

NeuroRehabilitation OnLine (N-ROL) via Video

Rehabilitation Groups @ Queen Square

You can attend your rehabilitation group online via a video call.

Video calling is as convenient as a phone call, with the added value of face-to-face communication.

It can save you time and money, and brings your care closer to home.



Where do I go to attend my group session?



N-ROL PHYSICAL GROUPS: Click here NROL-PHYSICAL.TV



N-ROL TALKING GROUPS: Click here NROL-TALKING.TV

Instead of travelling to your appointment, you enter the clinic's online waiting area. The health service is notified when you arrive, and your clinician will join you when ready.

There is no need to create an account.

No information you enter is stored.

✓ What do I need to make a video call?

- ✓ **A good connection to the internet**
If you can watch a video online (e.g. YouTube) you can make a video call
- ✓ **A private, well-lit area where you will not be disturbed during the consultation**
- ✓ **One of these:**
 -  Google Chrome web browser on a desktop or laptop, or on an Android tablet or smartphone
 -  Safari web browser on an Apple iMac, MacBook, iPad, or iPhone
- ✓ **Web-camera, speakers and microphone** already built into laptops or mobile devices



Is it secure?

Video calls are secure; your privacy is protected.

You have your own private video room that only authorised clinicians can enter.



How much internet data will I use?

You don't use any data while waiting for a clinician to join you.

A Zoom video call uses a similar amount of data to Skype® or FaceTime®.

How much does a video call cost?



The video call is free
(except for your internet usage).



Smartphone and tablet users

If you can, connect to a home or work Wi-Fi network to avoid using your mobile data allowance.

Get ready to make video calls

Make sure that you use one of the following web browsers



Google Chrome

Windows 7+, Android 5.1+,
MacOS 10.11+



Apple Safari

MacOS 10.12+, iOS 11.4+,
iPadOS 13+



N-ROL PHYSICAL GROUPS: Click here [NROL-PHYSICAL.TV](https://nrol-physical.tv)

N-ROL TALKING GROUPS: Click here [NROL-TALKING.TV](https://nrol-talking.tv)

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On this web page, click the **Open zoom.us.app** button and follow instructions

Open zoom.us.app?

https://us02web.zoom.us wants to open this application.

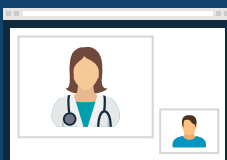
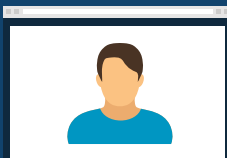
Cancel

Open zoom.us.app



2

Wait in your own private video room



Your therapist sees you arrive in the waiting area queue...

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...and invites you into the group session when they are ready.

What do I do if something is not working?

Email the team at Queen Square: uclh.nhnn.nrol@nhs.net

More information on Zoom click the link below.

<https://support.zoom.us/hc/en-us>

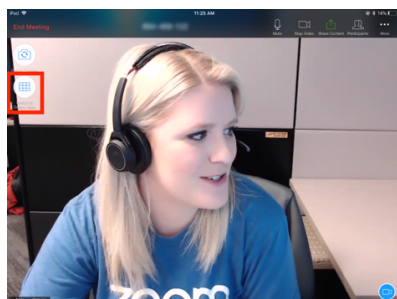
TALKING GROUPS please use
GALLERY VIEW

PHYSICAL GROUPS please use
ACTIVE SPEAKER VIEW

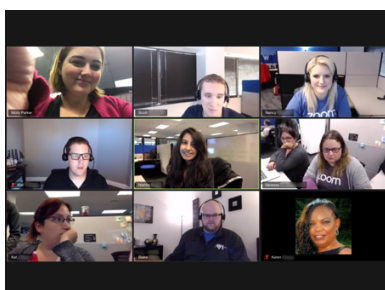
iPAD Instructions

The Zoom mobile app on **iPad** supports **active speaker** or **gallery view**. Gallery view allows you to see up to 9 participants at once.

