

Hello and welcome to our online individual counselling service and/or group program.

Below are some tips are retrieved from [University of Otago](#) and combined with tips from the PACS team.

Think of a Zoom Meeting as a face-to-face meeting and conduct yourself as you would if you were all present in the same room.

Some additional useful tips below to observe to help ensure the meeting goes smoothly for all involved:

- Join early – up to 5 minutes before the meeting start time
- If you haven't used Zoom before click the link to download Zoom prior to the day of the meeting and familiarise yourself with any features you may need to use on the day – mute/unmute microphone, stop/start video, screen share etc.
- Have your video on unless you are experiencing connection issues
- Find a quiet space without interruptions / background noise
- Have a plain background – avoid backlight from bright windows
- Have good lighting on your face so you can be seen clearly
- Adjust your camera to be at around eye level if possible – especially take note of the angle of your laptop screen if using the built-in camera.
- Mute your microphone when not talking
- Try to avoid talking over / at the same time as other participants
- Be aware you are on camera and try to avoid doing other tasks, checking emails, looking at your phone etc.

A few more tips:

- Close programs like skype, and turn of your email account.
- Put your mobile phone on silent mode.
- Everyone must be able to turn on their camera so we can see them.
- Wear a headset or earbuds to reduce background noise.
- Keep your audio muted to avoid echoing.
- Please wait for the other person to stop speaking before you share your thoughts.
- Unmute your account or wave your hand if you would like say something.
- Use the CHAT function if there is a matter you do not wish to share with the group and that cannot wait for after the session. Make sure you send the chat to the facilitator not the entire group.
- Eating a light snack is fine, if you are hungry.
- Refrain from any screen or audio recording of the session.

Click here for more information <https://support.zoom.us/hc/en-us/articles/206175806-Top-Questions>