

Overview

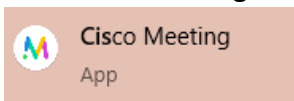
SWWC is proud of our tried and true Telepractice platform that has been developed and continuously updated by SWWC's Special Education and Technology Support staff since 2008. Currently, Cisco Meeting Spaces is the video conferencing software utilized by SWWC Service Cooperative in the provision of Telepractice Services. This guide includes instructions of how to initiate and start your Cisco Meeting Spaces Session for the purposes of delivering Telepractice or a Distance Learning Session.

Security

The SWWC Telepractice platform has been modeled utilizing security principles and practices that are established by the Office of Civil Rights (OCR), Department of Health and Human Services (HHS), and the American Speech-Language-Hearing Association (ASHA). As a part of this platform, connections maintain client HIPAA, meet the Minnesota Government Data Practiced Act (MGDPA), and observe cyber security principles established by the technology industry. Please follow the guidance and practices in this guide to ensure that the quality instruction and therapy services that you are providing to students meets all applicable guidelines.

Logging into Cisco Meeting Spaces

- 1) As a Telepractice or Distance Learning Provider, we advise that you install the Cisco Meeting Spaces App on your computer.
 - a) Please review the [instructions on how to install the Cisco Meeting Client](#) on your computer.
- 2) Launch the "Cisco Meeting App" on your computer by clicking on the app icon in your Start Menu or searching for "Cisco Meeting"



- 3) At the logon page, enter your Email address (currently you must use your "@swsc.org" address) and the password that you utilized to logon to your computer or Email.
 - a) If you are logged into your SWWC assigned computer as your user account, feel free to check the "Remember me" check box. This should not be checked on a shared computer or user account other than your own.

You are now logged in to Cisco Meeting Spaces and ready to meet with students!

Setting up “Meeting Spaces”

A Meeting Space is a secure location that is created for the provision of services to students. There are a couple of things to consider when creating Meeting Spaces for use in Telepractice and Distance Learning.

Scenario 1 - You will be providing services to multiple students that will be utilizing the same computer.

When providing telepractice to multiple students who will be “visiting you” by utilizing the same shared computer in a classroom you will be able to utilize a single, common meeting space for the entire duration of your visit. Students will be in queue waiting to meet with you in the classroom in this scenario. As you work through the steps to setup Meeting Spaces in the Cisco Meeting App, you will only need to establish a single meeting space to meet with all of the students in this location.

Use of a headset with a microphone is a requirement that when students are meeting with you from a location that is a shared environment. Not only will the headset offer a more immersive and quality experience for the student and you, but it will also offer more confidentiality and meet HIPAA requirements when necessary.

Scenario 2 - You will be providing services directly to students in their homes (Distance Learning Revision).

Telepractice and Distance Learning provision will require additional steps to be taken in order to accommodate student connectivity and confidentiality. In this scenario, you will need to establish a Meeting Space for each student that you meet with, except in the case where you meet with two students from the same household, in which case they can follow the same procedure they would if sharing a computer in a classroom. Students will be able to join their sessions a little bit ahead of time, but it is important that they understand that you might not be in the Meeting Space with them right away. As the provider, you will need to connect to each student’s Meeting Space and then disconnect and switch to the next student’s space following each session. This is done to preserve student confidentiality and HIPAA so that no one other than the student receiving services or instruction and you, are the same Meeting Space at any given time.


For the purposes of providing telepractice or distance learning experiences through the use of Cisco Meeting Spaces directly to a student’s home, it is important to remember that you should follow the same quality standards as an instructor as you would if you were following a typical telepractice model. The use of a headset or high quality echo-cancelling conference microphone and speaker must be leveraged, if at all possible, as a provider.

Students might not be able to adhere to our normal standards when receiving telepractice or distance learning instruction while at home. Several factors can make this challenging depending on the quality of the home's Internet service, what devices the family has access to and the likelihood that students will not have access to a headset to ensure audio quality. If experiencing distracting background noises that make it difficult to communicate effectively with the student, it is advised that you consult with a parent and see if there is a quieter area of the home that the session could take place in or other options that could help cut down on background noise.

To Establish a Cisco Meeting Space:

You must be logged into the Cisco Meeting App before performing the following steps. These steps should be followed for each Cisco Meeting Space that you need to setup based on the above scenarios.

