This guide is to help you attend and participate in City of Scottsdale Zoom Virtual Meetings. *It is important that you read through this guide completely and follow the steps a few days or hours before the meeting* to ensure everything is set up and you understand the procedures before the meeting start time. If you run into any problems and need assistance before or during the meeting please contact Megan Lynn at mlynn@scottsdaleaz.gov or 602-499-7387, Brian Hancock at bhancock@scottsdaleaz.gov or 480-312-7732.

WHAT YOU NEED

In order to attend a Zoom Webinar, you first need to have the necessary equipment and environment.

EQUIPMENT

- o Desktop, Laptop or Tablet computer with headset and microphone (Recommended for best results)
- o You can combine a Desktop, Laptop or Tablet computer for visuals and telephone or cell phone for audio if your computing device does not have a microphone or audio.

ENVIRONMENT

- o You will need to be in a quiet area or room free of distractions so others can hear or see you clearly and to avoid any awkward interruptions from pets, kids, etc. Public meetings held virtually will be broadcast live on the city's cable TV channel and streamed live on the internet so it would be prudent to avoid the chances of broadcasting anything not desirable, embarrassing or unprofessional.

STEPS THAT MUST BE DONE BEFORE THE DAY OF THE MEETING

To ensure the best success these steps should be done in advance of the meeting day to give time to work out any problems before the meeting. We won't be able to walk you through these steps or assist if you wait until the meeting time. If you have any issues please contact Megan Lynn or Brian Hancock.

STEP1: CREATE A ZOOM ACCOUNT

For privacy and security reasons you will be required to have created a Zoom account on their website.

IF YOU DO NOT HAVE A ZOOM ACCOUNT SET UP ON THE ZOOM WEBSITE YOU WILL NOT BE ABLE TO JOIN CITY OF SCOTTSDALE ZOOM MEETINGS

1. To sign up for your own free account, visit Zoom.us and click on "Sign Up, It's Free" you will be asked to enter a birthdate, and enter your private, business or city (for city staff) email address.

2. You will receive an email from Zoom (no-reply@zoom.us). In this email, click Activate Account and you will be taken to the Zoom website to complete the account registration process.

3. Answer any additional questions like school account, etc. and when you get to the *Welcome to Zoom* screen you will need to enter in your full First and Last names and create a password for your Zoom account.

4. On the *Invite your colleagues* screen, Click **SKIP THIS STEP**.

5. On the *Start your test meeting* screen, Click **GO TO MY ACCOUNT**.

STEP 2: ADDING PROFILE INFORMATION AND PHOTO

Once you are on your account page on the Zoom website you are ready to enter your profile information and photo. Follow these steps:

1. In the section of your page with your name and photo frame click **EDIT**.
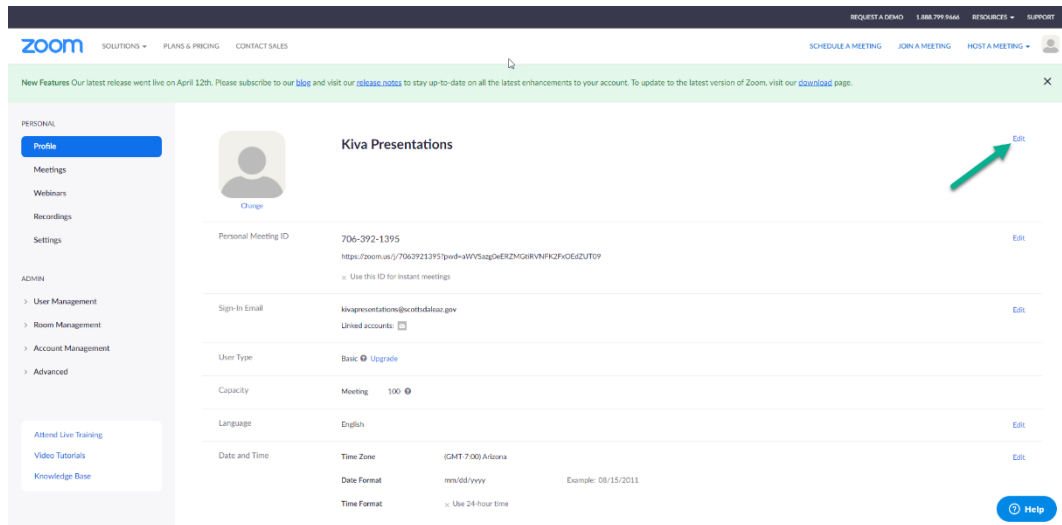
2. Fill out the profile information. You will also need to add a profile photo at this time so your photo will be displayed when you are speaking during a meeting instead of just seeing your name. Click **CHANGE** under the photo frame to upload a photo. As another reminder, the photo will be shown when you are speaking during public meetings and will be broadcast on cable TV and streamed on the internet so choosing an appropriate photo (like a professional head shot) is highly recommended.
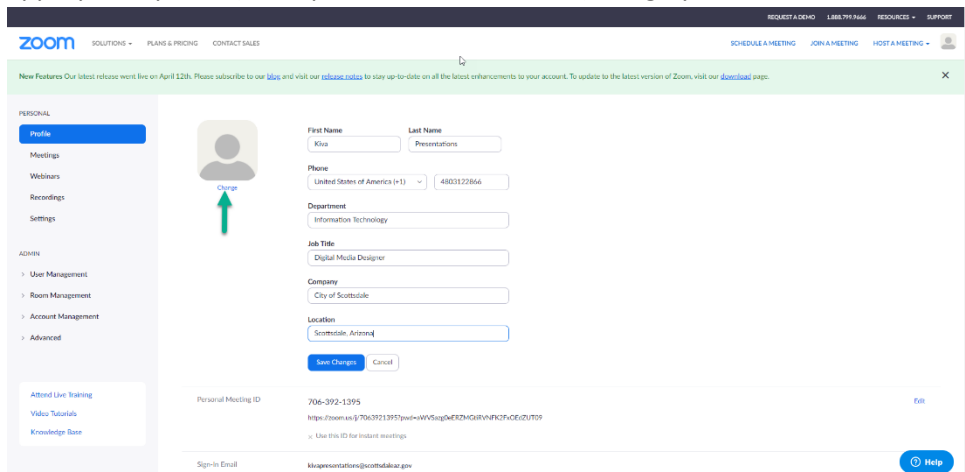
3. Once you have entered the information and uploaded a photo, click **SAVE CHANGES**. You can now leave the Zoom website.

STEP 3: DOWNLOAD AND INSTALL THE ZOOM CLIENT FOR MEETINGS APPLICATION FOR YOUR DEVICE

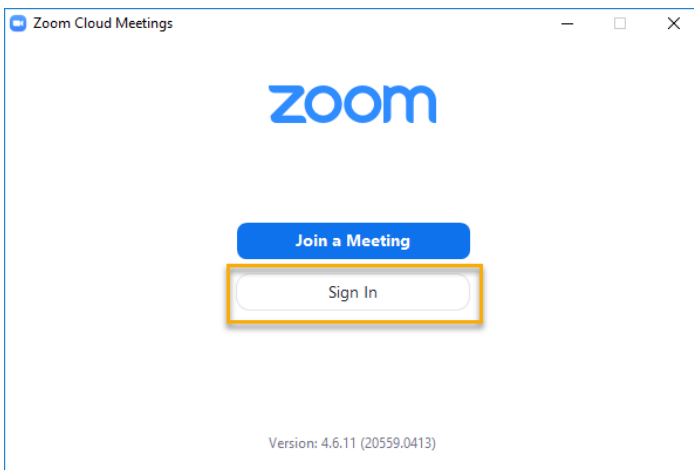You can either download the Zoom app from the Zoom website or by clicking on the appropriate button below.

| **Click Here for Windows or Mac** | **Click here for iPhone or iPad** | **Click here for Android** |

Once the Zoom app is installed and opens you will be prompted to either Join a Meeting or Sign In. Click, **SIGN IN.**

