Electronic Meetings User Guide:

Public

This guide provides step-by-step instructions for public participation in Council, Board, and Commission meetings that are held online through the Zoom webinar option. Zoom is a web-based meeting tool that combines video conferencing, online meetings, and mobile collaboration into one platform.

Short instructional videos are also available at the following website:

https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials

Contents

Individuals requiring auxiliary aides or services should contact the Clerk at least 48 hours in advance of the meeting.

Preparing for the Meeting

What you need to participate:

- Access to Wi-Fi or broadband internet

- Smart phone, tablet, or computer with camera and microphone for videoconference.

- Phone for call-in audio, if needed

Tips and Suggestions:
The following tips can help you minimize disruptions and connectivity issues.

- ***If connecting by wi-fi***, ask those with access to your network to limit their use to minimize disruptions.

- ***Double check that you have access to material you will need for the meeting.*** We suggest saving files to your computer and launching it from there instead of directly from an e-mail or other internet-based source.

- ***Close any unnecessary apps or programs on your device during the videoconference to limit interference***, including remote access to other computers or servers. Remote connections often disable microphone or camera access.

- ***Budget at least 15 minutes before the start of the meeting to download Zoom or update the software.***

Joining a Zoom Webinar as an Attendee

Public can join the meeting as an attendee from the link for the meeting posted. For the meeting you want to attend, click on the board or commission name at the top of the page. This will take you to the specific meeting notice for that board or commission.

Finding a Meeting Link in on the City Website for Agendas & Minutes

1. The Zoom Meeting link and dial-in number will be included in the meeting notice. Click the hyperlink in the notice to join a meeting _**or**_ dial the provided phone number to join by phone.
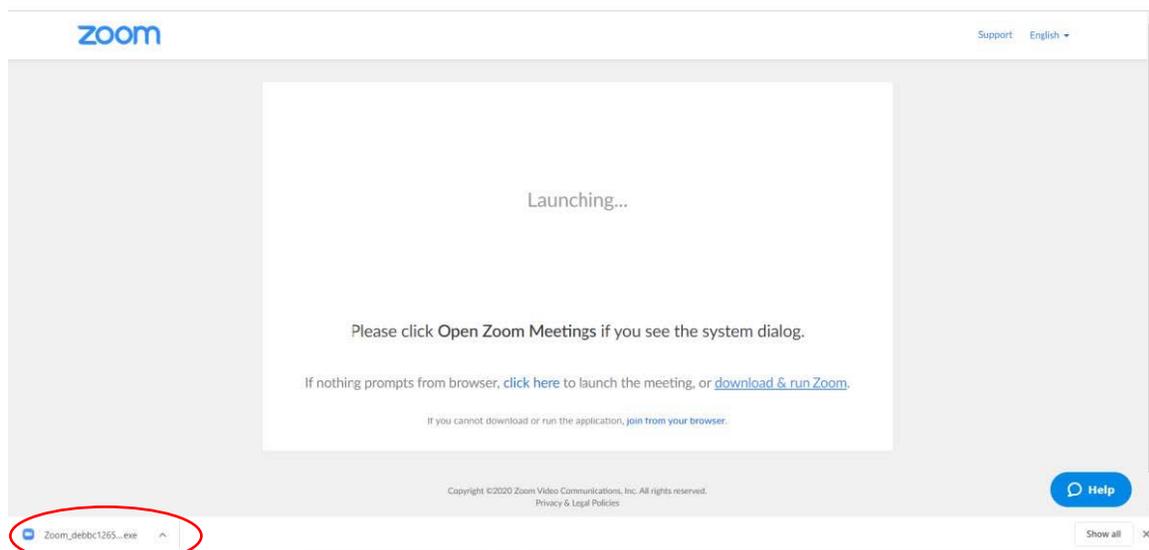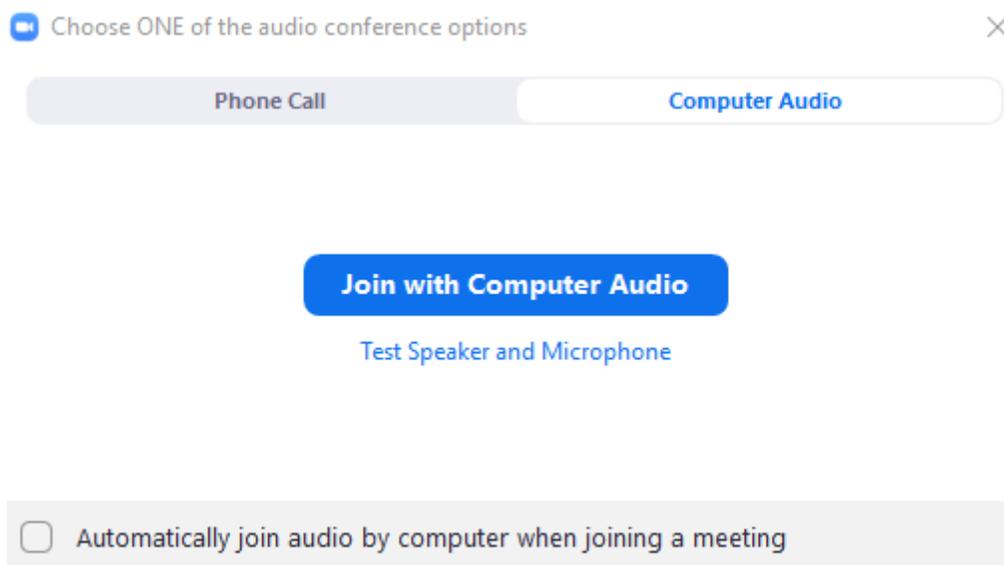

