

## Lesson 1 - April 18

Barbara Van Felix: I am Barbara Van Felix, LCSW >> Auburn, CA. Help with Zoom.

Confused

Mary Hooper: Mary Jane Hooper, Fort Worth, Texas

Martha: Sometimes my clients say the picture of me is pixelated

Monte Bertolino: blue = on

Tauseef: Jane - mostly people using free version of doxy are reporting problems with video quality

Suzanne Kerr: best earbuds or earphones with mic for highest quality sound - most natural voice( have dell laptop)

Jane Walter: How do I create a virtual background?

janearyl: How do I get to ask a question of Lincoln? I didn't realize people were able to ask questions in advance.

Monte Bertolino: Wifi extenders:

[https://www.amazon.com/s?k=wifi+extenders+signal+booster+for+home&crd=2LTCQAQGZ4MAK&sprefix=wifi+extenders%2Caps%2C232&ref=nb\\_sb\\_ss\\_i\\_1\\_14](https://www.amazon.com/s?k=wifi+extenders+signal+booster+for+home&crd=2LTCQAQGZ4MAK&sprefix=wifi+extenders%2Caps%2C232&ref=nb_sb_ss_i_1_14)

Mary Hooper: The invitees don't always get an email, though I always go to meetings and invite by email

Monte Bertolino: Ethernet cables:

[https://www.amazon.com/s?k=ethernet+cable+50+ft&crd=9B3TEE3IOT8W&sprefix=ethernet+cable%2Caps%2C226&ref=nb\\_sb\\_ss\\_i\\_3\\_14](https://www.amazon.com/s?k=ethernet+cable+50+ft&crd=9B3TEE3IOT8W&sprefix=ethernet+cable%2Caps%2C226&ref=nb_sb_ss_i_3_14)

Lincoln Wachtel: recording of Zoom webinar

<https://www.couplesinstitute.com/zoom-online-therapy-webinar/>

Suzanne Kerr: Lincoln, what are u wearing on your ears

Tauseef: <https://doxy.me/>

Edie Stone: Edie in Boulder. Yes Tauseef is breaking up, both audio and vidoe

Cathy Sinnamon: the audio is breaking up

Edie Stone: Yes, more on starting with Doxy.

Edie Stone: Also suggestions on good but affordable headsets

Monte Bertolino: We probably have a different version and we have a webinar version of Zoom.

Monte Bertolino: It's likely your internet connection. If you can use an ethernet cable to your modem and turn off the wifi on your computer and other devices that might be competing for the wifi signal.

Monte Bertolino: Try using the ethernet cable if you can, turning off the wifi and other devices also using wifi that might be competing.

Monte Bertolino: What issues are you having with the invites?

Monte Bertolino: Generally paid accounts have additional options and connectivity than free ones.

Lisa Iverson: Is the free service of Doxy HIPPA compliant?

Lincoln Wachtel: HIPPA Doc for Zoom <https://zoom.us/docs/doc/Zoom-hipaa.pdf>

Regular Zoom is not HIPPA

Leslee Vogal-Fredrickson: Yes please email us the links that would be so helpful!

Tauseef: Here is a replay link -

<https://www.couplesinstitute.com/zoom-online-therapy-webinar/>

Tauseef: Here is a replay link -

<https://www.couplesinstitute.com/zoom-online-therapy-webinar/>

Monte Bertolino: The Zoom webinar replay:

<https://www.couplesinstitute.com/zoom-online-therapy-webinar/>

Monte Bertolino: The Zoom Hipaa compliant one I think starts at \$299/mo but comes with more licenses.

Monte Bertolino: You can try logging in on your ipad with another email address.

janearyl: I left meeting briefly to set up Doxy.me business account and missed how to access the link to recording of this webinar after it is over.

Cathy Sinnamon: all the earlier chat links have disappeared.

Edie Stone: Free Zoom has individual meeting links. NEVER use your account ID for everyone, it can lead to Zoombombing.

Monte Bertolino: what links are you looking for?

