How-to: Registering and Setting up the Zoom Room

Registering participants for a support group
1. This is basically like signing people up for classes.
2. Anyone who wants to participate calls/emails a contact person. They provide information for a registration form: name, email, phone number
3. The participant is contacted by another person (or is able to reserves space with the first contact)
   - Identify which dates they plan on participating if you have different dates or which group if you have focused groups, e.g. Depression, Anxiety, Bipolar etc.. Let them know what your size limit is (e.g. 12-15).
   - Additional information to collect besides their name, email, phone number, get the name of a emergency contact person name, email and phone number.
   - Explain we need to have information - in case we need to contact them or someone about concerns/safety. (This is the same information we get for class participants for the Homefront Online classes.)
   - Tell them
     - We will keep the information confidential as we always do.
     - People can attend by phone or through their computer (or through their SmartPhone Wi-Fi or internet connection)(Let them know if they access via SmarPhone it's counted as data).
     - If they will be signing in using a computer – they will sign in with their first name only. (Ask what name they will use if they want to use a pseudonym)
     - They are not allowed to share the sign-in information with anyone else. It is just for them. Others need to sign up for themselves.
     - They will confidentially be given a ZOOM access link (which changes for each support group) and is NOT allowed to share it with others. (tell them how they'll get it – by phone, email etc.)
     - **Suggest they be prepared to take the call/join the group in a room where no one will be able to hear them or the discussion. Headsets work nicely for phone or computer participation.**
     - Give them an 'urgent help number' to call at the time of the support group/meeting if they're having trouble getting in.

This gives the facilitators an anticipated roster of who should / could be in attendance and emergency information.

Slides to have for the meeting - ppt draft for NAMI Peer Support Group
Use slides to review such as the Agenda, Group Guidelines, Principles of Support (and Stages of Emotional Response to Trauma for Family Support group).

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Before the meeting starts – Facilitators - Set up your meeting room

Revised: 3/31: added information on creating your Co-Host, using the Waiting Room and Chat box for private conversations with individuals.
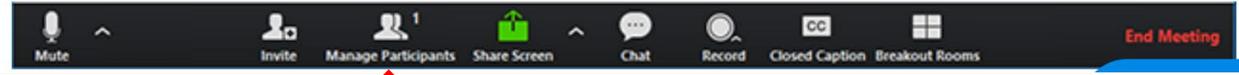

- Set up how you'll manage participants – click on the icon. Options show up in column on right

Person is on a computer - Hover over their name/the icons – 2 boxes show up:

- **Mute** them (or unmute)
- **MORE** –Click it to get options to
    - ✓ Ask to start video (or if they are on video and it's inappropriate images to show, you can 'Stop video'
    - ✓ Make host
    - ✓ Make cohost
    - ✓ Rename
    - ✓ Put them in the waiting room (or on hold if you're not using the waiting room

Person is calling in - Hover over their name/the icons – 2 boxes show up:

- **Mute** them (or unmute)
- **MORE** –Click it to get options to
    - ✓ Rename
    - ✓ Put them in the waiting room (or on hold if you're not using the waiting room
    - ✓ Remove
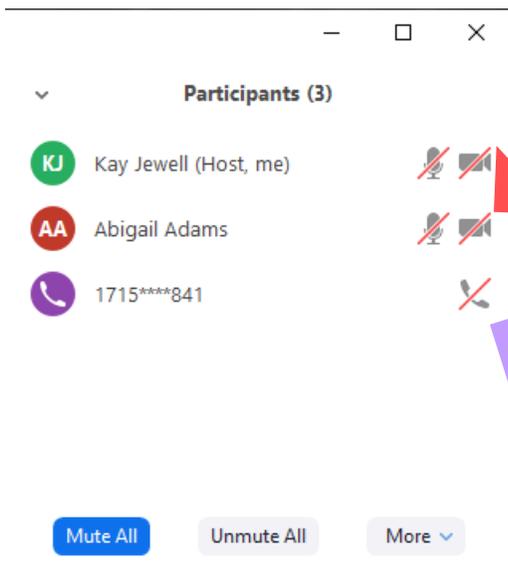
You can unmute everyone at once or unmute individuals next to their name.

Click on this to get options to

- ✓ Allow them unmute themselves
- ✓ Allow them to rename themselves (if on computer)
- ✓ Put attendee in waiting room upon entry (computer and phone attendees

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If there are 2 of you facilitating or one of you and someone helping with the Zoom and screen, the person signing in as Host should make the other person on the computer the Co-Host (see red box above). The Co-Host sees the same things and has the same control of managing participants and chatting.

Rename: If you click to rename, a pop-up box will show up in the middle of the screen and you can type in a new name for them. It's important to rename phone numbers – to maintain confidentiality. You can use first names or some other identifier that works for you/everyone. If your Zoom has been setup to modify telephone numbers, the participants and you will only see "715***1905" So they won't get the full phone number. It's up to you if you want to rename them so none of the phone number shows. You can ask the participant what name they want or use their first name.