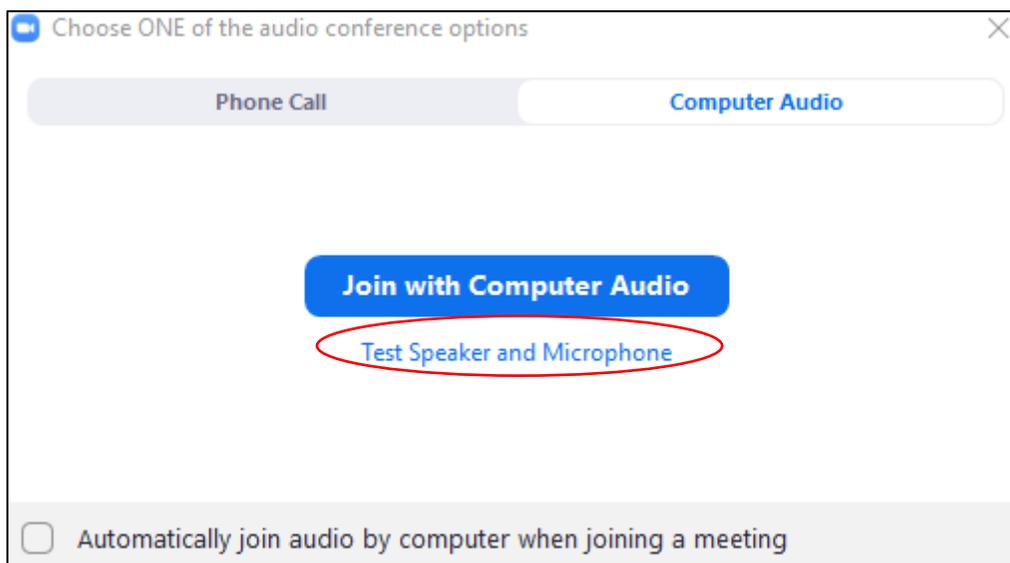
2. If prompted, download and install the Zoom Launcher.