Edie Stone: Edie in Boulder. I also have a client with old computer - her camera will work with FaceTime, but not Zoom. I am thinking of trying Doxy with her. [therapywithedie@gmail.com](mailto:therapywithedie@gmail.com)

Anna Satenstein: Thank you Leslie, for the question re: fatigue

Monte Bertolino: We will put the recording and the links we've provided today on the replay page. We'll email you after we get it up.

Joan: Can we call clients with the link to a doxy.me session, or does the link have to be given by email or text?

Cecile Lyons: In addition to the questions entered close to the top of the chat I would like to know about the waiting room feature on groom. I opted for it and sometimes the participant comes through the waiting room and other times they seem to get direct access, I prefer they go through the waiting room so how do I assure that method? Cecile Lyons in Santa Barbara. I have my afternoon sessions starting and will have to leave the meeting. Well my questions can be addressed via email?

janearyl: I wear glasses that block out the blue light >> the screen, which really helps. I am wearing them now. They are non-prescription, but you can also get prescription blue-light blocking glasses.

Leslee Vogal-Fredrickson: Thank you so much for this! I have to leave for a session!

Blessings to all of you. nice to be with fellow therapists during this time.janearyl:How will all the downloads and links be sent to us; by email? Or do we have to go the Couples' Institute FB account?

Anna Satenstein: What do you recommend for client payments?

janearyl: Will the recording of this event include the chats? By the way, the chats were easier than than

janearyl: I meant to say earlier than 1:44 pm.

Barbara Van Felix: For the therapist with the hearing aides...I use Aftershokz headpiece that fits on the skull over the ear that helps me hear and I don't need my hearing aides while on the phone.

Monte Bertolino: Hi Katherine, can you put your email address here in the chat so we can get in touch by phone?

Lincoln Wachtel: email us [tauseef@couplesinstitute.com](mailto:tauseef@couplesinstitute.com)

janearyl: Thanks Richard

Edie Stone: Great question about creating a Background. Does Doxy do backgrounds?

Tauseef: Virtual background option is not available on Doxy.

Monte Bertolino: Virtual background option is not available on Doxy.

janearyl: I Never got the original slides

Julie Grimley: I have not received slides either

James Kenney: For Doxy.me, you can hang a curtain rod just behind the chair you use and put a curtain on it that can be pushed back when not working. Especially good if you're working in a bedroom!

Monte Bertolino: Here's another resource for virtual background for Zoom:

<https://www.pocket-lint.com/apps/news/151711-best-zoom-backgrounds-fun-virtual-backgrounds-for-zoom-meetings>

Julie Grimley: Is doxy.me more secure?

Tauseef: <https://help.doxy.me/en/articles/95911-is-doxy-me-secure>

Monte Bertolino: If you have other applications open on your computer, tabs in your browser, etc. whatever you can close it will help with the bandwidth.

Julie Grimley: I do not see my clients when they are in the waiting room in doxy.me when I am signed in and waiting for them.

Julie Grimley: How do I get the slides?

Tauseef: Webinar replay link -

<https://www.couplesinstitute.com/zoom-online-therapy-webinar/>

Tauseef: <https://www.couplesinstitute.com/zoom-online-therapy-webinar/>

Monte Bertolino: Copy and paste the link and put it in your browser.

Monte Bertolino: In Windows you have to go to the Zoom app to do that.

Gail Garwood: Thanks Lincoln and Tauseef!! Lots of good stuff. I found the slides too. Many thanks.

Karen Harber: What if you are on an HP?

Karen Harber: How do you find the update

Lincoln Wachtel: Karen , do you see a blue Zoom icon in your dock?

Lincoln Wachtel: it is blue with a white camera

Monte Bertolino: On an ipad you update the app through the app store.

Monte Bertolino: It will show UPDATE next to the zoom app if there's one available

Karen Harber: How do you update Zoom regularly if you are on a HP computer? Yes I see the blue rectangle with the camera. It does not have an update button.

Monte Bertolino: On a Windows computer you go to the zoom app. In the top right corner where your name is click it and you will see Check for Updates.

