



Recovery Centers *of* America

Outpatient Therapy, Inpatient Family Sessions and Visitation

How to join and participate in a WebEx Meeting

Purpose:

WebEx is the virtual meeting platform that Recovery Centers of America will be utilizing to connect our patients/clients with their loved ones while inpatient and their therapist while outpatient during the COVID 19 Pandemic. Webex meetings will take place in lieu of in person sessions. This instructional guide is intended to guide loved ones step by step to connect using Webex for the purposes of:

- Family Sessions with the Patient's therapist
- Visitation sessions with the patient
- Outpatient Group and Individual Sessions with a therapist

What you need to get started:

You will need to have the ability to connect to Webex via an **internet web browser** or the Webex **application downloaded on a Smart Phone**. Additionally, RCA will need to have your **email address** on file in order to send you an invitation to join family session or visitation meetings.

How it will work:

1. You will be sent a Webex meeting invite via email for all scheduled sessions. This will be generated by either your therapist (for outpatient sessions and inpatient family sessions) or the facility's centralized scheduler for visitation.
2. Follow the below steps in order to connect to your meeting at the scheduled time.
3. Here is a link to a short Webex training video on YouTube: <https://tinyurl.com/tyjlwyn>
 - a. *Please note: the video recommends connecting to the meeting with your computer's audio. RCA is strongly recommending you use the phone-in option for audio. If you do choose computer audio, headphones are needed to prevent audio reverbs and echoes.

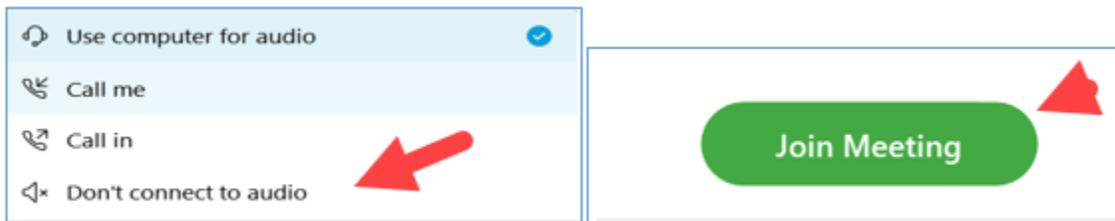
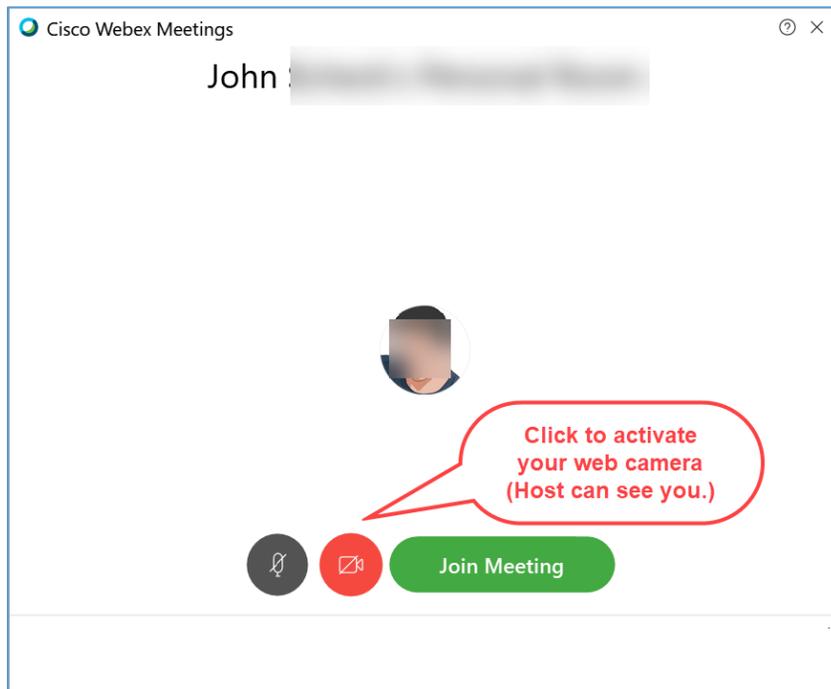
Connecting to WebEx using a computer or tablet and your cell phone (for audio):

1. You will receive an email invitation to a meeting. Click **'Join meeting'** to enter the web meeting. Dial the number below to join by phone allowing you to hear and speak during the meeting. Use the Meeting number (access code) displayed on your emailed invitation. This number is unique to each meeting. Please press # indicating you do not have an Attendee ID number.

