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Dear Caregiver,

Therapy Source is excited to announce that we will be providing TheraWeb services through the Zoom platform beginning **Monday, March 23, 2020**. On this date, all services provided through Blackboard will cease operation.

**To access TheraWeb via the Zoom platform, you will need:**

1. **Internet Connection:** The Zoom platform is designed to work at any bandwidth, so connecting directly to the internet via a secure and stable connection is the best method.
2. **Joining Sessions:** We highly recommend using the **Zoom Client for Meetings** application (linked below) to join sessions as this is the most reliable way to connect. If however you are not able to download the client, please use **Google Chrome** as your web browser when accessing the session.
3. **Webcam with speaker and/or headset**: Please ensure your child’s headset and webcam are plugged in prior to the session, and that their microphone is not muted. Then, please adjust the audio dials or controls to ensure your child’s sound is loud enough to hear (and be heard) by their therapist.

**To access your child’s online TheraWeb classroom:**

1. **[First time only] Download the Zoom Desktop Client onto your computer:** <https://zoom.us/support/download>
2. **Your child’s therapist will send you a link via email inviting you to a “meeting,” which is your child’s therapy session.** Simply click on the highlighted link to enter the session and choose to **Open Zoom Meetings** when prompted. If you are early for the session, your child will be placed in the Waiting Room, where his/her therapist will join them at the scheduled time.

**Helpful information and links**

1. **If you are unable to access your child’s classroom by clicking the link provided via email:**
   * Type <https://theraweb.zoom.us/join> into the website browser.
   * Click **Join.**
   * The invitation your therapist sends will have the meeting ID in the body of the invite. It will look like this: **Meeting ID: 388 779 268**
   * Lastly, copy/paste the Meeting ID into the Meeting ID block, and again click the **Join** Button.
2. **If you experience technical difficulties:**
   * Level 1 Technical Support: For issues involving general connectivity or access, please contact your therapist so the TheraWeb team can assist them in guiding you through common trouble shooting solutions related to gaining access to your Zoom session.
   * Level 2 Computer Hardware Technical Support: In the event you have a computer hardware issue preventing your access to the Zoom platform, please notify your school’s technical Help Desk (for school issued computers) or your preferred technical specialist (for personal computers).
3. **Zoom Resource Links:**
   * **Join a Meeting:** <https://www.youtube.com/watch?v=hIkCmbvAHQQ&feature=youtu.be>
   * **Audio and Video Information:** <https://support.zoom.us/hc/en-us/articles/201362283-Testing-computer-or-device-audio>
   * **Using WIFI:** <https://www.youtube.com/watch?v=UygPcBCFRrA>

**Therapist Information**

[THERAPIST’S NAME]

[THERAPIST’S EMAIL]

[THERAPIST’S PHONE NUMBER]

Thank you for your assistance in making your child’s TheraWeb sessions a success!  
  
Sincerely,

Therapy Source