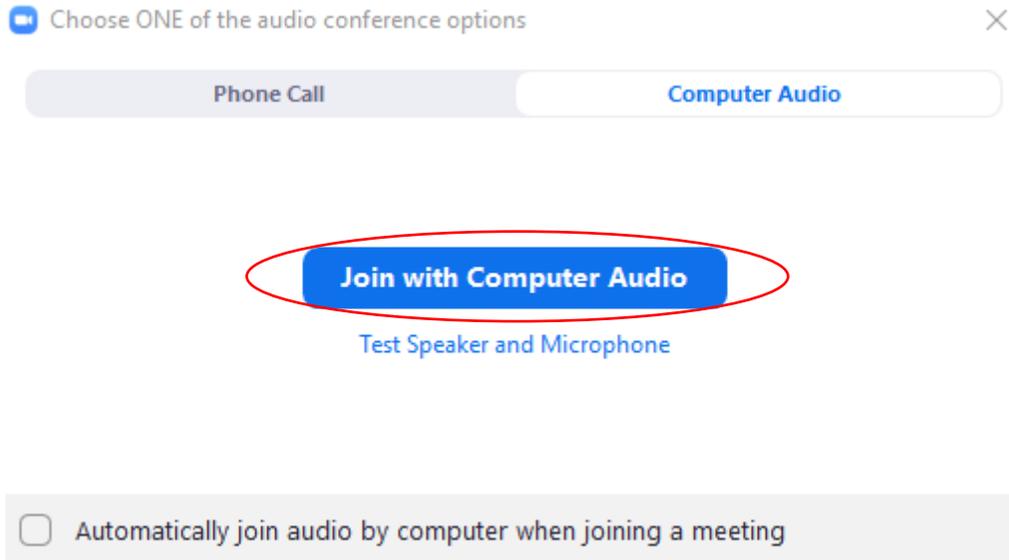3. You will then be prompted to open Zoom meeting. Click "Open Zoom Meetings".
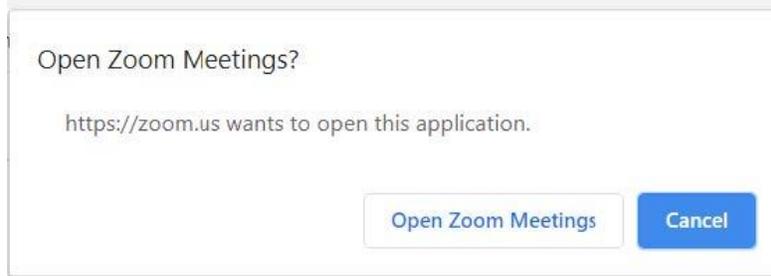
4. You will be prompted to select your audio and microphone preference.

    a. Test your computer's audio by clicking "Test Speaker and Microphone."

Click "Join with Computer Audio" to use your computer speakers and microphone.

b. If the computer audio does not work or the quality is better from your phone, the "Phone Call" option allows you to use a combination of your phone for audio and your computer for video, or to just join the meeting by phone (no video). To join by phone, dial one of the provided phone numbers and enter the meeting ID, followed by the pound (#) sign.
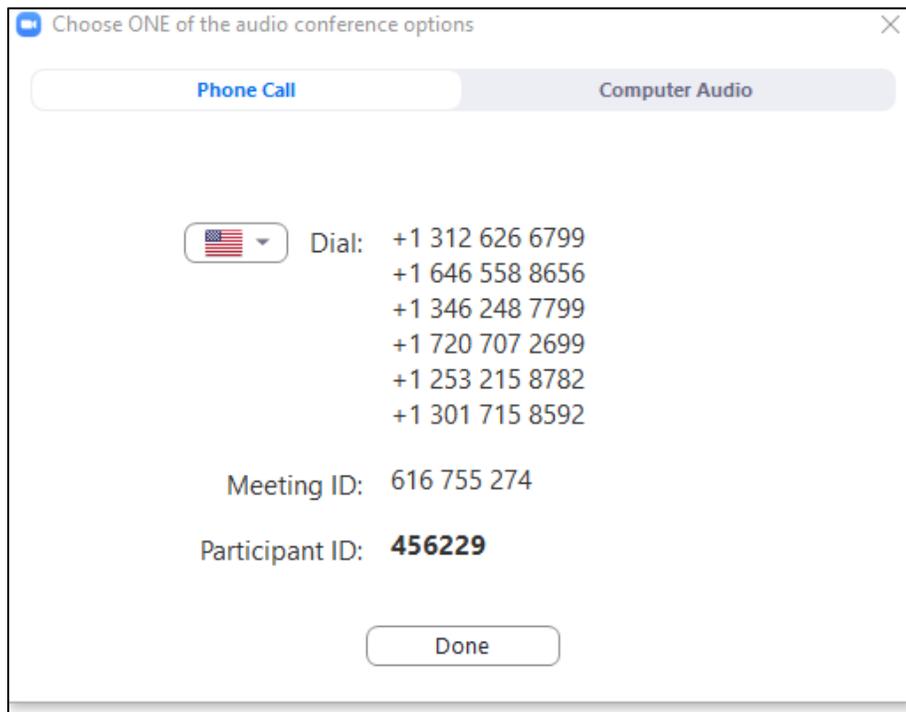
When prompted on the phone, enter your participant ID, followed by the pound (#) sign.