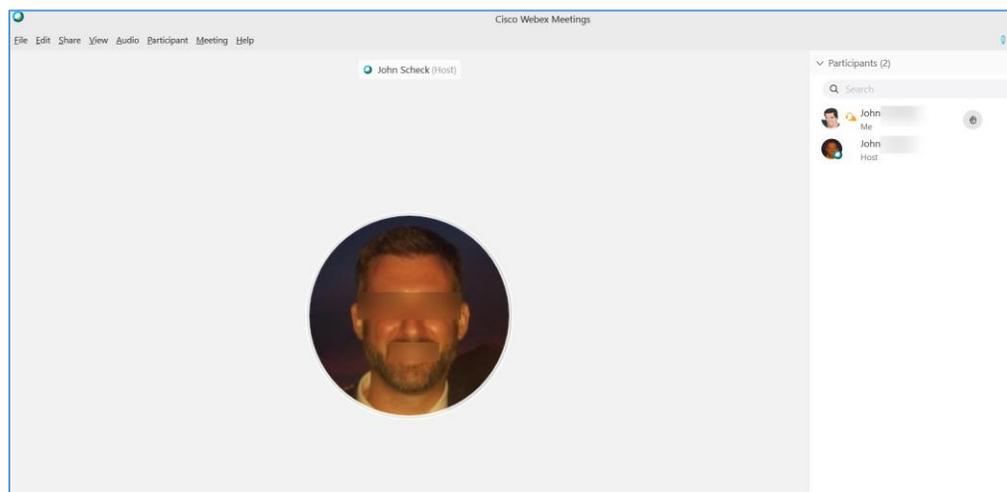
Do not connect to audio on your computer.

The image shows a screenshot of an email invitation for a WebEx meeting. At the top, the subject line reads "Webex Documentation Test; Webex;". Below this, there is a time indicator "12 PM" and a page number "1". A horizontal line separates the header from the main content. Below the line, there is a note: "-- Do not delete or change any of the following text. --". The main content is divided into two sections. The first section is titled "Join meeting in my Webex Personal Room" and includes the text "Meeting number (access code): 852 736 344". Below this text is a green rectangular button with the text "Join meeting" in white. A red callout box with a white background and a red border points to this button, containing the text "1 - Click to join web meeting". The second section is titled "Join by phone" and includes the text "Tap to call in from a mobile device (attendees only)", "+1-415-655-0001 US Toll", "Access code: 852 736 344", and "Global call-in numbers". A second red callout box points to this section, containing the text "2 - to connect by phone".

