

# General Instructions for Attendees, Board/Commission, and Applicants

# Overview of Meeting Roles

## Organizers

- 1 staff to control screen sharing & control what is viewable, (agenda, applicant presenter, staff presenter, any files needed) monitor attendees, raising hands and monitors questions box.
- Staff is available for purpose of navigating orientation to software, but there is a level of technical difficulty that they will not be able to assist. You can log out and log back in with information email from registration if you need to be reset or if connection is lost.
- However, Chair Runs the meeting and can instruct staff what they would like viewable or heard.

## Presenters

- Staff and Applicants – will prompt screen share and unmuted at appropriate time. Webcam will be seen at top of the screen.

## Panelists

- Board/Commission Members webcam will be seen at top of screen.
- Note: If you are the board/commission secretary as panelist you can view list of attendees

## Attendees

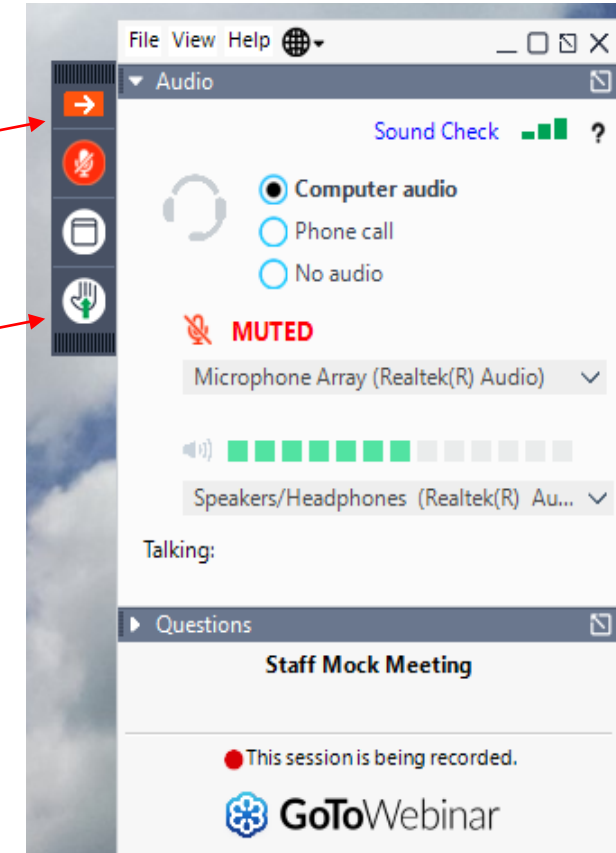
- Public can dial in via phone and no internet. This is audio **only**.
- Public can access via internet (can use audio from device or phone). Can raise hand to speak.

# Instructions for Attendees



**Please Note: This Meeting is being recorded and will posted to the website. Upon Entry, All Attendees are muted upon entry.**

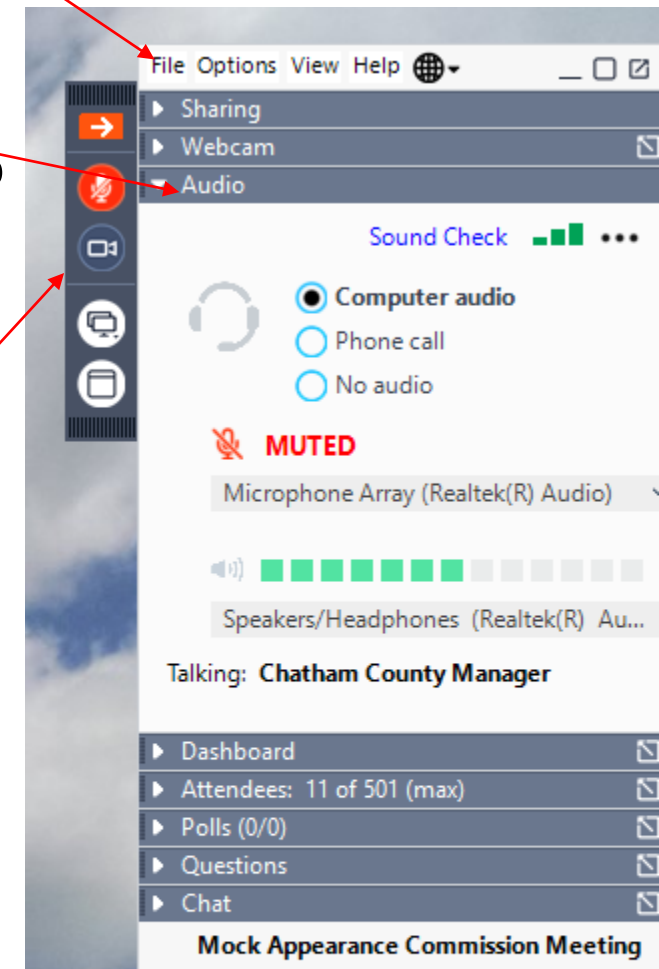
1. Please make sure you have selected the correct audio connection on the toolbar on the right hand corner. If you don't have a microphone built into your computer, you can use a phone. You will be given a personal pin in email to sync with your name registered.
2. If you would like to speak during input
  - Click the “raise hand button” to indicate you would like to speak during public input. When the icon turns red, it has been raised.
  - You can do this now or when prompted before public input
  - When Acknowledged by Chair to speak you will be unmuted by staff
  - Please state your name before speaking
3. Please follow along with the meeting Agenda
  - Accessible on [chathamnc.org/planning/remotemeetings](http://chathamnc.org/planning/remotemeetings)
  - Click on meeting in calendar box to pull up agenda in another screen or print copy