c. If joining by video and audio on a smart phone, or device other than a computer, any smart phone or device operating on the IOS or Android platforms can be used with Zoom. Download and install the Zoom app. Then, launch the webinar from the website link.

5. When you join, your audio is automatically muted by the host and your video feed is turned off. During times for public participation, the host will unmute public participants per the instruction of the meeting chair.
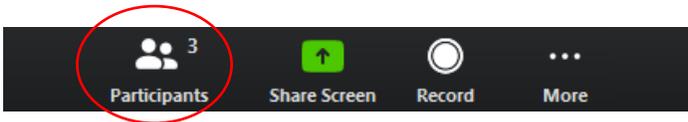
Meeting Controls

The meeting controls are at the bottom of your screen in Zoom:

Participant List and Raise Hand Feature

1. The Raise Hand Feature will be used to indicate you want to participate in public comment. Click the Participants Icon to open the Participants tab.

2. The Participants tab displays all the meeting panelists and attendees, and whether their microphones are muted or not, and their video cameras are on or off. Click on attendees and your name should be at the top of the list.
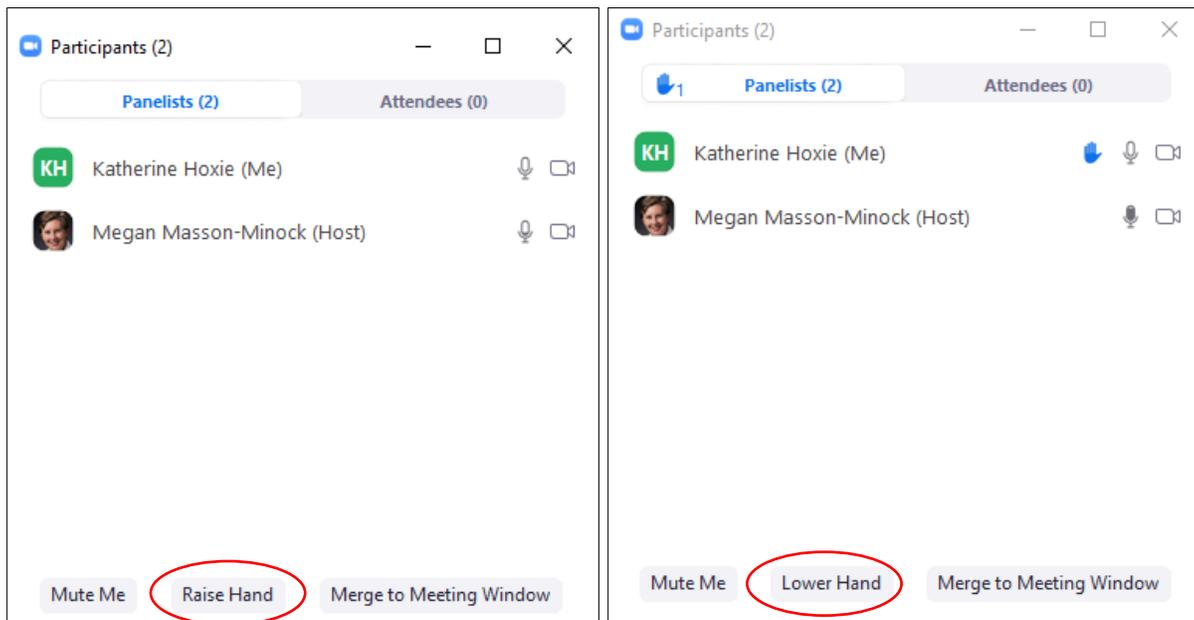
3. By clicking "Raise Hand," a hand icon will appear next to your name. This will alert the meeting host and meeting chair that you would like to make a comment. You can click the "Lower Hand" button to lower your hand.