James Kenney: Thanks I'll return.

## Lesson 2 - April 24

Barbara Van Felix: Barbara >> Auburn, CA

Susan Komure: Rural Northern CA foothills.

Karen Harber: Karen >> Berkeley, CA

Monte Bertolino: Hi Ellen no the Zoom Health Care version is the HIPAA compliant version.

Karen Harber: Karen: kharber1@aol.com want to add kharber2015@gmail.com

Monte Bertolino: The clipboard is basically a place that gets copied. When you copy to the clipboard you can then "paste" to an email. On windows you would copy to the clipboard and then right click on your mouse to paste the invitation in your email.

Monte Bertolino: Hi Eileen, does the camera work elsewhere outside of zoom or whatever you're using? If not it could be the setting options for your computer that Tauseef is talking about now with Joan

Eileen Dwyer: ok got on camera

Joan: email for Joan dbovine@widomaker.com

shauna bradley: Park

mary lou donnelly: Marylou Donnelly >> Sebastopol, Ca hello

shauna bradley: Park City, Utah

Joan: under privacy setting on ipad, doxy.me is not requesting access to the camera Joan

david: I just saw I was only talking to panellists..I am David in Sydney Australia.

Edie Stone: There is a choice between just panelists / or All panelists and attendees

Anne O'Connor: Lincoln, Can you comment on the tendency we seem to have to put our face right up to the screen. What is the best distance to sit >> the screen for the comfort of the client.

Suzanne Kerr: doxy.me - want a recommendation re a headset. read wireless is not good choice with doxy.me ..had problems with Logitech wireless suzannemorekerr@gmail.com

Monte Bertolino: Hi Angela here are the 3 most common one's we're finding people are using: <https://doxy.me/>, <https://vsee.com/>, and zoom.

Monte Bertolino: The regular zoom isn't HIPAA compliant. Depending on where you are located, your state may allow you to use the non-HIPAA version during this time, but you'll need to double check your jurisdiction.

angela coady: which of the three is the most user friendly?

angela coady: cost of each?

Tauseef: <https://fast.com/>

James Kenney: Eileen's problem was happening to me yesterday. I have a paid subscription and cabled internet, but yesterday I couldn't see my client after they checked in, and they couldn't see me as on line. Even the Doxy help, which is supposed to be 'premium' was not available yesterday.

Monte Bertolino: <https://help.doxy.me/en/articles/95856-does-doxy-me-have-a-mobile-app>

Monte Bertolino: <https://doxy.me/pricing>

david: My issue is I am absolutely only starting to do online work and planning to use Zoom to start with a couple of clients in next few days can you talk me through how to set up a first Zoom session with them...just the basics pls.

James Kenney: that's what Doxy told me too, it's about the most consistent, reliable connection. However, Doxy seems to be getting less reliable. See above

Lincoln Wachtel: oops, sorry about that Marylou

angela coady: is Skype business HIPAA compliant

Monte Bertolino: Yes Vicki, and we are also posting all of the links on the replay page that we share on all of the calls.

Tauseef: Slides -

<https://www.couplesinstitute.com/wp-content/uploads/2020/04/Using-Zoom-for-Online-Therapy-Webinar.pdf>

00:51:29 Edie Stone: I used Skype a few years ago with a client who was traveling. A prompt asked me if I wanted to store the contact info, I innocently clicked yes, and they downloaded info for ALL my contacts. I contacted them to request that they delete all the contact info, they said OK, but it would mean giving them access to my computer so that they could delete the all info. I said NO and never used Skype again. Creepy.

Monte Bertolino: The replay page for the webinar earlier this month:

<https://www.couplesinstitute.com/zoom-online-therapy-webinar/>

James Kenney: Is VSee more reliable than Doxy.me?

Tauseef: Cheryl - You could use this link to download the latest version of VSee application - <https://download.vsee.com/>

Suzanne Kerr: Not sure what is in the chat re Doxy.me not being as reliable as before? Could I get feedback on this?