You will be prompted to enter your Zoom account information you set up previously in **STEP 1**. Check the *Keep me signed in* checkbox if you don't want to have to sign into your Zoom account for each time you open the app or get a meeting invitation.
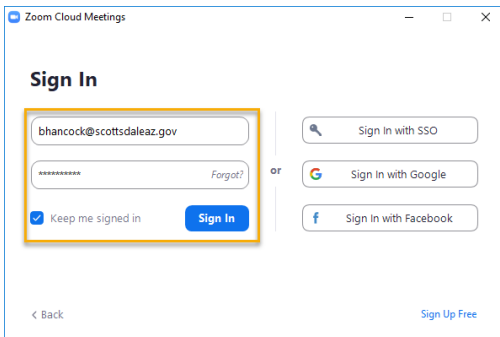
Important: There are TWO different login types for Zoom. There is the Zoom Account Login which is what you are doing in this step. The second type of login is the meeting login where you log into each individual meeting when provided with the meeting number/link and password. Issues can occur if you try to use Meeting login to log into your Zoom Account and vice versa. Make sure to pay attention to what log in is being requested (Meeting or Zoom account) if you are having issues logging into a meeting. We understand this can be somewhat cumbersome but the extra login steps are necessary to prevent unauthorized individuals from getting into the meeting and "Zoombombing".

Once you have signed into the app with your Zoom account login you will see the app home screen.
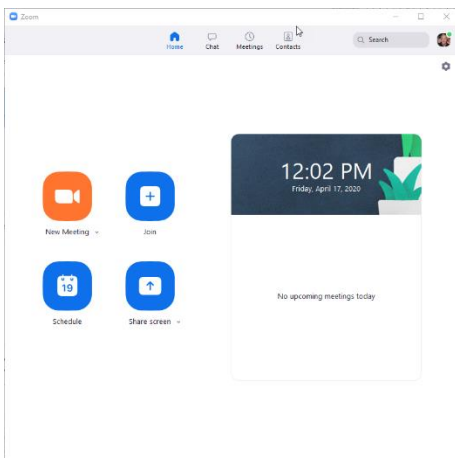
Congratulations, You have now successfully set up your Zoom account and app so you can start attending meetings.

You can now close the app and proceed to the next section that will cover how you get into a meeting once you receive a meeting invitation.

HOW TO ATTEND A ZOOM MEETING ONCE YOU RECEIVE AN INVITATION

Before you can attend a City of Scottsdale Zoom meeting you must have a Zoom account, have the Zoom app installed on your device and receive an invitation from the host that will have the information you need to access and sign into the meeting.

City staff will send you an email invitation to join the Zoom meeting from a City of Scottsdale email address (staffname@scottsdaleaz.gov).

Please note the date and time of the meeting on the invitation as you will not be able to join the meeting until it starts.

We typically will set the Zoom meeting start time an hour before the public meeting's agenda start time to allow time for attendees to sign in and test their audio and connection to the meeting. Please plan to log in within that window – no later than 15 minutes before the start of the public meeting.

OPTION 1: JOINING THE MEETING USING COMPUTER AUDIO AND VIDEO

These steps are for attending a zoom meeting only using your computer with a headset, microphone and webcam. If you are using phone audio see the next section, Option 2.

When you receive the meeting invitation email from staff it will contain a link to the meeting. Do the following:

1. Click on the link in the email.

Brian Hancock - I.T. is inviting you to a scheduled Zoom meeting.

Join Zoom Meeting
https://zoom.us/j/95567263546?pwd=cnlXSkdlenFDeDFpK2Y2S0NEL29Qdz09

Meeting ID: 955 6726 3546
Password: 479849
One tap mobile
+13462487799,,95567263546#,,#,479849# US (Houston)
+16699006833,,95567263546#,,#,479849# US (San Jose)

