

Using Zoom for the UCSF ABC Program

Parent coaches usually provide the ABC Program in families' homes. Due to COVID-19, we are conducting our sessions by telehealth using secure, HIPPA-compliant videoconferencing software (Zoom).

We are so grateful for this option so we can work with you! Zoom is free and you do not need to sign up for an account to use it. Before you join a Zoom meeting, you will need to download the app (click [here](#) to download Zoom for your computer or smartphone).

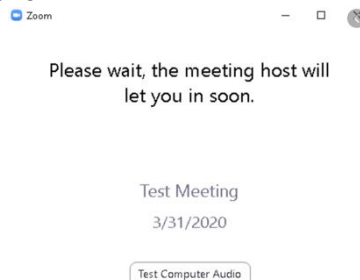
During each session, we will encourage you to play and engage with your child as you normally would. We will also provide you with information about parenting and children's development from research.

Using Zoom for your ABC sessions:

- The best way to use Zoom for your ABC sessions is on a laptop or tablet with a built-in camera. You can also use a smartphone with a camera, though it may be a little harder for you and your parent coach to see and hear each other.
- Your parent coach will set up your Zoom sessions. You will receive an email with a secure link for a videoconference meeting that only you can enter.
 - More information (including a video tutorial) for how to join a Zoom meeting is available [here](#).
 - Click [here](#) to join a Zoom test meeting, familiarize yourself with Zoom, and you're your equipment.
- If you are using a laptop or tablet for your Zoom session, you will be able to use the built-in microphone and speaker to communicate with your parent coach. However, because we will be encouraging you to play with your child, it may be hard for you to hear your parent coach this way.
 - To make it easier, you might want to plug headphones into your smartphone and dial into the Zoom meeting. This way, you will be able to hear the audio through your phone while you see the video on your laptop. This is only a suggestion. It is not required.
 - Your parent coach can provide you with instructions for how to dial into your meeting. More information on joining a meeting by phone is available [here](#).
 - If you join the meeting by phone, you will want to mute the audio on your laptop so you don't hear an echo. To mute yourself, click the Mute button (microphone) in the bottom-left corner of the meeting window. A red slash will appear over the microphone icon indicating that your audio is now off.

About confidentiality:

- Your privacy and security are a priority for us. All of our Zoom sessions are equipped with a "Waiting Room." This means that when you click the link to enter your Zoom meeting, you will first see a screen that looks like this:



- Your parent coach will admit you (and only you) into your Zoom session. No other unauthorized individuals will be able to enter.

How to set up for your Zoom session:

- Our goal is to get a clear view of you and your child while you play as you normally would.
- A good place to set up your laptop or smartphone is one that is : 1) Not too far away from where you're playing and 2) Gives a wide angle of you and your child.
- We also understand if you need to move around or switch rooms during your session. Just take us with you!

Testing things out with your parent coach:

- If all of this sounds a little confusing, don't worry! We'll walk you each step. Your parent coach will set up a brief time before your first ABC session to test out Zoom. We will also work with you to find the best spot to place your laptop or smartphone for the session.

Thank you for participating in the UCSF ABC Program! We look forward to working with you!