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Department of Transitional Assistance

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Online Guide Transmittal 2023-48
June 29, 2023

To: Department of Transitional Assistance Staff
From:  Sarah Stuart, Associate Commissioner for Change Management
Re: Cross Programs: iPad Kiosk Option for Virtual Meetings Available

Overview

As part of our ongoing efforts to improve access to benefits and enhance client services, clients will now have the option to conduct DTA business using iPad kiosks to meet with their case managers virtually using the Department-approved video-conferencing software, Zoom. To facilitate this new approach, we have introduced dedicated iPad kiosks in each TAO.

This access to virtual meetings is offered in addition to desktop-based Zoom access in the secure VRI rooms also located at every TAO. These updates are aimed at furthering accessibility and streamlining communication between clients and staff during virtual engagements.

Purpose

The purpose of this transmittal is to inform staff of additional options for clients to use to connect to staff using virtual meetings.

**General
Procedures**

The procedures for connecting to Zoom through iPads is similar to connecting through the desktop app. When a client visits a TAO for a scheduled or unscheduled virtual meeting, front end staff will check if the case manager is available for the meeting. If so, they will lead the client to a secure interview space. If the VRI room is unavailable, or a client prefers to use the iPad kiosk, staff will bring in the iPad kiosk and help the client connect to their meeting.

1. These iPads only have a Zoom icon. Tap the icon to open Zoom.
2. A welcome screen will open. Tap “Join Meeting.”
3. In the top box, enter the Meeting ID; each case manager has a unique meeting ID they use for their personal room. If this is not known, refer to the appointment notice or contact the case manager to find the correct Meeting ID.
4. Tap the blue button that says, “Join Meeting.”
5. A box may pop up asking for a passcode. Enter the passcode given on the appointment notice, or ask the case manager.
6. A pop-up may ask you to choose some options to join audio. Tap “Wi-Fi.”
7. A pop-up may ask you to allow access to the camera. Tap “OK.”
8. Once connected, introduce the client and check to make sure the sound is working. Tap “unmute” if the worker cannot hear you.
9. Instruct the client that once the interview is complete, close the meeting and return the iPad. Leave to give the client privacy.

Job Aid

A [job aid](#) has been developed to support staff in these procedures. The Reception Coordinator must ensure that a copy of this job aid is printed and available in each interview room.

**Revised Online
Guide Pages**

Topic:	Business Process (BP)
Book:	Procedures
Chapter:	Local Office Procedures
Page:	Connecting Clients to Virtual Meetings at the TAO

Questions

If you have any policy or procedural questions, after conferring with the appropriate TAO personnel, please have your Systems Information Specialists or TAO management email them to [DTA.Procedural Issues](#).

Systems issues should be directed to the Systems Support Help Desk.