Dial by your location
        +1 346 248 7799 US (Houston)
        +1 669 900 6833 US (San Jose)
        +1 312 626 6799 US (Chicago)
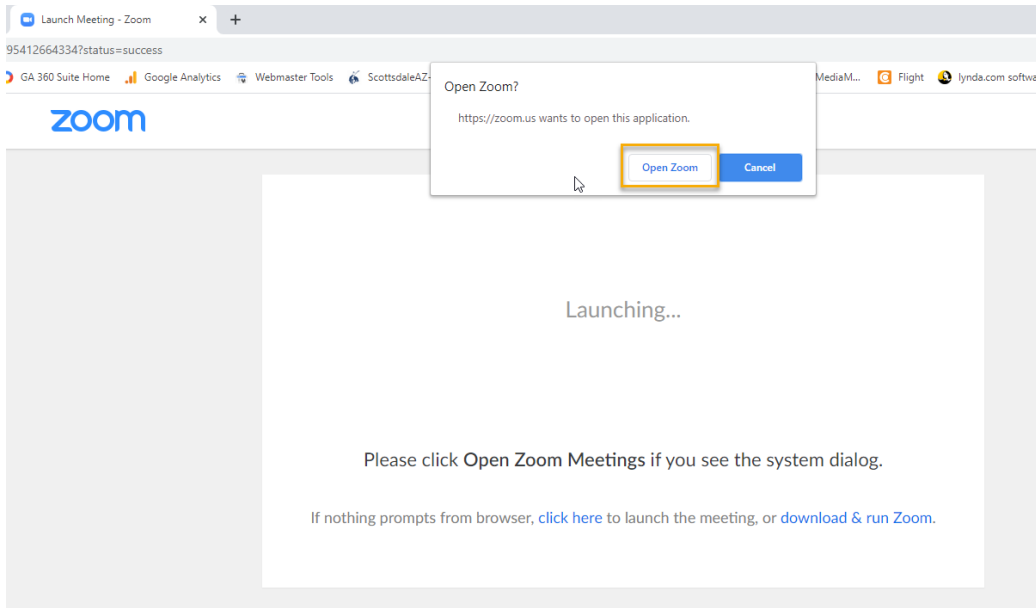   +1 929 436 2866 US (New York)
        +1 253 215 8782 US
        +1 301 715 8592 US
Meeting ID: 955 6726 3546
Password: 479849
Find your local number: https://zoom.us/u/awKDSuTRi

2. Your internet browser will open and since you installed the Zoom app in **STEP 3** of the previous section you will get pop-up option to open in the Zoom app. Click **OPEN ZOOM**.