Edie Stone: Good question about groups, Ellen.

Cathy Sinnamon: thanks Lincoln for answering my question. I can use the new password for each call

Edie Stone: Today I don't have the Mic or Camera icons on the bottom of screen.

david: Move your mouse it will come back

Anne O'Connor: Cheryl move the curser

angela coady: raise hand disappears but re appears when I scroll to the area

Monte Bertolino: Here is the replay page with last weeks replay and resources:

<https://www.couplesinstitute.com/tech-support-online-practice-thank-you> We will put all of the videos and links here.

Cathy Sinnamon: if you press more you have chat option

Susan Komure: Hover mouse over general area and it should come up.

Edie Stone: I see Chat and Raise hand. But not Mic or Camera icons. are you controlling those?

sissitran-copeland: I am seeing the same problem Ellen is talking about.

Susan Komure: Hover over area and it should appear.

Cathy Sinnamon: if you want someone in the meeting to have a rest >> it so you can work with the partner, can you place them in the waiting room?

Edie Stone: I don't see gallery or list of participants today either.

Monte Bertolino: On the left at the bottom on a Windows computer there's Mute/Unmute with a picture of a microphone, then Stop Video/Start Video with a camera.

Monte Bertolino: On the top right you should see Speaker View or Gallery view on Windows

Cheryl Pearlman: Is it possible Tauseef to send us the link for slides in an email. I just tried to go to it online and it didn't work for me.

Tauseef: Sure. Please send a request at [admin@couplestinstitute.com](mailto:admin@couplestinstitute.com) so we can respond to you with all the links

Monte Bertolino: Try this:

<https://www.couplestinstitute.com/wp-content/uploads/2020/04/Using-Zoom-for-Online-Therapy-Webinar.pdf>

Monte Bertolino: Yes look for Zoom breakout rooms option when you setup the meeting.

Barbe Chambliss: [Barbe.chamblicc44@gmail.com](mailto:Barbe.chamblicc44@gmail.com)

Tauseef: [Barbe.chambliss44@gmail.com](mailto:Barbe.chambliss44@gmail.com)

Barbe Chambliss: [Barbe.chambliss4@gmail.com](mailto:Barbe.chambliss4@gmail.com)

Monte Bertolino: Tauseef worked with that platform 4 years ago but he has said it's changed quite a bit. What issues are you having with it?

Tauseef: Here are some great resources on simple practice -

<https://www.simplepractice.com/classes/getting-started>

Monte Bertolino: That was a virtual background Barbe had. There were 2 that Zoom provides. They have a few others.

Monte Bertolino: Last week I shared a link for other ideas for virtual backgrounds. It's on the replay page under last week

Monte Bertolino: last week's replay.

Tauseef: Vicky did you get a chance to read our email

Monte Bertolino: Yes you can use your own image but you'll want to get it sized according to their specifications (otherwise it might look funny - like stretched, ...)

<https://support.zoom.us/hc/en-us/articles/210707503-Virtual-Background>

Tauseef: we sent you an email earlier today

Monte Bertolino: Do they have anything written about it that you can share or is it just on video.

Monte Bertolino: About virtual backgrounds >> zoom:

<https://support.zoom.us/hc/en-us/articles/210707503-Virtual-Background>

Monte Bertolino: More virtual background ideas:

<https://www.pocket-lint.com/apps/news/151711-best-zoom-backgrounds-fun-virtual-backgrounds-for-zoom-meetings>

Monte Bertolino: Does this work:

<https://www.couplestinstitute.com/wp-content/uploads/2020/04/Using-Zoom-for-Online-Therapy-Webinar.pdf>

Tauseef: zoom pricing - <https://zoom.us/pricing>

Monte Bertolino: <https://zoom.us/pricing>

Monte Bertolino: Make sure that you check your jurisdiction for the security and non-HIPPA compliant options.

Suzanne Kerr: Monte, can you suggest in ear style headphones with mic - wireless. Thanks!