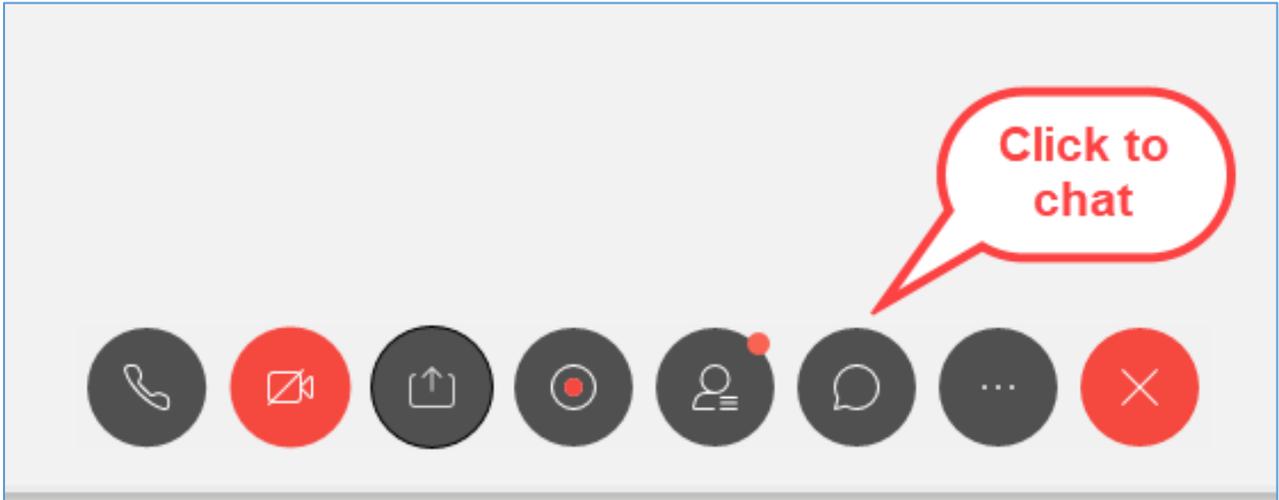
2. Click the video icon to turn on your webcam so the host can see you. **Select “Don’t connect to audio”** as noted above since you will be connected via phone.



3. Once in the meeting, you will see the person or group that you are meeting with.



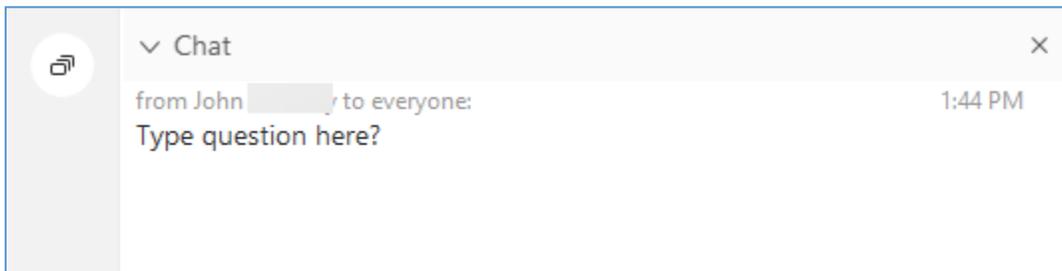
4. While in the meeting you can open a chat window. Hover your mouse in the bottom of the meeting window and a row of icons will appear. Click the chat icon to open a chat window.



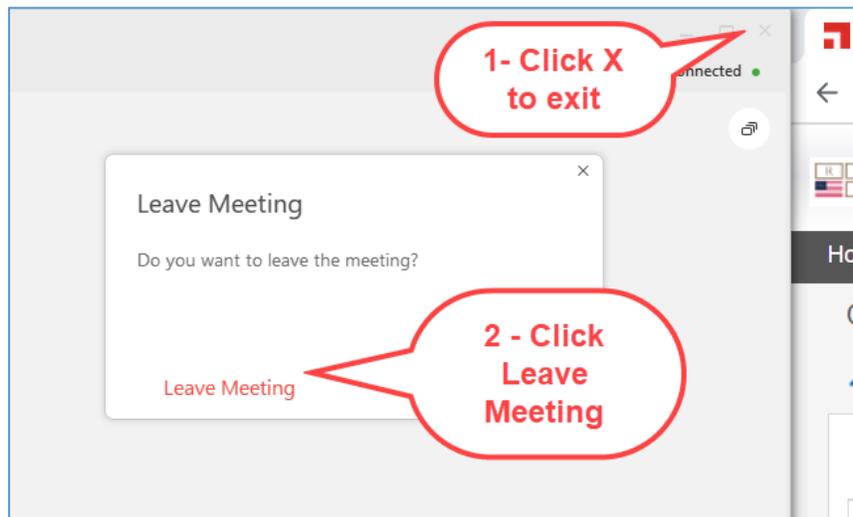
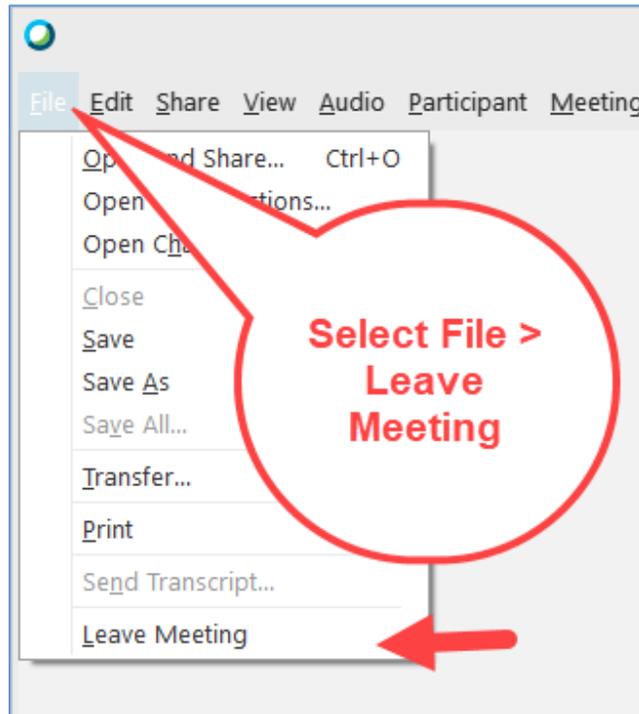
Enter your question and hit enter key.