Note: If you did not follow the steps in the previous section to install the Zoom Meetings app you will get a pop-up to install it instead. If this happens, click Install Zoom Meetings and then go back and follow the steps for installing the Zoom Meetings App in the previous section before proceeding.
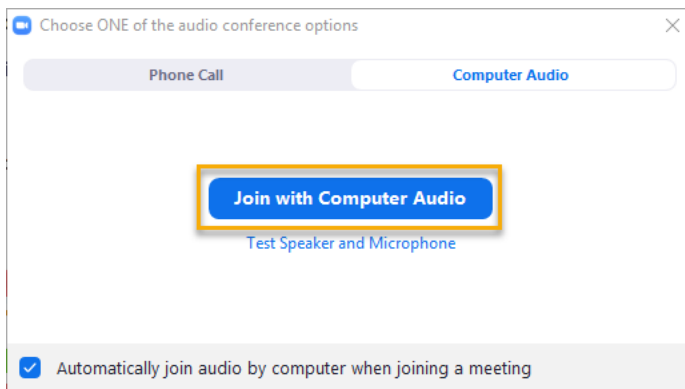
3. The Zoom app will open and you will be prompted to either *join with computer audio* or *test speaker and microphone*. Click, **TEST SPEAKER AND MICROPHONE**.
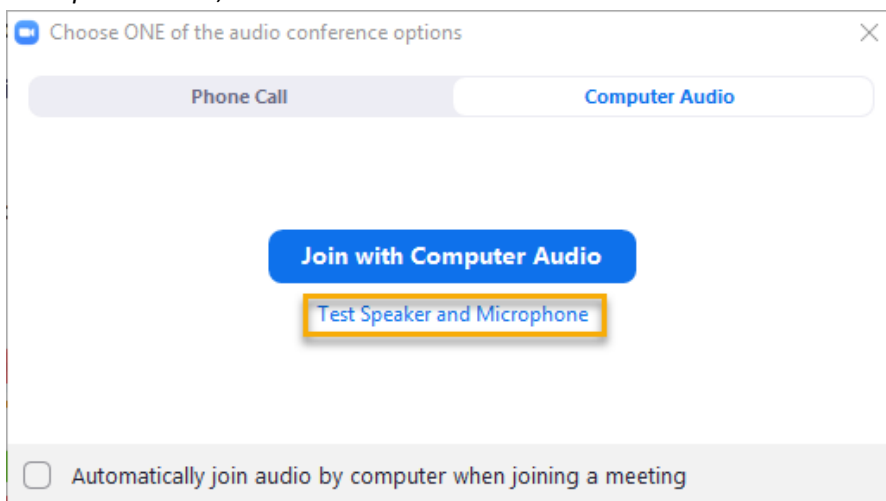
4. Go through the speaker and microphone tests. Once you get everything working click, **JOIN WITH COMPUTER AUDIO**.
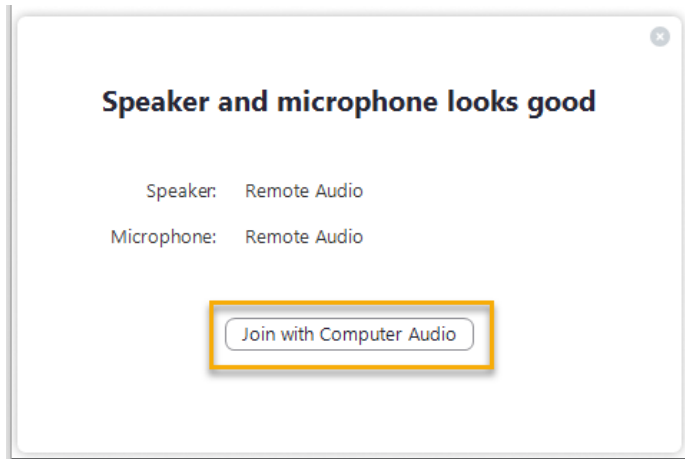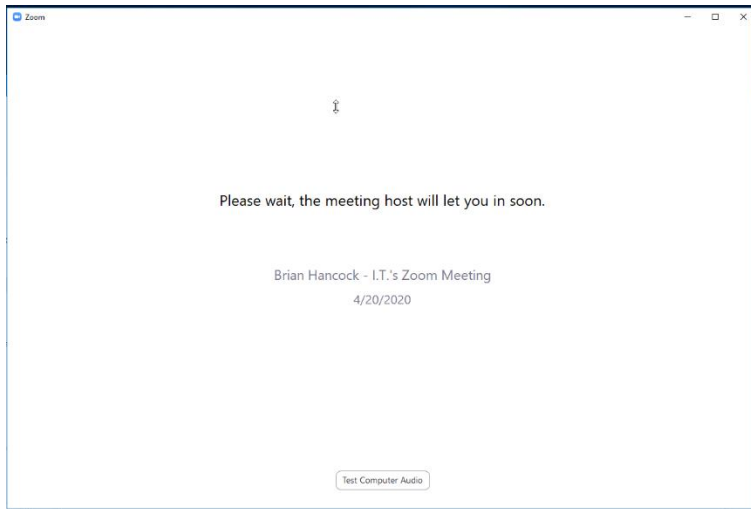
5. You will be taken back to the previous screen and click, **JOIN WITH COMPUTER AUDIO**.


6. If the host has not started the meeting yet you will see this screen.
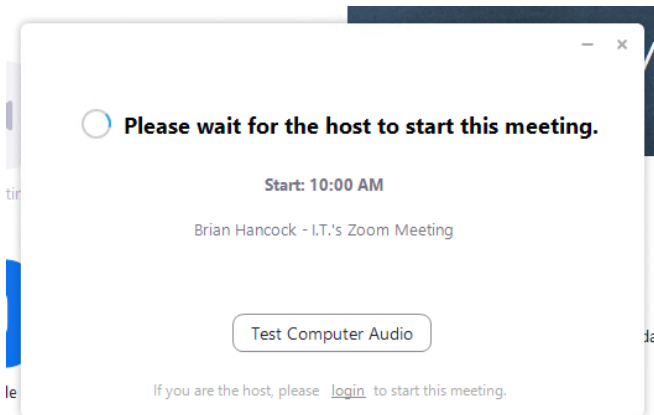
7. Once the host starts the meeting, they will add participants to the meeting individually so you may see this screen while waiting to be added.

