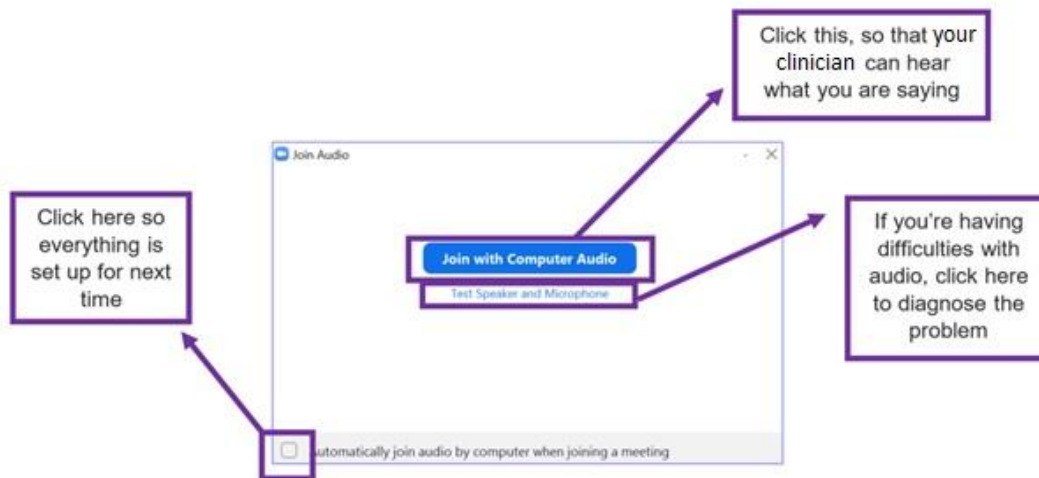
Joining your video appointment

Before joining, we recommend you sit quietly for a moment on your own, and get as comfortable as possible in your seat. It can be helpful to take some slow, deep breaths, and think about what you want to talk about in your appointment.

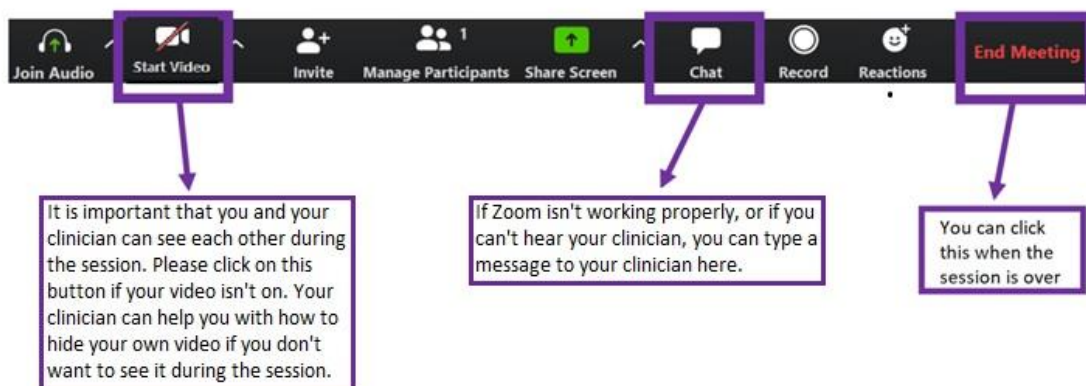
1. At least 5 minutes before your appointment time, please click on the Zoom link that you received by email. This means you can test that the link works. It is important that you are on time for your appointment.
2. Your internet window may then ask you to download a file. Please say yes to this.
 - a. If you have any concerns about this, please email the gender identity clinic before your appointment.
3. You may then need to enter a password. You will find this included in your email.
4. Your appointment will start at the appointment time. If your clinician has not joined yet, your screen might look like this. This is okay. Your video will start when your clinician joins the appointment.



5. You will then see this screen. Please follow the steps shown below:



6. Once the video appointment starts, you will see some images at the bottom of the screen, which do different things. You may find these ones useful:



During your video appointment

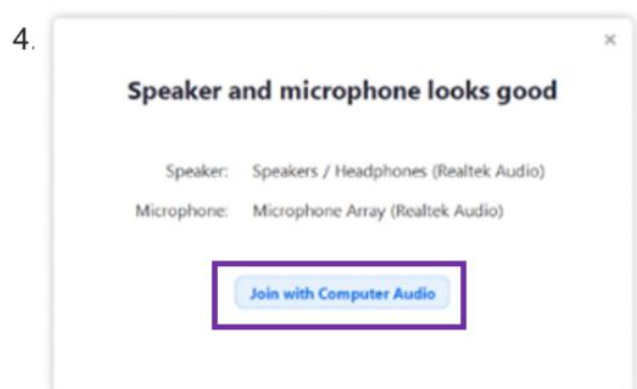
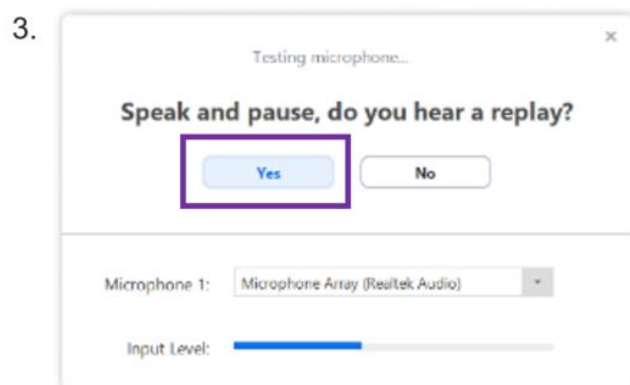
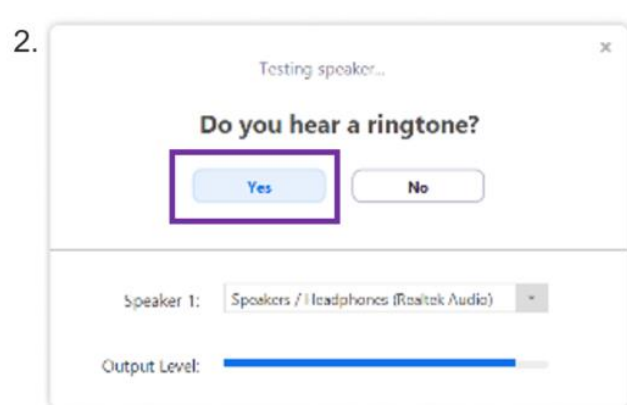
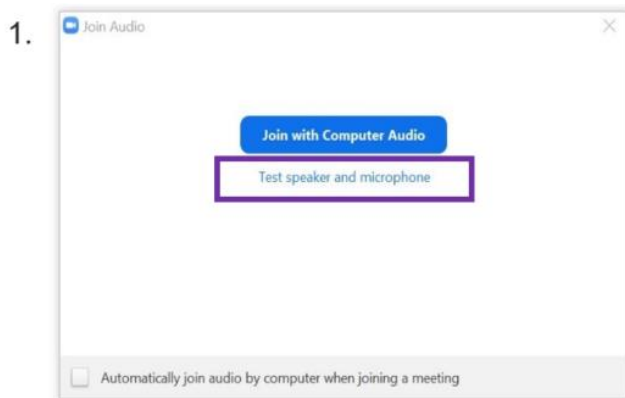
1. If you lose connection during the video appointment, please try to re-join using the Zoom link. You can do this as many times as needed.
 - a. If it isn't possible to reconnect to the video, please keep your phone nearby. Your clinician will call you to discuss the connection difficulties, and figure out the best next step for your appointment.
2. Just like a face-to-face appointment, it is important that you are free for the full appointment time. Your appointment slot is for one hour.
3. In your appointment, your clinician will talk to you about camera positioning, and check that you can both hear each other well.
4. It is important that your clinician can see your face clearly on the video. This is so they can see your expressions when you talk. Your clinician will make sure that you can see their face clearly as well.
5. You might notice some differences in the experience of having a video appointment, compared to a face-to-face appointment. There might be some things you like more about video appointment, and some you like less. It can be really helpful if you share these things with your clinician.
6. If you have any other difficulties, questions or thoughts about your appointment, please share these with your clinician. They want to help you to have the best appointment possible using Zoom.

What if I have any problems with the video, sound, or internet connection?

If you have any difficulties, you can try the options below for fixing these, or you can speak to your clinician about the difficulties you are having. Please keep your mobile phone near you during appointment, as your clinician may call you if there are difficulties with Zoom.

