Online music therapy using Zoom.us - settings, resources and security

There are number of free online video conference applications/platforms which may potentially be suitable for delivering therapy online.

Zoom.us (https://zoom.us/) can be highly recommended. It is easy to use, free and GDPR compliant (see the discussion of security precautions below). To use zoom, the software needs first to be downloaded. The therapist then sends the client a link via email in advance for each session. It's possible to hold group sessions/meetings with up to 100 participants, though with the free version these are restricted to 40 minutes. On the other hand successive sessions can be scheduled in advance 40 minutes apart – this is a workable solution for meetings. It's possible to audio or video record sessions which may be useful for supervision.

Of especial importance when using zoom for sessions with music is deactivating the speech codecs in advanced settings: that this is possible in zoom makes it superior to most other platforms for music therapy. The way to do this (by enabling 'allow users to select original sound in their client settings') is described in a document and video produced by Professor Jim Daus Hjernøe of the Royal Academy of Music, Aalborg, Denmark. The document can be accessed at: https://t.co/JRzp2MArHe?amp=1 . The video is available at https://www.youtube.com/watch?v=50NoWIiYECA&feature=youtu.be&fbclid=IwAR1JaeRbv GnACwMTMPbMpHXqnh8GcQcfYdpAjbW9L7q9_FCj8vFxhaP2hV0

Zoom is used by Guided Imagery and Music (GIM) therapists for streaming music from the therapist's computer in high quality in delivering therapy sessions. A video 'Online GIM using Zoom.us' is available at: https://www.youtube.com/watch?v=zC8Dqf5o0Uw&fbclid=IwAR37aImGRovN96veptmlmr3 yix27L2XayoT_GseAYREtZPOoAaEZMOEKHaU

Whilst Zoom.me is being widely used during the Covid-19 epidemic in many different fields, concerns have been raised about security which are discussed in this video: https://www.youtube.com/watch?v=EZg2lelVxlM. Precautions can be taken as recently recommended by zoom themselves (https://blog.zoom.us/wordpress/2020/03/20/keep-uninvited-guests-out-of-your-zoom-event/) by the FBI (https://www.cyberscoop.com/zoom-fbi-teleconference-hijacking/) and others (https://medium.com/@0xamit/zoom-isnt-malware-ae01618e2046). These precautions include: 1) Use the latest version of zoom, 2) Do NOT make Zoom meetings or classrooms public (e.g. social media) – instead provide links directly to the intended participants, 3) Users should require a meeting password, 4) Use the Zoom waiting room to control who has access to particular meetings, 5) Limit screen sharing to "Host Only" to prevent people and unintended participants from taking over and sharing images or content that is inappropriate or alarming.

To make it easier to manage these security and privacy settings, Zoom.us have created some new enhancements to their product: https://zoom.us/docs/en-us/privacy-and-security.html. This includes a security icon which enables hosts to control the security options in one place including locking the meeting, enabling Waiting Room, and more: https://support.zoom.us/hc/en-us/articles/360041848151?flash_digest=68add99547ac802ff28e042681e4150f2633b8d3.

Zoom.us have also acknowledged concerns around encryption that have recently been raised: https://blog.zoom.us/wordpress/2020/04/01/facts-around-zoom-encryption-for-

meetings-webinars/; https://zoom.us/docs/doc/Zoom%20Encryption%20Whitepaper.pdf
and have a 90-day plan to further bolster key security and privacy issues:
https://blog.zoom.us/wordpress/2020/04/08/update-on-zoom-90-day-plan-to-bolster-key-privacy-and-security-initiatives/

Doxy.me, which is even simpler to use than zoom.us, can be recommended for online supervision and other online communication (https://doxy.me/) if music is not to be played nor recordings shared (zoom.us being better for that unless other software is also used: https://meganlavengood.com/2020/03/12/how-to-get-the-best-quality-audio-to-combine-with-your-voice-when-creating-video-or-video-chatting/?fbclid=IwAR0l_cVV9SgPA7c6JgFc6mRS72d0dIXfkWaJx69bvPKkStsMaUbX5D2LX9I).

Doxy.me is straightforward to use, free and GDPR compliant. There is no software to download, though it only works with chrome, safari or firefox installed on devices. The therapist/supervisor sets up a virtual waiting room and shares the link to it with the client/supervisee. This remains the same for every session (which makes doxy simpler to use than zoom.us). The client clicks on the link at the appointed time and the therapist is notified that the client is in the therapist's waiting room. When ready the therapist starts the session. Doxy is excellent and designed for this type of purpose though group sessions are not possible.

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