8. Once you come into the meeting you will be in the meeting screen with either a picture of the last person who was speaking, their name or their computer screen if they are sharing their screen.
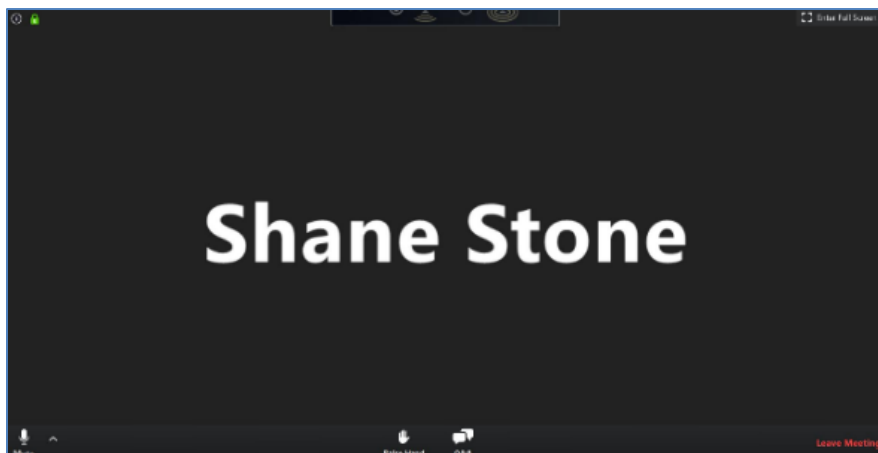
You are in the meeting!
Proceed to the next section,
HOW TO PARTICIPATE IN THE ZOOM MEETING.

OPTION 2: JOINING THE MEETING USING PHONE AUDIO AND COMPUTER VIDEO

Use this option if your computer does not have speakers/headset, microphone, webcam or if you will be participating by audio only via phone.

JOIN THE MEETING ON YOUR COMPUTER FIRST:

When you receive the meeting invitation email from staff it will contain a link to the meeting. Do the following:
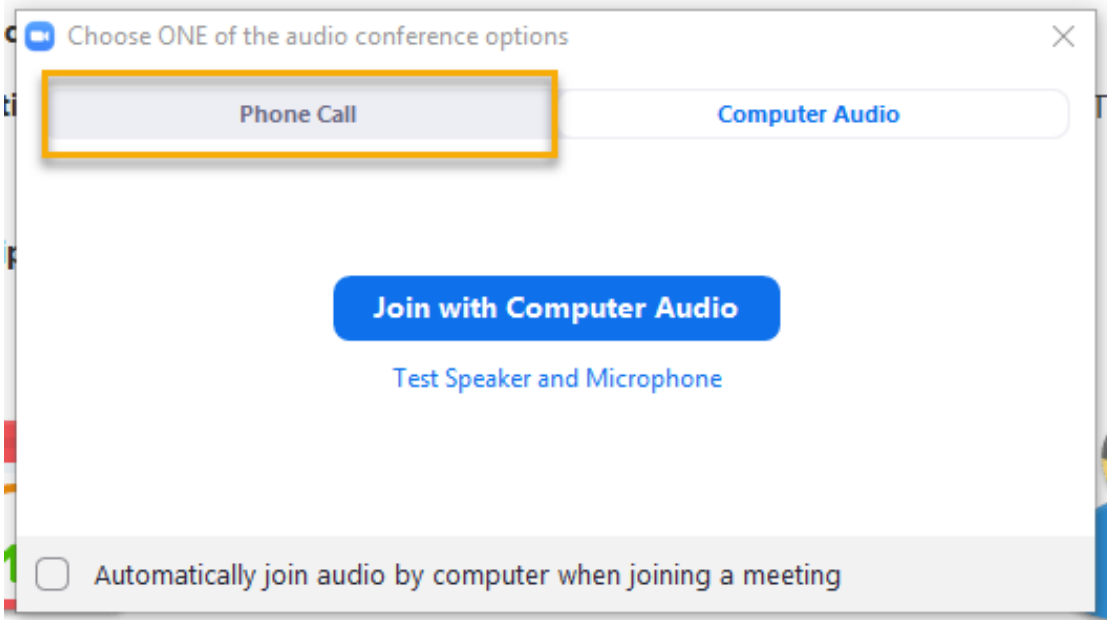
1. Click on the **JOIN ZOOM MEETING** link in the email.

