

How to Access Your Online Group

What you will need:

- A private space (i.e. a room where others are not present and cannot overhear the discussion)
- High speed internet access
- Access to a computer, tablet, or smartphone
- A microphone (built in or external)
- A webcam (built in or external)
- Headphones (recommended but not required)

How to get started:

1. Read and agree to the **Sheena's Place Participant Acknowledgment and Guidelines** (this is a one time agreement that should pop up in the account creation process when you register for groups for the first time). If you did not receive a copy of the Acknowledgement, please contact the Program Registrar at info@sheenasplace.org.
2. Go to zoom.us and sign up for a free account. You will have the option to log in via Facebook or Google but we recommend creating an account with your email address.
3. When entering your name, we recommend only using your **first name and last initial** in order to protect your confidentiality. (Other group members will be able to see your name during the group.) Please use the same name as your Mindbody account.
4. Download the Zoom app onto your computer, tablet, or phone.
5. Update your address in the Mindbody registration system to the **location (i.e. address)** that you will be accessing the group from. Please ensure that your **phone number** is also up to date. For more information about why we require this information, please refer to the Service User Acknowledgment.
6. You will receive a meeting invitation via email 1 hour before every group session. Click on the link received OR enter the meeting ID and password on the Zoom app 5 to 10 minutes before the group start time. [Click here for a video demonstration on joining groups.](#)
7. When you join, you will be placed into the "waiting room" until a facilitator lets you in.
8. Please close all other programs on your device, as this helps with internet connectivity.

Note: Group members who join more than 5 minutes after the scheduled group start time will not be permitted to join the group. We recommend logging into Zoom and entering the waiting room a few minutes early.

Once you have joined the group:

9. Your mic will automatically be muted and your video will be automatically turned off when you join the group. Please turn on your video as soon as you join the group and please unmute your mic when you would like to speak (you can do this by clicking on the "unmute" and "start video" icons at the bottom left hand side of your screen). When you are not speaking, consider keeping your mic muted to minimize background noise.

10. To see all group members and facilitators, click “Gallery View” in the top right corner of your screen (if you are on a computer). If you are on a phone, swipe left to access gallery view.

FAQ

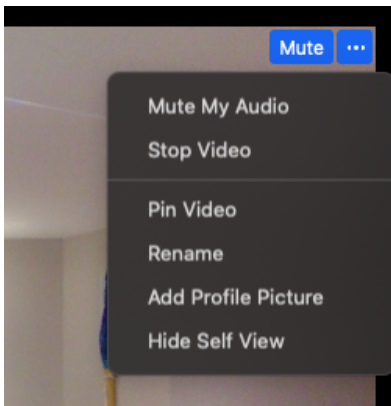
Do I have to be on video during the group session?

Yes, it is required that all group members use their webcams. Being able to see each other provides important visual cues (like conveying support and empathy) and can help provide a sense of safety and security to group members. Keeping cameras on also helps ensure confidentiality (i.e. it shows group members and facilitators that no one else is in the room). If you need to take a break during group, you are welcome to turn your camera up or to the side temporarily.

We understand that seeing your own image on Zoom may be difficult. You are able to hide this using the “**hide self view**” function. If you use this, you will still be able to see group members and they will still be able to see you; however, you will not be able to see yourself.

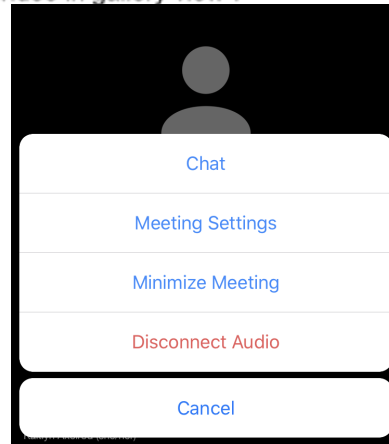
Computer:

Once you are in gallery view, hover your mouse over your image, click “...” and then click “hide self view”.



Phone:

Tap on the screen, click “More” on the bottom right and this menu will appear. Click “Meeting Settings” and you will see several options, including “Show my video in gallery view”.



Are online groups confidential?

No online platform is ever 100% secure. That being said, we do everything we can to ensure that your privacy is respected and that your information stays confidential. Here is a list of the measures we are taking to support confidentiality:

- We have selected Zoom for Healthcare as our platform because it is both PHIPA and PIPEDA compliant and provides chat and video encryption encryption. You can find out more about their privacy policy [here](#) and the features of their Healthcare platform [here](#).
- We do not record any video, audio, or chat data and the recording function is disabled for group participants.

- Group facilitators join the sessions from private locations where others are not able to see or hear the session. Participants are asked to do the same.
- All participants agree to our confidentiality rules.
- Facilitators are mandated to keep your information confidential (with several exceptions, as outlined in the Group Guidelines).

My friend wants to join the group. Can I share the email meeting link with them?

Unfortunately, no. Due to limited capacity and safety, all group members must register online at www.sheenasplace.org. Facilitators will not permit non-registered individuals to join group sessions.

I no longer want to attend the online group that I am registered for. What do I do?

Online groups are not for everyone. If you no longer want to attend, please email our Program Registrar at info@sheenasplace.org to have yourself removed from the group. This will allow someone on the waitlist to gain access to the group.

What happens if I am having technical issues?

If you are having technical issues, you can call our Program Registrar at 416-927-8900 x 220 and she will do her best to assist you. Because we are a small organization and we do not have an IT team, we may not be able to provide advanced technical support. However, we will do everything we can to support you with getting logged into the group.

If there is a technological issue with Zoom during the group (e.g. the group session terminates unexpectedly), staff will take all reasonable measures to contact participants as soon as possible via phone or email.

Troubleshooting for common issues:

My audio or video is not working.

- Check to see if you have been muted or if your video has been turned off.
- Ensure that you have enabled microphone & camera access to Zoom on your device. This can be done in “Settings” on your device.
- Close other programs that may be using your microphone or camera.

My voice is echoing.

- Ensure you are logged into the video conference using one device only. If you are logged in on both your phone and computer, this may cause echoing.

I am registered but I am not receiving email invitations to join group sessions.

- Check your spam or junk mail folder.
- Log in to your Mindbody account to ensure Sheena’s Place has your correct email address.

For more information about how to use Zoom, please visit [Zoom’s Help Centre](#).

If you have any questions about online groups, please email the Program Manager, Kelsey Johnston, at kjohnston@sheenasplace.org or the Program and Outreach Coordinator, Kaitlyn Axelrod, at kaxelrod@sheenasplace.org.

If you have questions specific to registration, please reach out to our Program Registrar at info@sheenasplace.org.