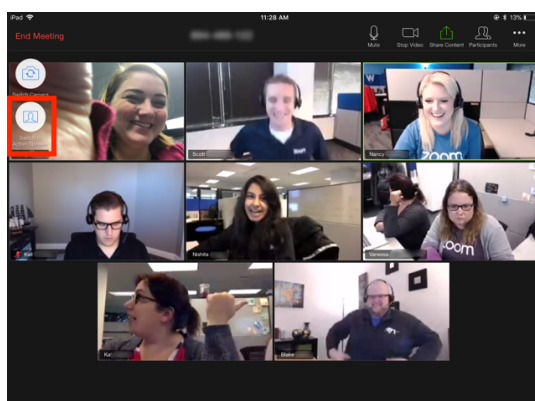
1. To switch from active speaker view, tap **Switch to Gallery View** in the upper-left corner of the Zoom window. If you do not see the controls, tap your screen to get them to appear.



2. This will switch into gallery view. You can view up to 9 people at a time.



3. To switch back to active speaker, tap the screen to view the controls and tap **Switch to Active Speaker** in the upper left corner of the Zoom window.



Mobile Phone Instructions

The Zoom mobile app on Android and iOS supports **active speaker** or **gallery view**.

1. By default, the Zoom mobile app displays the **active speaker** view



2. Swipe left from the active speaker view to switch to **gallery view**.



3. Swipe right to the first screen to switch back to active speaker view.





The National Hospital for Neurology and Neurosurgery Neuro Rehabilitation OnLine (N-ROL)

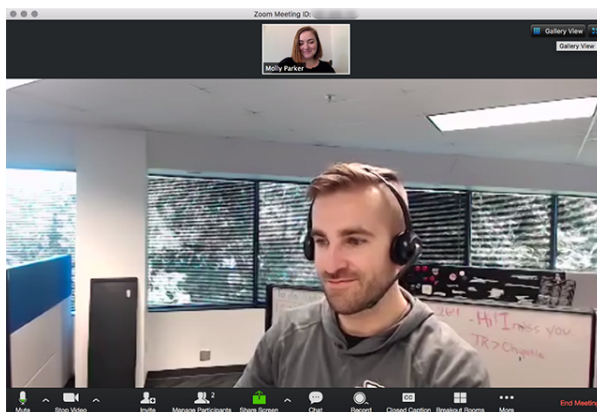
TALKING GROUPS please use
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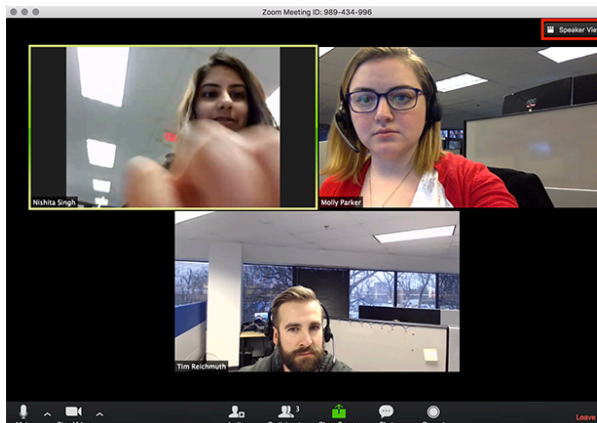
LAPTOPS

Gallery view lets you see thumbnail displays of participants, in a grid pattern, which expands and contracts as participants join and leave the meeting.

1. When you join a Zoom meeting, it will be in **active speaker** by default.

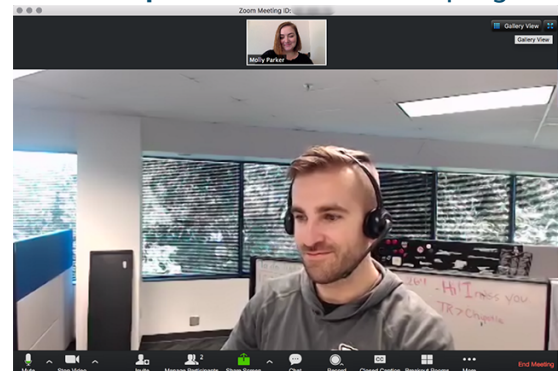


2. Press on the Gallery View Button and you will then see all participants in a grid



3. **Returning to Active Speaker from Gallery View**

If you are in gallery view, you can click **Speaker View** at the top right.