Suzanne Kerr: P?S need noise cancelling in ear headphones

Monte Bertolino:

[https://www.amazon.com/s?k=in+ear+headset+with+microphone+wireless&ref=nb\\_sb\\_noss\\_2](https://www.amazon.com/s?k=in+ear+headset+with+microphone+wireless&ref=nb_sb_noss_2)

Monte Bertolino: In my experience the noise cancelling features work better with over the ear headphones.

Cheryl Pearlman: Monte, with the website address you just posted do we type it into the search engine just as you typed it above ( dashes and all?). I have tried on the computer and my phone I get the message "Oops...the link you're trying to reach doesn't work."

Edie Stone: Great suggestion re getting ethernet onto a Mac, thanks.

Monte Bertolino: I just went to amazon.com and just did a search on the keywords.

Monte Bertolino: it's a long url so if missing even one digit off it will show that error. maybe easier to just go directly to amazon.

Cheryl Pearlman: Monte, I am trying to get the link so I can look at the slides >> the webinar

Suzanne Kerr: I copied and pasted the last url Monte posted about in ear headphones and it worked great!

Monte Bertolino:

<https://www.couplesinstitute.com/wp-content/uploads/2020/04/Using-Zoom-for-Online-Therapy-Webinar.pdf>

Monte Bertolino: You can, or you could setup new password for each meeting.

Monte Bertolino: Lisa we will post all of these links on the replay page

Suzanne Kerr: Doxy.me recommends that both client and therapist shut down their computer when problems arise (due to eg. client switching device or using a program briefly ) and then sign back in. A pain , but it seems to work.

Monte Bertolino: I believe that the BAA for Zoom is for the HIPAA compliant version.

Monte Bertolino: The non-HIPAA versions of Zoom I don't think there's a BAA.

Monte Bertolino: I think people do, just not sure if it's HIPAA compliant.

Suzanne Kerr: Thanks very much!!!

Susan Komure: Skype Business is HIPAA compliant.

### **Lesson 3 - May 1**

Monte Bertolino: Welcome!

Monte Bertolino: Post your questions here or raise your hand if you'd like to ask it on video or audio.

Monte Bertolino: Let me check. I know Tauseef answered some of them via email.

Monte Bertolino: For you Anne.

Tauseef: Hi Anne - Did you get a chance to look into the email I sent to you earlier today. I tried to answer your question in my email.

Monte Bertolino: You can also clear your cache in your firefox browser.

Tauseef: Did you receive my email or not?

DarLene Jones: I did not receive the email DarLene J

Tauseef: Anne - I just resent the email to you. Please check if you got it now?

DarLene Jones: I have to connect with my client I'll come back afterward DarLene

Monte Bertolino: Try this troubleshooting here if you are experiencing wifi or pixeling:  
<https://www.washingtonpost.com/technology/2020/04/29/best-wifi-fix/>

Tauseef: You're welcome Anne

Monte Bertolino: We also have additional resources for troubleshooting internet connection here on the replay page:  
<https://www.couplesinstitute.com/tech-support-online-practice-thank-you>

Tauseef: Zoom pricing - <https://zoom.us/pricing>

Monte Bertolino: Check with your state on HIPAA compliance for using the Zoom Pro account.

Lincoln Wachtel: Hi Lisa, please try this short video.  
<https://www.youtube.com/watch?v=gMEKlZlDt-I>

Tauseef: <https://doxy.me/account/subscription>

Suzanne Kerr: Suzanne More Kerr

Suzanne Kerr: Doxy.me - Can I have 2 clients >> different locations in my waiting room at same time?

Tauseef: Mary - Check for updates in Windows 10. Open Start Menu and click on Settings > Update & Security settings > Windows Update. Here, press on the Check for updates button. If any updates are available, they will be offered to you

Tauseef: [tauseef@couplesinstitute.com](mailto:tauseef@couplesinstitute.com)

Tauseef: Joan - Here is a link you could share with your team -  
<https://www.washingtonpost.com/technology/2020/04/29/best-wifi-fix/>

Monte Bertolino: To check your Windows updates. In the search bar type windows update. Click on Check Updates

Monte Bertolino: For your DSL issue Joan check with your provider to see if there is another plan you can upgrade to.