2. Your internet browser will open and since you installed the Zoom app in **STEP 3** of the previous section you will get pop-up option to open in the Zoom app. Click **OPEN ZOOM**.

Note: If you did not follow the steps in the previous section to install the Zoom Meetings app you will get a pop-up to install it instead. If this happens, click Install Zoom Meetings and then go back and follow the steps for installing the Zoom Meetings App in the previous section before proceeding.

3. The Zoom app will open and you will receive a pop-up something like this:

4. Click on the **PHONE CALL TAB**.
5. The Phone Call tab will provide a list of numbers that you can use to call into the meeting.
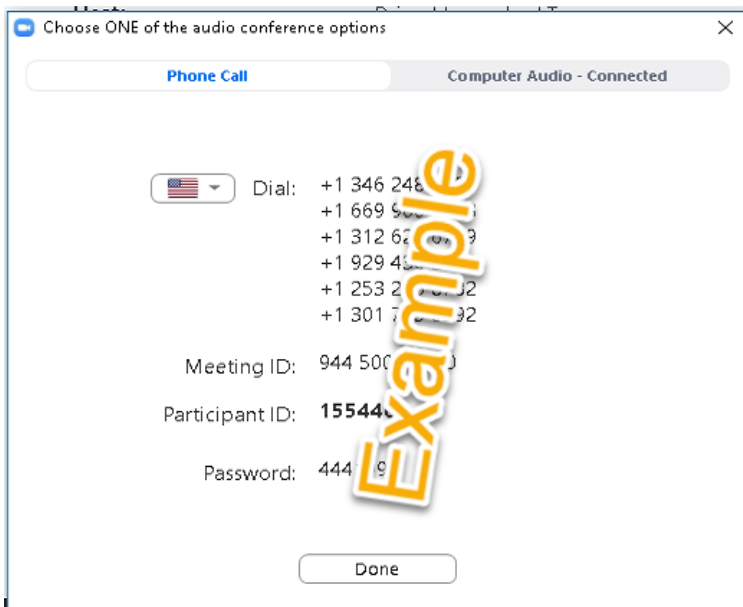
6. Call one of the numbers, if it is busy or not available try another.
7. Follow the prompts in the phone call to enter the meeting number and participant ID. You should be taken to the meeting. Click **DONE** on the Phone Call tab.
8. If the host has not started the meeting yet you will see this screen:
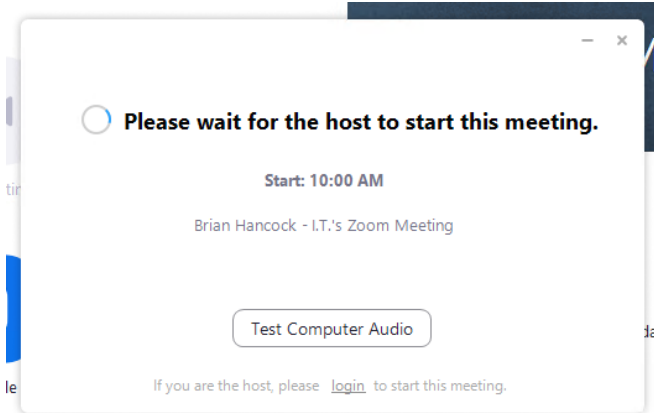
9. Once the host starts the meeting, they will add participants to the meeting individually so you may see this screen while waiting to be added.
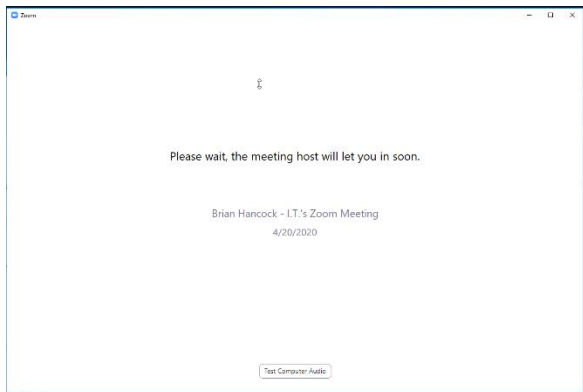
10. Once you come into the meeting you will be in the meeting screen with either a picture of the last person who was speaking, their name or their computer screen if they are sharing their screen.
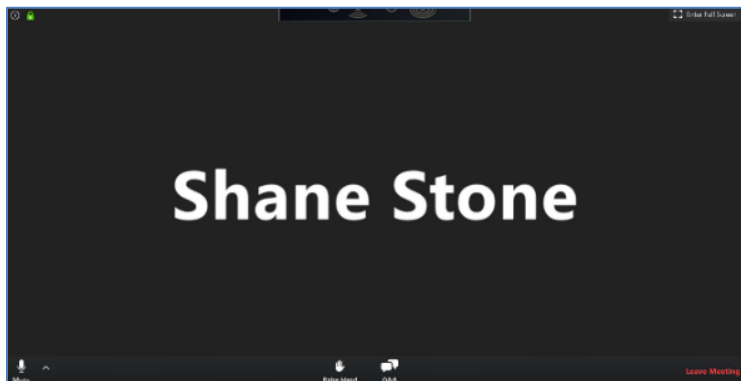
You are in the meeting! Proceed to the next section, **HOW TO PARTICIPATE IN THE ZOOM MEETING**.