1. From the main menu within Cisco Meeting App, click on "Meet" in the upper right hand corner of the app screen.
2. On the Start of join a meeting screen, click on the "+ Create space" button.
3. In the Create a new space window, type in a meaningful name for your new Meeting Space. *Note that this Meeting Space name is visible to those connecting to it, but it is also important to use a naming standard for your Meeting Spaces that is easy for you to understand, especially if you will be utilizing Meeting Spaces in both of the above scenarios. We would suggest naming spaces with a preface of School, ie. "School – Lincoln Elementary" when creating Meeting Spaces that will or down the road, could be shared by multiple students in the same school and a preface of Individual, ie. "Individual – Jane Doe" when creating Meeting Spaces that will be used by an individual student.*
4. Click the "Create" button
5. From the main menu within Cisco Meeting App, you will now see a listing of your Meeting Spaces displayed with the name that you provided during setup. Click on the name of the Meeting Space that you just created and the name of that Meeting Space with the edit icon (a pencil) will appear at the top of your screen. Click on the pencil icon to change the settings for this Meeting Space.

Individual - Jane Doe 
Guest access disabled

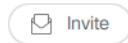
6. In the Edit screen for your Meeting Space, you will need to turn on "Guest Access" by enabling the checkbox labeled "Allow non-members to join this space" as shown below.

Guest access Allow non-members to join this space

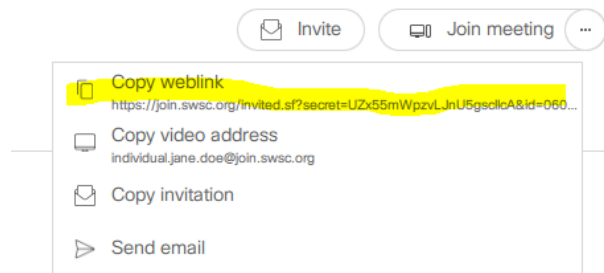
7. You can now optionally add a Passcode to the meeting, the passcode must consist of numbers only and should be 4 to 19 digits in length. *Passcodes are NOT required to*

meet security requirements, they are only an additional level of security. Only individuals with the hyperlink to your Meeting Space, which is described later in this section, will be able to access your Meeting Space.

8. Click the “Save” button to save your changes to the Meeting Space.
9. Now that your meeting is publically available, you will have an “Invite” button on the main menu within Cisco Meeting App when you have the Meeting Space highlighted. Click on the “Invite” button, shown below, to access the information you will share with students, parents, guardians or others that will be connecting to this Meeting Space.



10. Information regarding the connection information for your Meeting Space will now be displayed as shown in the image below. Click on the “Copy weblink” menu item and the link to your Meeting Space will be copied to your clipboard.

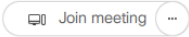


Now that you have the link copied, you can paste (Ctrl + V, or Right-click and Paste) it into a document (Word or Google) that you are using to organize and keep track of Meeting Space links. You will also be able to come back to your Meeting Spaces list at any time and copy this link again.

11. Distribute the meeting space link to those who will need to join this Meeting Space for Telepractice or Distance Learning. *The means that you utilize to disseminate the Meeting Space link can vary. In some cases it might be easiest to Email the link to the student and/or parent/guardian with your schedule with the student. In other cases you might be including the link in a course setup for you on the school district’s Learning Management System (LMS) such as Schoology, Google Classroom, Office 365 or Moodle.*
12. The process of setting up a Meeting Space is complete!

Joining a Cisco Meeting Space:


As the meeting leader, you must be logged into the Cisco Meeting App before performing the following steps *reference section “Logging into Cisco Meeting Spaces”*.

1. From the main menu within Cisco Meeting App, click on the Meeting Space that you would like to connect to. *Note that you can search for the name of the meeting space or scroll through the list of recently used Meeting Spaces on the left side of the Cisco Meeting App window.*
2. Click on the “Join Meeting” button: 
3. If prompted, ensure that your webcam, speaker and microphone are selected and working, the preview and test options will allow for you to ensure that things are working as expected.
4. You are now in your Meeting Space. If your student(s) has already joined the Meeting Space they will be on screen, if no other users are yet in the Meeting Space you will see a white screen with a message that “You are the only participant”.

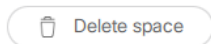
Deleting a Meeting Space:

When a Meeting Space is no longer needed, it can be deleted so that it no longer appears in your list. You must be logged into the Cisco Meeting App before performing the following steps *reference section “Logging into Cisco Meeting Spaces”*.

1. From the main menu within Cisco Meeting App, click on the Meeting Space that you would like to delete.
2. At the top of the Cisco Meeting App screen, click on the pencil icon to change the settings for this Meeting Space.

Individual - Jane Doe 
Guest access disabled

3. At the top of the Meeting Space “Edit” window, click on the “Delete Space” icon



4. The Delete Space confirmation dialog will appear on your screen. Review the information and confirm that you would like to delete the Meeting Space by clicking on the “Delete” box.

The Meeting Space has now been deleted and all previously distributed links to access the Meeting Space will no longer be functional.