Your question will appear in the upper portion of the dialog.



5. To exit a meeting: You can click File in far left and select leave Meeting. Or, you can click the X-out button on the far-right and select Leave Meeting.

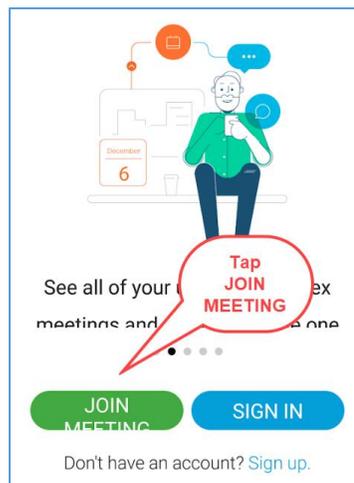


How to join and participate using a Smart Phone device:

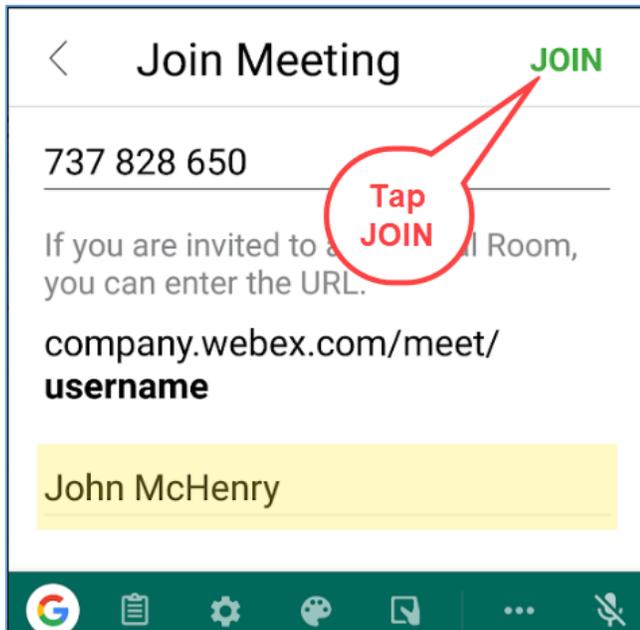
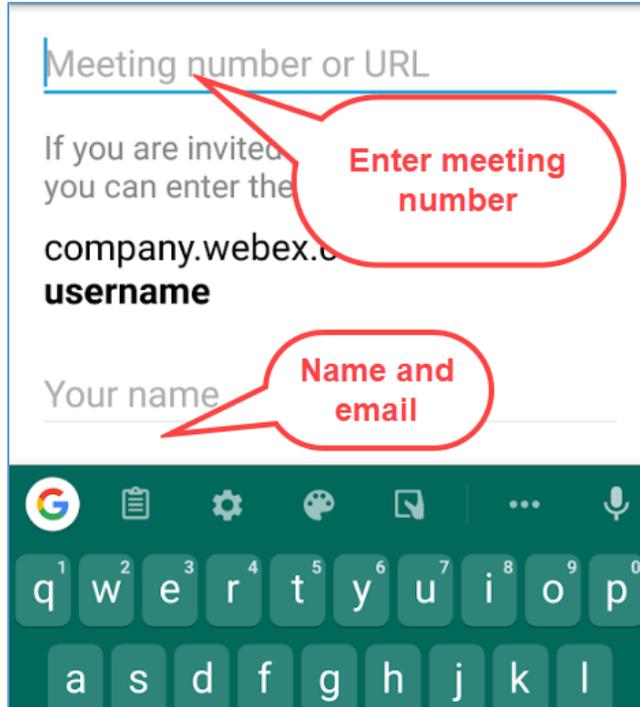
1. Tap the WebEx icon on the phone.