Monte Bertolino: You used to be able to chat with them but I think right now email is it. And they are dealing with a lot of calls right now with millions of new users. Also if you are on the free version of Zoom you probably won't get support >> them.

Tauseef: Lisa - Here is a video you could watch, it has steps on how to switch on and off wifi on windows - <https://www.youtube.com/watch?v=gMEKlZlDt-I>

Monte Bertolino: <https://www.couplesinstitute.com/tech-support-online-practice-thank-you>

Monte Bertolino: The first webinar:  
<https://www.couplesinstitute.com/zoom-online-therapy-webinar/>

Monte Bertolino: Yes Angela we will send out an email and post today's video with the rest of them. It will be on the thank you page above.

Carmen Romero: [ccristinaromero@gmail.com](mailto:ccristinaromero@gmail.com)

Tauseef: Carmen - Just sent you an email with replay page links



Monte Bertolino: Try this >> Zoom?

<https://support.zoom.us/hc/en-us/articles/210707503-Virtual-Background>

Monte Bertolino: Ethernet cables:

[https://www.amazon.com/s?k=ethernet+cables&ref=nb\\_sb\\_noss\\_1](https://www.amazon.com/s?k=ethernet+cables&ref=nb_sb_noss_1)

david: Can you send a packaged link to all the seminars we have had or will have had at the to us at the end of the seminar series pls?

Monte Bertolino: All of the calls will be here and all of the resources:

<https://www.couplesinstitute.com/tech-support-online-practice-thank-you>

Monte Bertolino: Here's a replay to the earlier webinar here:

<https://www.couplesinstitute.com/zoom-online-therapy-webinar/>

Suzi Woodard: Is the doxy.me page still open? If so, your video camera won't work for anything else until you close the doxy window.

Monte Bertolino: We shared troubleshooting tips on the thank you page, you can copy and paste and give it to your clients:

<https://www.couplesinstitute.com/tech-support-online-practice-thank-you>

Lisa Jennings: can I install window 10 on this windos 7 machine.

Monte Bertolino: And this troubleshooting link:

<https://www.washingtonpost.com/technology/2020/04/29/best-wifi-fix/>

Monte Bertolino: That will depend the size of your current computer. About how old is your computer?

Lisa Jennings: can't remeber but maybe 5 years

Lisa Jennings: reasonable pwer and memory

Monte Bertolino: I would take it to a computer store and ask them if it can be installed. It may not be worth the cost of just getting a new computer.

Susan D'Aloia: is zoom healthcare HIPPA compliant? do you know cost?

Monte Bertolino: Zoom has a HIPAA compliant versions but it starts at \$200 or \$300/month.

Monte Bertolino: You can share users on that account but they have to be under your business.

Tauseef: Zoom 5.0 and what's coming up in near future -

<https://zoom.us/docs/en-us/zoom-v5-admin.html?zcid=1231>

Monte Bertolino: Some states are allowing telehealth calls without HIPAA (like California) during this time, so I'd check with your jurisdiction.

Lisa Jennings: the only trouble is it may be sometime before we have storage. Though I have tech people that can do it online. Can't go out.

Monte Bertolino: Next week will be a zoom link, we will send out a reminder and link.

Tauseef: Check your internet speeds on this site - <https://fast.com/>

Lincoln Wachtel: If you've got a family all doing work calls and online classes at the same time, you'll want at least 25 mbps download and 10 mbps upload.