More instructions on using gallery view are available on the Zoom website please click here:

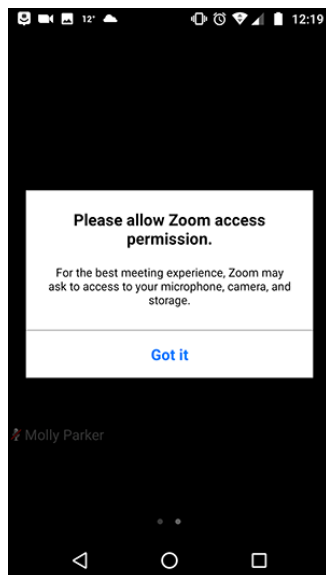
<https://support.zoom.us/hc/en-us/articles/360000005883-Displaying-participants-in-Gallery-View>

DISCLAIMER This service is not a replacement of community telehealth services. This service will aim to deliver content aimed at different levels of ability: If a stroke survivor feels any content will put them at risk of harm (such as falling) we will ask them to self-limit and skip content as required. Stroke survivors will be asked to contact their local services: GP, Community Team, Social Worker regarding their individual care needs as we will not be able to provide individual support. V2 20_04_2020

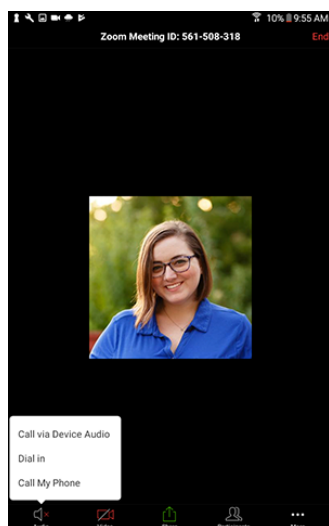
ZOOM: Making sure your microphone is working:

ANDROID MOBILE PHONE

1. If this is the first Zoom meeting that you've joined, you will be asked to give access to your microphone.



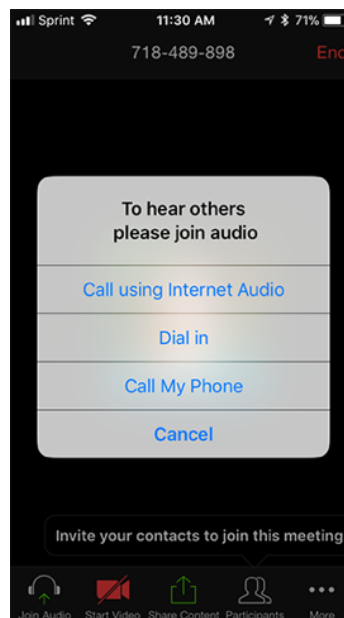
2. When you join the meeting, you will be prompted to join the audio.
3. Press join with system audio OR join with Internet Audio



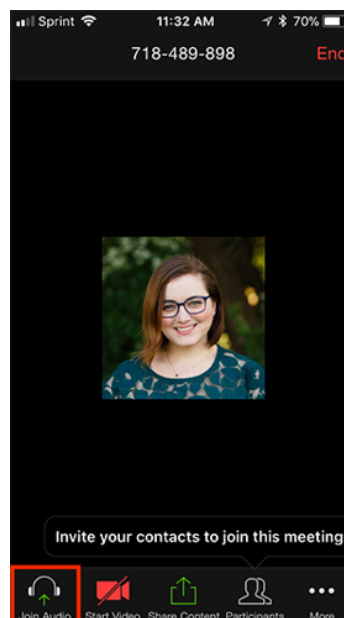
4. Once connected, you will see the microphone icon to mute and unmute in the bottom left hand corner.

iPhone AUDIO

1. If this is the first Zoom meeting that you've joined, you will be asked to give access to your microphone.
2. Press OK



3. Press join with Internet Audio



4. Once connected, you will see the microphone icon to mute and unmute in the bottom left hand corner.