

## USE OF ZOOM – practical advice from Suffolk Music Therapy Services

### Data Protection

As we have a business account with Zoom, we are sent an audit each day which highlights detailed information on how the app has been used by the team. This includes:

- Names of Music Therapists using the apps
- Number of minutes used on the Zoom App
- Type of devices used (e.g. Mac, Windows, etc)
- Dates, times and information about Zoom meetings
- Names, IP addresses and information about all participants attending
- Location of other participants with join and leave time

We have stipulated that the Music Therapists within the team should only use the business account for Music therapy clinical and related work within the organisation. All personal or non-related Suffolk Music therapy Work can be delivered by another Zoom account if needed. To switch between accounts see link below for help:

<https://support.zoom.us/hc/en-us/articles/201362383-Signing-Out-and-Switching-Between-Accounts>

### Updated Zoom Safety Features (as of Monday 30 March 2020)

In order to minimize the risks for Suffolk Music Therapy Services and improve functionality, we have made some changes to the settings on Zoom. These will be reviewed regularly and updated as necessary.

- When sharing files through the chat function. Only .doc, .docx, .ppt, PDF, .pptx files can be used. (If there are other file extensions that you wish to use, please contact Admin)
- Hosts can remove an attendee during a meeting
- Only 'hosts' can screenshare.
- Remote support is switched off for all users.
- Participants that do not have an SMTS account will appear as 'guests'. The guests themselves do not see that they are marked as 'guests'.
- 'Join from your browser link'. Participants can bypass the Zoom application download process, and join a meeting directly from their browser. This is a workaround for participants who are unable to download, install, or run applications. Note that the meeting experience from the browser is limited.
- *Require a password when scheduling new meetings.* A password will be generated when scheduling a meeting and participants require the password to join the meeting. The Personal Meeting ID (PMI) meetings are not included.
- *Require a password for instant meetings.* A random password will be generated when starting an instant meeting.
- *Require a password for Personal Meeting ID (PMI).* All meetings with PMI will require a password.
- 'Enable Original Audio' now appears as an option on the screen without needing to go into the advanced settings. This will enable participants to select when in Online Music Therapy Sessions.

Many thanks to Ray Travasso from Suffolk Music Therapy Services for providing this.