HOW TO PARTICIPATE IN THE ZOOM MEETING

Once you are in the meeting you will be able to participate via audio or audio and video depending on availability and protocols for that meeting. Generally, public meetings will be audio only due to bandwidth concerns and to reduce the possibility of technical difficulties and delays during the meeting. You can use the controls in the Zoom app to mute and unmute your microphone, raise your hand, or send a text message to the technical staff.

ZOOM APP MEETING CONTROLS

During the meeting, you will have the following controls:

- **Raise Hand** - Notifies staff hosting the meeting that you wish to speak. The chair does not see this so staff will notify the chair of hand raises when there is a pause in the discussion.

- **Mute and unmute** – Use this as you would use the microphone button in the Kiva. Unmute to speak and mute when you are done speaking.

- **Q & A** – Sends a text message to staff hosting the meeting.

- **Leave meeting** – Remove yourself from the meeting. You will have to log back into the meeting to rejoin.

ZOOM APP SCREEN

Here are the different types of displays you will see on your screen. This is what is being broadcast on the City Cable channel or streamed online.

When there is not an active presentation or agenda being displayed by staff you will see the picture and name of the person speaking or the last person speaking.
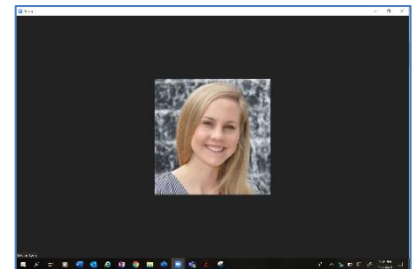
If the person speaking has not uploaded a profile image you will just see their name.
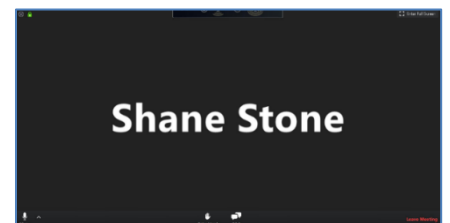
A presentation will be displayed full screen when staff displays it. There is a display adjustment setting at the top of the app that you can adjust to make it fit better on your screen.

ZOOM VIRTUAL MEETING PROCEDURES

Virtual meetings will follow the same format and procedure as regular meetings held in the Kiva with the exception of:

- o Public comment will be submitted by email or comment form at least a day before the meeting.
- o Request to speak will be done by hand raises unless otherwise specified by the chair.
- o Votes will be done by roll call by Staff.
- o Presentations will be submitted to presentation staff at least 7 days before the meeting and presentation staff will advance the slides during the meeting. Just say "next slide" to have it advanced.

That's it. If you have any questions or run into any problems and need assistance before or during the meeting please contact Megan Lynn at mlynn@scottsdaleaz.gov or 602-499-7387, Brian Hancock at bhancock@scottsdaleaz.gov or 480-312-7732.