WHAT THE PARTICIPANT HAS ON THEIR SCREEN:

WHAT YOU SEE ON YOUR SCREEN:
Raised hand by name
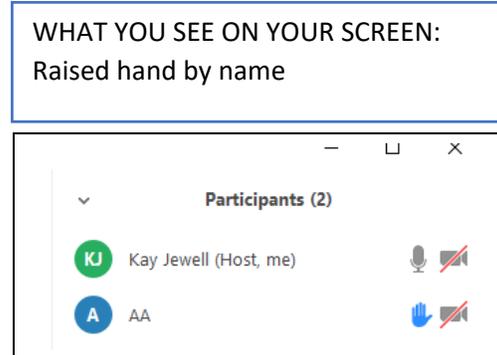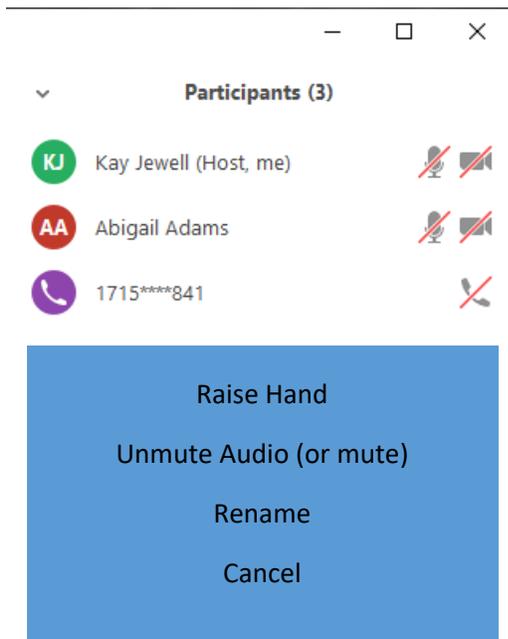
Raised hand: If a person on computer raises their hand, you can acknowledge it either in private chat or verbally. Then, when you hover over their name, you will get a box that lets you 'lower their hand'.

"Stop video" – If you click that, their video will stop on screen. They will get a message that you stopped it. They cannot restart until you click 'Ask to start video'. This is useful if there appears to be inappropriate background or other content and you want to stop it and address with the participant.

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To manage entry of people into your support group/class.
There are 2 ways
- Use the waiting room so you can verify the information of who wants to join in with your list OR
- Let everyone enter and then someone can check names and phone numbers to make sure they're all on your list.   If they're not, you can chat with them by computer or tell them to call, and you can remove them before the meeting starts. If anyone joins after your start, you can also remove them.


Using the Waiting Room

When the meeting is scheduled, there's an option to check to use the waiting room. If that's checked, you can use it for the meeting. It allows you time to check to see the names/phone numbers of people joining to be sure they're on your registered list.

While in the Waiting Room they get the message they are there and hear music. If you don't use the waiting room, your option is to 'put them on hold'. If you click that, they'll get the message they've been put on hold and hear music.

You can also put a participant who needs time to re-center or focus into the waiting room.   The Host and Co-Host are the only ones who see this Waiting Room.

If you don't use the Waiting Room when people join the meeting, if you have a question about their registration or any other reason, you can put the person 'on hold'.
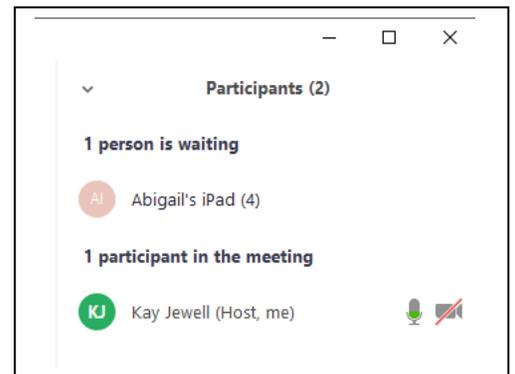
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Using Chat

Chat only works for those who are on the computer. There's only 1 use of Chat that works for support groups and classes – that's where the host/facilitator/teacher can chat 1:1, have a private chat. This is useful if you notice someone is having a hard time, you want to check in on them. You can also problem solve how to proceed to support them, e.g. go off line and have the other facilitator call them.   You do not want to allow 'chat with everyone' – that's basically cross-talking and very distracting.
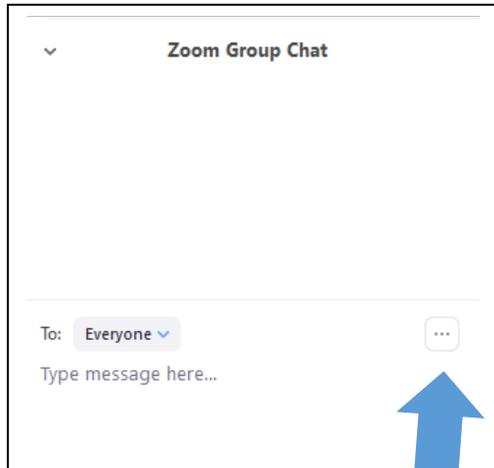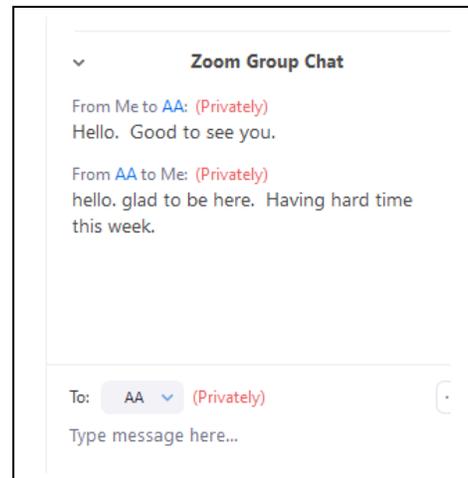
Setting up Chat before the meeting starts

Example of using Chat with a participant

Click the box with ….
It gives you options
>   Save chat
>   Allow attendees to chat with
>>   • No one
>>   ✓   Host only
>>   • Everyone (Publicly)

During the meeting - Logistics

There should always be at least one host who is well versed in the online platform and who can troubleshoot technology issues as they arise. This can include helping attendees log in effectively, muting interference from other lines, etc. (from NAMI national's recommendations).

In Homefront, one of the teachers monitors the raised hands and handles problems with signing in and working with someone who is in distress.

For more information or help – contact NAMI Wisconsin at 608-268-6000 or marykay@namiwisconsin.org