Shauna Bradley: I will be happy to get that link, I spend a lot of time finding emails with next link and time

Lisa Jennings: thanks so very much !!

david: ok thanks

## Lesson 4 - May 8

>> Lincoln Wachtel : Hello  
>> Anne O'Connor : hello  
>> Sault Ste. Marei  
>> Barbara Van Felix :  
Barbara >> Auburn, CA  
>> Lisa Jennings : Hi >> London  
>> piperfield : Hi, I'm  
>> Boise Idaho  
>> Carmen Romero : Hi  
>> Madrid  
>> Jane Walter : San Francisco CA  
>> Shauna Bradley : woodland, utah  
>> Barbara Israels : hi Lincoln  
>> modesto, ca  
>> Mary Navarro : Mary  
>> Crescent City... is this last session?  
    >> Monte Bertolino : Yes Mary this is the last session.  
>> Marilynne Chopel : Hi  
>> Lafayette CA  
>> Lisa Jennings to Lincoln Wachtel (Privately) : where is the back ground feature  
>> Monte Bertolino : We have information on creating the virtual background on the replay page  
<https://www.couplesinstitute.com/tech-support-online-practice-thank-you>  
>> Sissi Tran to Lincoln Wachtel (Privately) : I cannot hear. Cannot unmute?  
>> Lincoln Wachtel : zoom.us  
>> Marilynne Chopel : Please show again how to remove a participant.  
>> Monte Bertolino : You can also remove them in the Participants tab.  
>> Lisa Jennings to Lincoln Wachtel (Privately) : please go over the stuff again .It is far too fast.  
>> Susan D'Aloia : can you say how to update zoom on an iPad??  
>> Monte Bertolino : In Windows in the search bar and type in zoom and the app should pop up.  
>> Monte Bertolino : On an ipad you update zoom >> the app store  
>> Anne O'Connor : When I upgraded to zoom 5 the zoom no longer appears in my Finder. I  
have had to google zoom  
>> Monte Bertolino : And same for the iphone  
>> ellen speyer : can I pin it to my windows 10 task bar?  
>> Carmen Romero : I already had it in my dock.  
>> david : I am curious will the replays be round for a long time if we need to look back at David

>> Sydney Aust here it is 5 am in the morning here hence my brain is still in sleep mode sorry! I have not yet downloaded Zoom app so that might be a problem for me...so I did not do the survey,

>> ediestone : When I upgraded to Zoom 5, it downloaded into Documents on my Mac, so I had to drag it into Applications first, then drag to Doc. So look in Finder to find Zoom.

>> Barbara Israels to Lincoln Wachtel (Privately) : it's barbara israels. i am on a ipad

>> Lisa Jennings to Lincoln Wachtel (Privately) : i can only find 4 backgrounds. I need a plain background.

>> Monte Bertolino : Yes David replays will be up for awhile

>> DarLene Jones : I got it now and I have 5.0 yay!

>> Betty Rygiewicz : I would like to move to. Betty

>> DarLene Jones : what is advantage of zoom business over the regular one?

>> Tauseef : DarLene - This link on zoom website shows all the features for each of the plans - <https://zoom.us/pricing>

>> ediestone : I am already using the Application. Can't get back to the beginning page because I am already using the App. So that may be a problem for others.

>> DarLene Jones : thank you T

>> Marilynne Chopel : you have to click on the "Home

>> Marilynne Chopel : "Home Button"

>> Terri Bernard : going to "home" fixed the problem for me

>> Marilynne Chopel : What if you want to meet at "2:10"?

>> ediestone : I did have a problem when I went to the \$15 paid account. Zoom kept reverting to my Basic account >> the upgrade link. They finally fixed that.

>> Tauseef to Lincoln Wachtel (Privately) : zoom.us is website

>> Tauseef : <https://zoom.us/>

>> Gail Nelson : isn't that only with the paid version? Is it available with the free too?

>> Monte Bertolino : Gail there are limited options for the free version

>> Tauseef : Gail - Yes settings are available to free users, just that free version doesn't have all the features

>> Jane Walter : I like to use my iPad for sessions and would like to know what type of adaptor I need to

>> Jane Walter : hardwire it to my router with an Ethernet cable

>> Tauseef : link to replay page - <https://www.couplesinstitute.com/tech-support-online-practice-thank-you>

>> Terri Bernard : At the top of the Zoom icon page that only listed my scheduled meetings it said 'home'. I clicked that word and it took me to the page that Lincoln was describing as the place to schedule a meeting.