4. If you have joined by phone, press *9 to raise your hand. After you have made your comments, the host will lower your hand and mute your microphone.

Unmuting Audio

If you joined with Computer Audio, the host will unmute you at the direction of the meeting chair when you have raised your hand. When that occurs, a pop up box will appear to confirm if you want to unmute or stay muted. Click on "unmute".

If you joined the audio via Phone Call, press *9 to raise your hand. The host will unmute you at the direction of the meeting chair. If that does not work, press *6 to unmute your phone or use the unmute/mute options on your phone.

Video Off for All Attendees

Video will remain off for all attendees during the meeting to minimize data loads and disruptions.

Screen Options

You have two possible configurations of speaker screens during the meeting. You choose the option by clicking the icon in the upper right-hand corner.
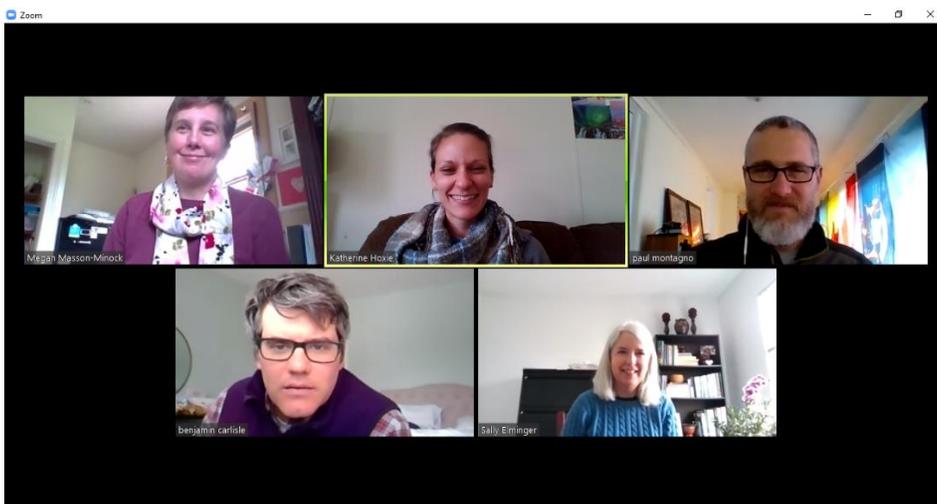
Speaker View

The speaker will be in a larger box taking up most of the screen and the other panelists will be in small boxes on the top of the screen.

Gallery View

All panelists are visible in the same sized box, like the Brady Bunch opening credits. We recommend the Gallery View.

Meeting Rules

- The meeting will be run by the chair according to the agenda and the normal meeting rules as if the meeting was being conducted in person.

- Audio and/or video feeds for elected and appointed officials will be live throughout the meeting.

- Audio and/or video feeds for support staff will be live when asked to be turned on by the meeting chair.

- Audio feeds for the public will only be live during time in the agenda for public comment or a public hearing. During those periods, members of the public who have joined online will be permitted to "raise their hand" by clicking on the raise your hand button on the tool bar, or pressing *9 if joining by phone to be called on to provide comment. The chair will direct the host to open mics for participants with raised hands by the names or telephone numbers shown in the attendee list. Video feeds for attendees will not be enabled.

- Public comments will be limited to 5 minutes per individual.

- Meeting chairs reserve the right to direct the host to mute an attendee's microphone if the attendee is disruptive to the meeting.

- Share screen and chat options in Zoom are disabled for electronic meetings to minimize disruptions. The host will be able to share a screen at the direction of the meeting chair.

- Individuals requiring auxiliary aides or services should contact the clerk at least 48 hours in advance of the meeting.