



## Brief Notes for Open Arms workers using OVC&S Apps

### Device requirements

You will need access to a PC, laptop or tablet/iPad/smartphone with a camera, speakers and microphone (built in or separate) and that is running a current or recent version Operating System (Windows XP or newer/Apple OS X/Android OS).

A computer/tablet/phone processor minimum of 1 GHz is needed and for best results a 1.8 GHz processor (or similar) is recommended.

If you use a smartphone, ensure that call blocking is turned on, however it is not recommended that mobile phones are used for the purpose of OVC&S as the screens are too small to see the client well and pick up micro gestures, important facial expressions and other body language. It is also physically unstable for the client and the video of you is likely to move around too much.

### Internet requirements

A broadband internet connection is required (with minimum speeds of 512kbps down / 128kbps up).

High speed broadband (4Mbps down / 512kbps) is recommended.

Secure password protected Wi-Fi is essential and a backup plan of a '4G hot spot' connection through your phone or a separate mobile broadband link, should the Wi-Fi or broadband internet connection become unstable.

### Privacy Note

If you need to name a meeting when setting it up, avoid using the client's name. It is recommended to use the client's VERA ID as an identifier.

### Specific App Requirements

#### Zoom Basic

The downloadable Zoom Application can be loaded and accessed on a personal iPad, desktop or laptop outside the DVA network. Using the device's web browser, go to the Apple Store or Google Play and find Zoom.

Zoom also has a Browser version which can be accessed using DVA devices on the DVA network via the Chrome web browser.

Zoom is used quite extensively as an enterprise conference solution and Zoom Basic can be adapted to use for one-on-one meetings such as counselling and also for groups. It uses a cloud platform accessed via an app, and supports document sharing.

You can sign up for Zoom Basic for free, download the app, and be supported to convene unlimited 1 to 1 meetings using your computer or mobile device.

The host (Open Arms worker) sets up a meeting by selecting "Host a meeting" in the app and selects "Schedule a meeting" to create a future meeting, to generate and send the client a link to join the meeting. This needs to be done for every session. Do not use repeated Zoom links as this compromises security. Do not use your personal meeting ID. This should only be used for impromptu, immediate online discussion between colleagues. Anyone who has your personal meeting ID can come back at any time.

Each user will need to install the Zoom app before they can access the meeting. Clients can join a Zoom meeting using a web-browser, click on the Zoom link in the email and the Zoom app will automatically download on their device, the link will take them straight into the Zoom meeting. They don't have to register for Zoom to go in by a web-browser.



When emailing the Zoom link, it is recommended that you delete the phone numbers (under the link) which can be used to call into the meeting by phone. This will reduce possible confusion if the connectivity drops out and the client tries to call into the Zoom meeting while you are trying to call them to see if they are OK.

Important Zoom Settings:

- Make sure that mute is not on when the client enters the meeting – it can be anxiety provoking if the microphone does not work upon entry to the meeting.
- Embed password in meeting link for one-click join – turn on for added security.
- Require Encryption for 3rd Party Endpoints (H323/SIP) – turn on. This is essential for security and confidentiality.
- Auto saving chats – turn on. This is to record any exchanges of information via text – such as sending a web link for the client through chat.
- File transfer – this will enable the Open Arms worker to send files to the client and vice versa (make sure you have anti-virus software as a client could send you a compromised file).
- Screen sharing, Annotation, whiteboard – turn on so you can share docs, draw and play videos.
- Allow removed participants to re-join – if the client leaves due to poor connectivity, the client can re-join the meeting by clicking the link again.
- Identify guest participants in the meeting/webinar – turn on so you can see anyone else who may use the link to come into the meeting.
- Waiting room – Open Arms workers may wish for their clients to enter a ‘waiting room’ and then the worker can admit the client to the meeting when they are ready. This often gives comfort to the client that they will be received and that they have made it to the meeting.
- When attendees join meeting before host – turn on. This needs to be turned on as it sends the Open Arms worker an email saying that the client is ready to join.
- When a meeting is cancelled – turn on. An email is sent to the host and the client to state that the meeting has been cancelled.
- Profile: You can set an Open Arms logo, a picture, or photo in your profile settings so the client sees this when they are in the waiting room and know they are in the right place.

Zoom provides an excellent ‘how to’ guide, on line. Familiarise yourself with this guide prior to use.

Open Arms workers should ensure information on their login ID and password is provided to the relevant Regional Clinical Practice Manager.

Additional information and further troubleshooting can be found at:

<https://support.zoom.us/hc/en-us/categories/200101697-Getting-Started>

### Skype Standard

The Skype App needs to be loaded and registered on an Open Arms iPad, desktop, laptop or personal device outside the DVA network. Using the device’s web browser, go to Skype.com, the Apple Store or Google Play and find Skype and click the *Download* or *Install* button (NOTE: Not *Skype for Business*) and follow the instructions.

Once the software/App is installed, setting up the account will require the following information:

- Name: This is your account name.
- Skype Name: This is the name that appears on the call (i.e. the client will see this name) and you must have Open Arms in the name, and perhaps your first name or initials.
  - For example, you might use: *OpenArmsKAH*.
- Password: Ensure your password meets the minimum security requirements as stipulated in the setup and that it can be remembered.



Open Arms workers should ensure information on their login ID and password is provided to the relevant Regional Clinical Practice Manager.

Further information and general troubleshooting can be found at:

<https://support.skype.com/en/faq/FA11098/how-do-i-get-started-with-skype>

Important note on security when using Skype:

Skype have implemented the Signal protocols so that you can create conversations in a more secure environment (only the sender and receiver get to see what is sent). However, to enable this you will need to start a new conversation. Instructions are available on the website:

<https://support.skype.com/en/faq/FA34824/what-are-skype-private-conversations>

Once you have a "private conversation" set up, end-to-end encryption will be in place.

### **Coviu**

Information regarding the use of Coviu will be added in the near future.