

Tips for having a successful video call with your CASA kid:

- ♥ Contact caregiver to setup a good time to video chat with the child. Be sure to ask what type of video calling they prefer (e.g., FaceTime, Skype).
- ♥ Prepare your environment for the video visit.
 - Check your internet/cellular signal for a good connection.
 - Have light facing you, not behind you. The child will be able to see you better.
 - Check the angle of your webcam/cell phone. You want to be eye-level and front-facing to make eye contact.
 - Keep your camera movement to a minimum.
 - Reduce or eliminate distractions. Turn off background noise or select a different location. Focus only on your chat with the child.
- ♥ Write simple notes to remind yourself of discussion points for the child(ren)/caregiver. Ask open-ended questions (requires more than one word answers) when possible.
- ♥ Keep in mind the attention span of the child. Your video call might be less child and more caregiver in some circumstances.
- ♥ Remember the importance of confidentiality on your video call.

Video Call Options:

- ♥ Built-in to your Apple or Android cell phones/tablets – must be calling the same brand of device

- FaceTime (**pre-installed** on Apple devices such as iPhones and iPads)

Turn on FaceTime

1. Open the FaceTime app and sign in with your Apple ID. You can also do this from Settings > FaceTime.
2. If you're using an iPhone, FaceTime automatically registers your phone number. To also register your email address on your iPhone, go to Settings > FaceTime > Use your Apple ID for FaceTime, and sign in with your Apple ID.
3. If you're using an iPad or iPod touch, register your email address by tapping Settings > FaceTime > Use your Apple ID for FaceTime, and sign in with your Apple ID.

- **Making a FaceTime video call.** To make a FaceTime video call, you need the person's phone number or registered email address. There are a few ways to make a FaceTime call:

1. In the FaceTime app, tap the plus button and type the person's phone number or email address. Tap the number or address, then tap Video.
2. If you have the person's phone number or email address saved in your Contacts, you can start typing their name and tap the name when it appears. Then tap Audio or Video.
3. You can also start a FaceTime video call from your iPhone during a phone call. Tap the FaceTime icon in the Phone app to switch to FaceTime.

- Video calls (**pre-installed** with your call/contacts on Android phones and tablets)

1. Turning on HD Video Calls - There are many different manufacturers of Android phones. These instructions are for a Samsung device. (We will be happy to get you specific instructions if you have a different manufacturer.)
2. Go to Settings on your phone.
3. Then select Connections and then Advanced Calling.
4. Go back to your Contacts, select the contact you wish to call. Select the icon that looks like a video camera and your video call will start.

- ♥ Common Apps – **must be installed** on both users devices

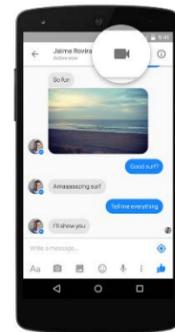
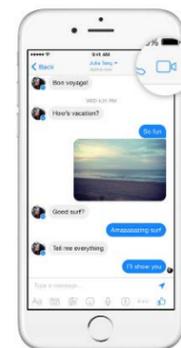
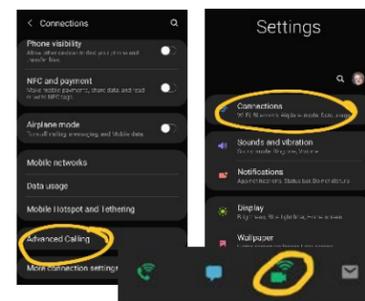
- **Messenger** by Facebook – requires a Facebook account (as of December 2019) You will need to have the latest version of the Facebook Messenger iOS or Android app downloaded for access to the video calling feature.

1. To use the video calling service on Facebook, click on the video icon at the top right corner of the screen. This lets you start a video call from within an existing Messenger conversation. Once you start the video call, the camera starts in selfie mode and you will be able to switch to the rear camera. During a video call on Facebook Messenger, a small window shows what your camera is pointing at — which you can drag around. You can also cut the video feed on your end and play just the audio of the conversation.

2. **How To Video:** <https://youtu.be/ADnmMMbSuOA>

- **Skype** is a free, easy to use app.

1. **Download the software.** Depending on which device you plan to use, you'll download a specific version of Skype. To download for your computer, click one of the following links: Skype for Windows. Skype for Mac. If you plan on using Skype on your smartphone, click here to get the app for your specific device. For tablets, click here.
2. **Create your username.** Come up with a username and password you can easily remember. Then, share your name with your family and friends so they're ready to receive your calls and reach out to you on their own.
3. **Set up your contact list.** Once you've given out your Skype username, ask your loved ones for their usernames. You can easily add them after logging on by clicking the Contacts tab on the left hand side, then the "Add Contact" button in the top right-hand corner.
4. **Select your call type.** After creating your contact list, you'll be ready to make your first Skype call. Select a family member or friend to call by clicking on his or her picture. You'll then see a series of buttons and you'll decide which kind of call you'd like to make. You can choose between:
 - Video calls - Click the video button if you want to communicate face-to-face.
 - Phone calls - Click the phone button if you want to make a call without using the webcam.You'll notice a "+" button as well, which allows you to add other loved ones to the conversation. This is especially convenient when you're trying to get the whole family together on the call!
5. **Make sure you're connected.** If you've made the call and you can't see or hear the other person, there might be an issue with the connection. Click the call quality icon to make sure you and your loved one have strong enough internet connection to interact.
6. **Talk for as long as you want!** Once the connection is strong you'll have a full screen of his or her picture and a small square of your own in the bottom right corner. Now you can talk the day away! Skype makes connecting with your loved ones a simple task, regardless of the distance.
7. **End the call.** Once you've finished the call, simply press the red handset icon to end the conversation and close out of the program.
8. **How To Video:** <https://youtu.be/S38e-t6rhKA>



[Link](#) to National Association for the Education of Young Children article *"Tips for Video Chatting with Young Children – Staying Connected While Far Apart"*

Need help? Contact your case supervisor for guidance. For technical help or to schedule a time to use CASA computers, contact DeAnn Colegrove at deann@casaforkidsofet.org or 903-597-7725, x100.