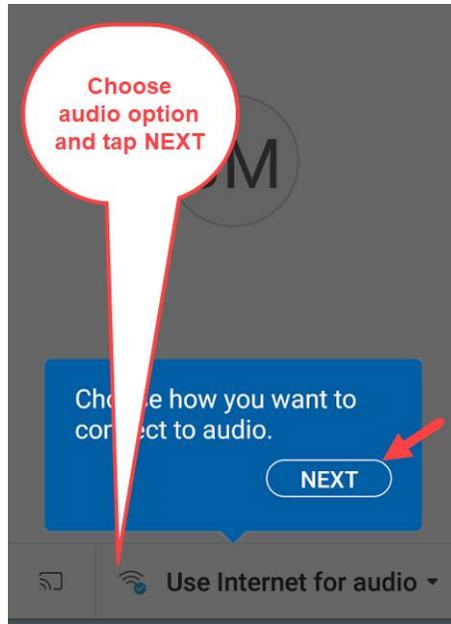
2. Tap Join Meeting to enter the meeting.



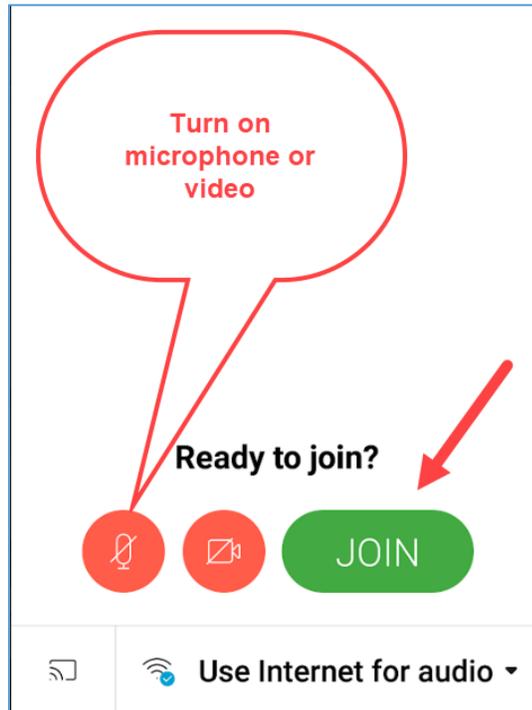
3. Enter the Meeting Number provided at the top. Then enter name and email. Tap JOIN in upper right when finished.



4. Please choose an audio option at the bottom. (Either connect via internet or by phone call.) Tap NEXT to enter.



5. By default, the microphone and camera are turned off. Click the orange circles to enable them. Tap JOIN to enter the meeting.



6. You will now be viewing the host's screen. When ready to leave, click the red X at the bottom right. Then, tap LEAVE MEETING to exit the meeting