# Instructions for Panelists (Board/Commission)

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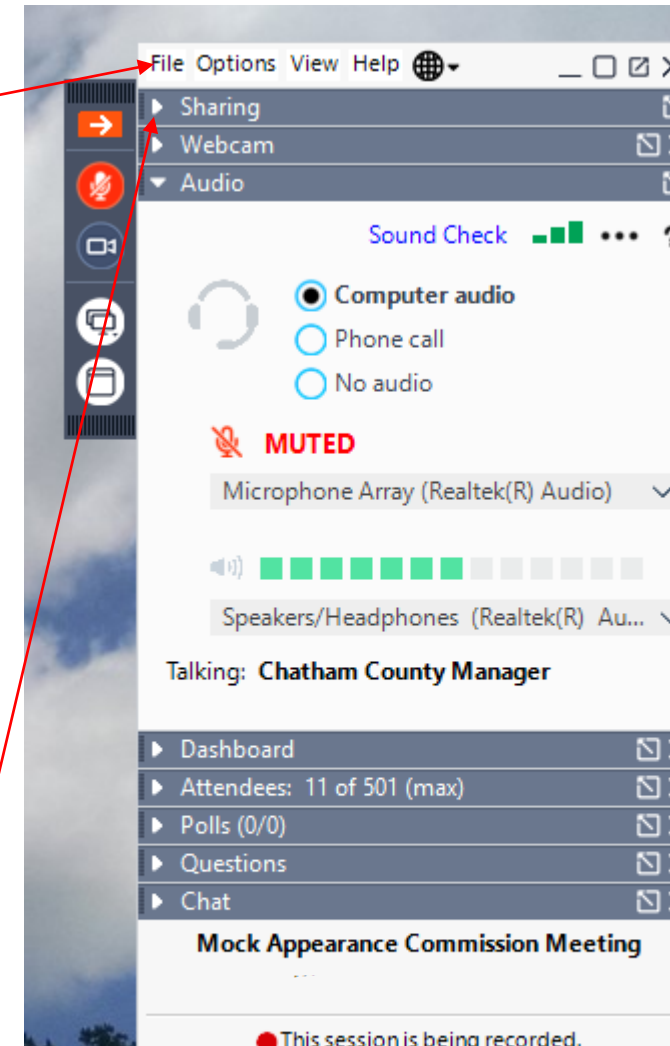
1. At the start of the meeting, you will be unmuted at the appropriate time by staff organizer. Please edit your name to include title (chair, member, etc.) using the top menu *file>edit name* or you can select the arrow beside your name in attendees list under staff tab.
2. Please make sure you have selected the correct audio connection on the toolbar on the right hand corner. If you don't have a microphone built into your computer, you may want to try a headset with microphone. You can also use a phone. You will be given a personal pin to sync with your name registered.
  - To avoid feedback issues keep yourself muted unless speaking.
3. You will be made a panelist by the staff organizer
  - If not selected you will receive a pop up window requesting access to your webcam or you can turn your webcam on using the toolbar.
    - Your webcam will appear docked to the top of the meeting screen for audience
    - If you do not wish to be seen on camera, or do not have one, you can deny request. You can still be heard audibly.
  - Please state your name each time before speaking and allow for pause between speakers as there may be up to a 60 second delay.
  - Do NOT use chat box
  - Voting items will be by roll call



