



Guide to Using Zoom as the Virtual Video or Audio Platform to Conduct Remote Supervised Visitation*

*Released on April 20, 2020 - please be advised that new information may be released and updates to these considerations may need to be taken into consideration. Please be mindful that these are considerations and not programming requirements.

There are a number of virtual platform options that can be used to conduct remote supervised visitations. Selecting a platform that supports the highest level of security is essential.

Inspire Action for Social Change recommends SV&SE programs use a virtual platform when conducting both phone or virtual supervised visitation services. The virtual platform should have setting and security features that offer the following options:

- Encrypted and secure connection with a required password login.
- Video-or phone-only connection options within the same call that allow the program to decide what is the safest method for each participant to join the remote visit.
- Joining controls that allow the host to join individuals to the call when ready (such as a “waiting room” or “on hold” option before being allowed to join).
- Host-only controls that support an instant mute function for both audio and video connections.
- Host-only controls to move participants out of the session quickly.
- Host-only controls to move participants into another “room” or “breakout session” quickly so the visitation monitor can talk privately with anyone on the call.
- Host-only monitoring of everyone who is on the call.
- Host-only ability to mask the call-in number of participants.
- Host-only ability to monitor or turn off any chat features.
- Host-only screen sharing mode and blocking ability.

Inspire Action for Social Change

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Please note: there are several virtual platform options available. It is your responsibility to ensure your selection meets your programming needs, complies with your program policies, and meets local, state, and federal laws and mandates.

Zoom is one virtual hosting platform option. If you have chosen Zoom to use as your remote SV&SE platform, we have provided the following helpful tips and links to ensure you have set up your Zoom account settings to create a safe and secure platform with the capability to conduct remote supervised visitation services.

If you have decided to use Zoom as your remote supervised visitation virtual platform, Inspire Action strongly suggests SV&SE providers utilize either the “Pro” or “Business” Zoom account due to the extra functions, safety features, and protected and encrypted connection options provided. TechSoup is currently offering a non-profit discount for a Zoom account that you may be eligible to secure. <https://www.techsoup.org/zoom>

General Zoom Tutorials:

- Zoom offers a 1-hour comprehensive training tutorial, which gives a very detailed and thorough overview of how to use their platform.
 - [Zoom Meeting Tutorial](#)
- Zoom also offers a live tutorial training.
 - Register [Here](#) to join one of their calls.
- Zoom overview of all account settings:
 - [Account Settings](#)

There are also several Zoom tutorials for topic-specific support.

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When you set up your Zoom account:

- Ensure the platform offers a secure, password-protected, and encrypted connection.
- Ensure your account is an upgraded account (Pro or Business) that provides an encrypted and secure connection.
- Ensure that you click on the “Require Meeting Password” box.
 - [Meeting Password Setup](#)
- Learn how to Invite Others:
 - [Inviting Others](#)

To ensure you have all of the remote SV platform safety and security functions set up correctly, please check the following:

- Each visitation monitor should have an enabled and functioning video camera and microphone on their computer.
 - [Conduct a Meeting Audio Test](#)
 - [Conduct a Meeting Video Test](#)
- Video- or phone-only connection options should be available within the same call.
 - [How to Schedule a Video or Phone Call](#)
- Enable join from your browser, this will allow the participant to join without downloading the Zoom app.
 - [Join From Your Browser Link](#)
- Host alone should have the ability to mask the call-in number of participants before joining the session.
 - In your Zoom settings, click on the Telephone section to enable “mask phone number.”(Please refer to the screenshot below for further details on how to enable this setting.)

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Zoom SOLUTIONS ▾ PLANS & PRICING CONTACT SALES SCHEDULE A MEETING JOIN A MEETING HOST A MEETING ▾

PERSONAL

- Profile
- Meetings
- Webinars
- Recordings
- Settings**

ADMIN

- > User Management
- > Room Management
- > Account Management
- > Advanced
- Attend Live Training
- Video Tutorials
- Knowledge Base

Meeting Recording **Telephone**

Step 2. Click on Telephone Tab

Step 1. Click on Settings

Step 3. Turn ON to Mask Phone Number

Show international numbers link on the invitation email

Show the link for Zoom International Dial-in Numbers on email invitations

Toll Call

Include the selected numbers in the Zoom client and the email invitation via the international numbers link. Participants can dial into meeting with the numbers

Only IT admin can make changes for this setting

Argentina	+54 112 040 0447
Argentina	+54 341 512 2188
Argentina	+54 343 414 5986
Australia	+61 2 8015 6011
Australia	+61 3 7018 2005
Australia	+61 731 853 730
Australia	+61 861 193 900
Australia	+61 8 7150 1149
Austria	+43 12 535 501
Austria	+43 12 535 502

See all numbers

3rd Party Audio

Users can join the meeting using the existing 3rd party audio configuration

Mask phone number in the participant list

Phone numbers of users dialing into a meeting will be masked in the participant list. For example: 888****666

Modified Reset

Help

- Host alone should have the ability to monitor or turn off any chat features.
 - [Controlling & Disabling Chat Features](#)
- Host alone should be able to move participants out of the session quickly, start and stop the video, rename a participant, turn on an “enter and exit” chime, and other managing features. Here is a 10-minute tutorial link on how to do this:
 - [Managing Participants](#)
- Host should have joining controls enabled that allow the host to join individuals to the call when ready (such as a “waiting room” or “on hold” option before being allowed to join).
 - [Enabling Waiting Rooms](#)
- Host alone should be able to move participants into another “room” or “breakout session” quickly so the visitation monitor can talk privately with anyone on the call.

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- [Enabling Breakout Rooms](#)
- [Managing Breakout Rooms](#)
- [Pre-Assigning Participant to Breakout Rooms](#)
- Host alone should have controls enabled that support an instant mute function for both audio and video connections.
 - [Mute and Unmute All](#)
- Host alone should have access to the recording control settings to prevent others from recording the call.
 - [Recording Controls](#)
- Host alone should have screen sharing mode and blocking ability.
 - [Screen Sharing Features](#)
 - [Using the White Board Option in Screen Share Mode](#)
 - [Video Layout Option While Screen Sharing](#)
- Make sure in your account settings Live Streaming is turned off.
 - [Live Streaming in Meetings](#)
- Make sure you turn off “Allow Removed Participants to Rejoin”
 - <https://support.zoom.us/hc/en-us/articles/360021851371-Allowing-Removed-Participants-or-Panelists-to-Rejoin>

Final Setup Checklist for Successfully Using Zoom for Remote Visitation

- Ensure all staff are fully trained on the Zoom platform and have held practice sessions to make sure staff are familiar with all the settings, practice if problems arise, and how interventions will be made.
- Ensure staff connects early to allow time for any tech troubleshooting.
- Make sure the camera and microphone operate correctly.
- Disable chat for everyone except staff, or enable chat (and after starting the meeting, make sure participants can only chat with the host).

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- Make sure your enable waiting rooms settings have been enabled.
- Set up breakout rooms.
- Disable screen sharing and whiteboard for everyone except staff.
- Check settings to make sure participants cannot unmute themselves.
- Check settings to ensure participants cannot rename themselves.
- Enable co-host (if applicable) and/or define alternate host (if applicable).
- Hide the participants' profile pictures.
- Turn off live-streaming.
- Enable the "Join from your browser" feature so the Zoom app is not needed.
- Invite parents with the correct meeting link and password.
- Make sure Zoom links for visits are sent to each parent separately so they won't have the other's email address.
- Make sure Zoom links are sent to staff separately so parents won't have staff email addresses (if the staff is using a different email than work email).
- Lock room after everyone has joined.

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