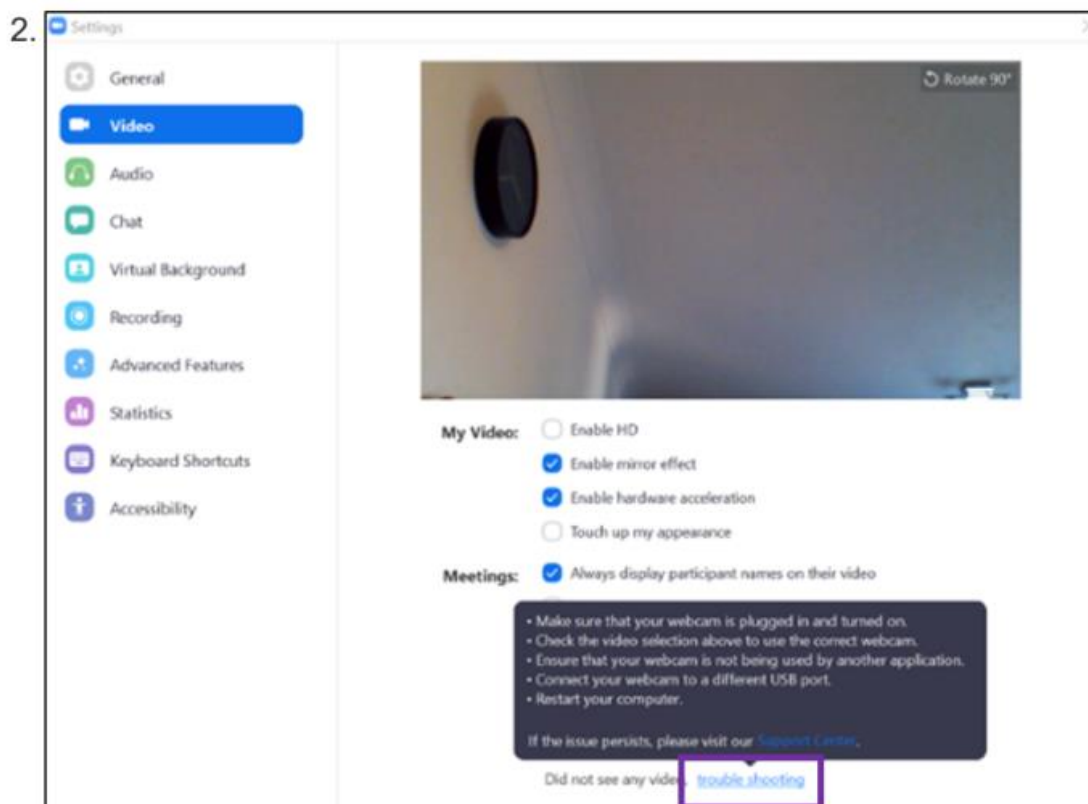
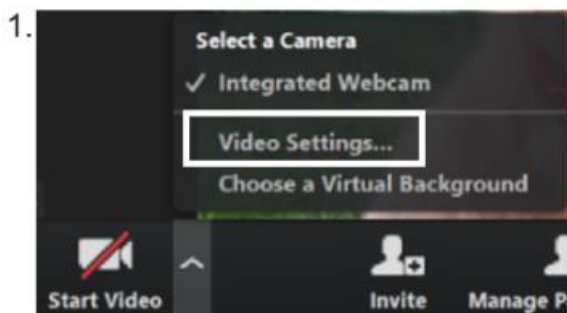
1. If the sound isn't working:

- a. Please check that your microphone and speakers are switched on and are not muted.
- b. To test your audio within Zoom, click on "Test speaker and microphone" when Zoom launches.
- c. This will open a new window that will play a ringtone to test the Output Level meter.
- d. A blue bar will raise and lower as the ringtone plays. Select 'Yes' if you hear the ringtone.
- e. This will open a new window which prompts you to speak at a normal level and check the Input Level meter to see if your computer is registering your voice.
- f. A blue bar will raise and lower as you speak if it is working correctly. If this is working select 'Yes'.
- g. If both the Output and Input Levels are working a new window will open, click on 'Join with Computer Audio' to join the call.



2. If your video isn't working:

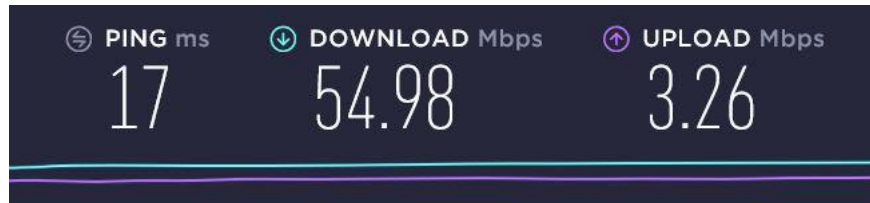
- a. Please check that your camera is not being used by another application by closing all other open programs. You may need to restart your device.
- b. You can check your video settings to make sure the correct camera is selected and that the video is not turned off.
- c. Click on the video tab on the bottom left hand side of the menu bar and select 'Video Settings...'.
d. A new window will open. Select 'Trouble shooting' which will give you guidance on how to ensure your video is working.



3. If you are losing your connection during video appointment:

- a. If you are experiencing connection issues please test your internet speed by running a bandwidth test.
- b. Go to www.speedtest.net and click on 'begin test'. The test may take a few moments to complete.
- c. The result will tell you your download and upload speed, both of which should be above 2 Mbps speed for Zoom to work reliably.

Bandwidth test result example:



- d. If accessing from mobile devices please ensure you have at least 3G/4G connection.
- e. If your bandwidth meets the above minimum speed and you are experiencing issues you may find the following helps:
 - i. Close all background applications and programs that may be running
 - ii. If you are on a wireless connection, get as close to your wireless router as possible or connect directly to the router using an Ethernet cable.
- f. If you are still experiencing issues contact your Internet Service provider.