>> Monte Bertolino : Jane here are some options for you ethernet for ipad [https://www.amazon.com/s?k=ethernet+cable+for+ipad&ref=nb\\_sb\\_noss\\_1](https://www.amazon.com/s?k=ethernet+cable+for+ipad&ref=nb_sb_noss_1)

>> Lincoln Wachtel to Terri Bernard (Privately) : thank you Terri

>> Marilynne Chopel : Home Button: Click on the Zoom icon. At the menu at the bottom there are 4 options. Select "Home" to find the four choices of Back to Meeting, Join, Schedule, Share Screen.

>> Lisa Jennings to Lincoln Wachtel (Privately) : i was afraid to turn off my wifi

>> Gail Nelson : I'm getting that signal too for "internet is unstable". Would it be competing with my neighbor in the next office and their system is competing with mine?

>> Jane Walter : Thank you, Monte

>> Lisa Jennings to Lincoln Wachtel (Privately) : is it OK to turn it off..wifi??

>> Gail Nelson : I have a new Net Gear router.

>> Lincoln Wachtel to Terri Bernard (Privately) : yes, if you are plugged in using an Ethernet cable, if you get kicked out you can come back on

>> Lincoln Wachtel to Terri Bernard (Privately) : oops wrong person

>> Lincoln Wachtel to Lisa Jennings (Privately) : yes, if you are plugged in using an Ethernet cable, if you get kicked out you can come back on

>> Sissi Tran to Lincoln Wachtel (Privately) : Would you mind go over how to mute participants as a host? Set up breakout rooms? Thank you!

>> Betsy Wright Loving : I'm on (rural) satellite internet, quite unstable, lots of latency... I'm attempting to switch to my iPad, using wireless data instead of wifi..better connect. should I upgrade the iPad? anything?

>> Darlene Jones to Lincoln Wachtel (Privately) : have to go to work. Thank you so much to you and Tauseef!

>> Monte Bertolino : Here's >> zoom share a screen  
<https://support.zoom.us/hc/en-us/articles/202954249-Optimizing-a-shared-video-clip-in-full-screen>

>> Monte Bertolino : Betsy - Wireless data will end up using a lot so you'll want to monitor this and check with your wireless provider

>> Tauseef : Replay page link -  
<https://www.couplesinstitute.com/tech-support-online-practice-thank-you>

>> Betsy Wright Loving : iPad Pro 2016

>> Betsy Wright Loving : looking at a new iPad Pro

>> Lisa Jennings : how is Vsee working at the moment

>> Lisa Jennings : i get an email every week for Ellyn

>> maryloudonnelly : sorry I came in late but can't get my Doxy to have audio now when it did previously Marylou

>> Lisa Jennings : we get an email every week >> Elly with the links

>> Tauseef : Mary - Here is a useful resource about troubleshooting audio issues on Doxy -  
<https://help.doxy.me/en/articles/2423448-audio-issue-my-patient-can-t-hear-me-archive>

>> Sissi Tran to Lincoln Wachtel (Privately) : Yes, the links you sent before have been very helpful! Would you mind sending them again, including the helpful links posted in the chat? Thank you!

>> Shauna Bradley : Thanks for offering this class, it has been very helpful!!

>> ediestone : We see your name.

>> Lisa Jennings : how can i screen share an audio file. These are what i use.

>> Lisa Jennings : i want to screen share audios

>> Carmen Romero : Nice !

>> Lisa Jennings : do you share audio files with that feature?

>> Lisa Jennings : hi has anyone seen my quesstion?  
>> Jane Walter : Thank you, sooo much for your expertise and especially your patience.  
>> maryloudonnely : ditto! Marylou  
>> david : Thanks now I might be confident to download Zoom on to my computer!:)  
>> Carmen Romero : It has been great for me. Thank you for doing this for us. Catching up with technology and being a couples therapist is a great combination. You and all your team.  
>> ellen speyer : Thank You very much, Lincoln, Tauseef and Monte  
>> Susan D'Aloia : thank you for your patience and answers for the questions ....