# Presenters (Staff or Applicants)

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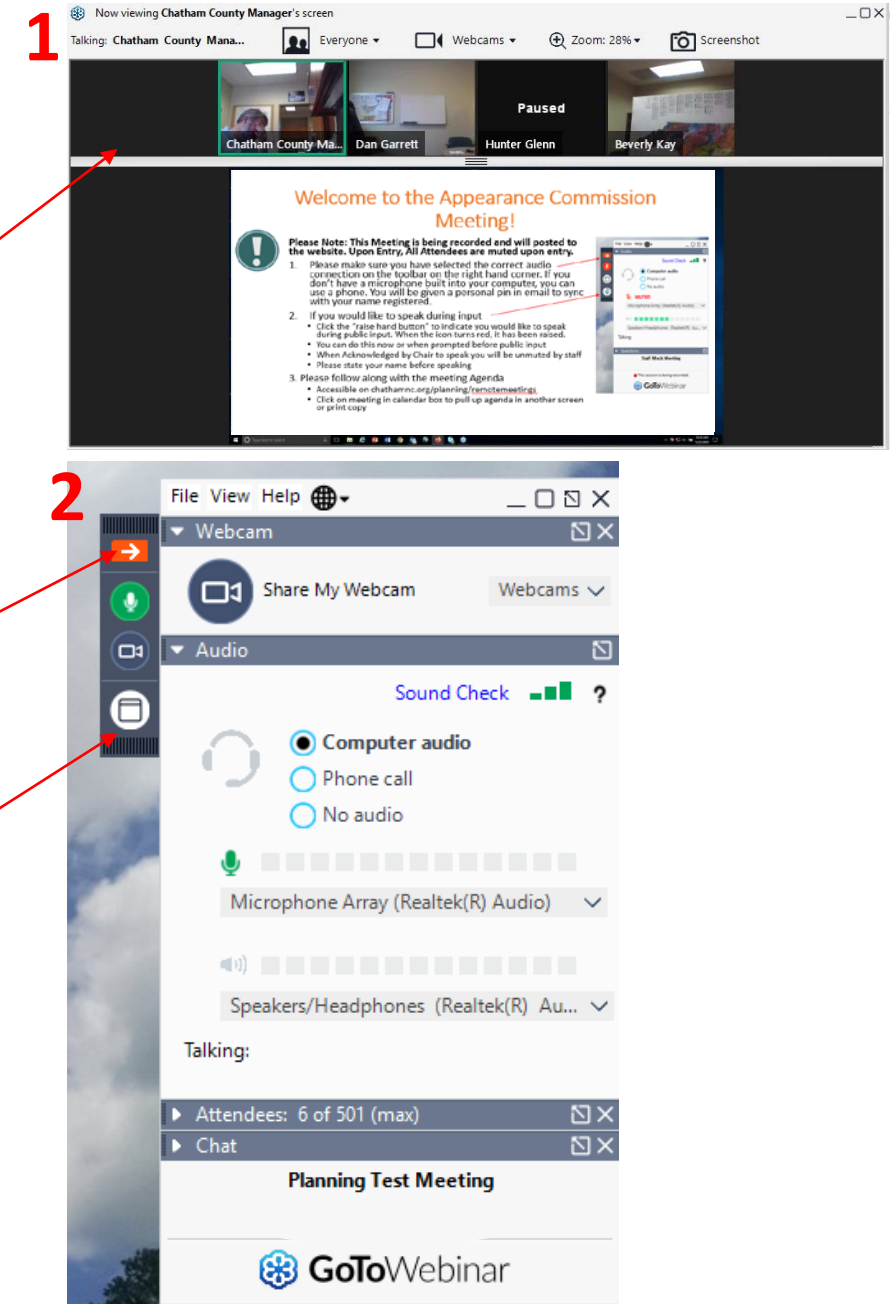
1. Please edit your name to include title (staff, applicant, representing, etc.) by using the top menu *file>edit name* or you can select your name in attendees list under staff tab.
2. At the start of the meeting, you will be unmuted at the appropriate time by staff organizer.
3. Please make sure you have selected the correct audio connection on the toolbar on the right hand corner. If you don't have a microphone built into your computer, you may want to try a headset with microphone. You can also use a phone. You will be given a personal pin to sync with your name registered.
4. You will be made a presenter by the staff organizer at the appropriate time.
  - A pop up window will request your webcam & screen to share. You can also select webcam using toolbar. Your webcam will appear docked to the top of the meeting screen for audience and the screen will be seen below.
  - If you do not wish to be seen on camera, do not accept the request. You can still be heard audibly.
  - If trouble sharing or controlling screen, you can use the sharing drop down menu to see if you are connected.



# Basic Troubleshooting & Go to Webinar Orientation

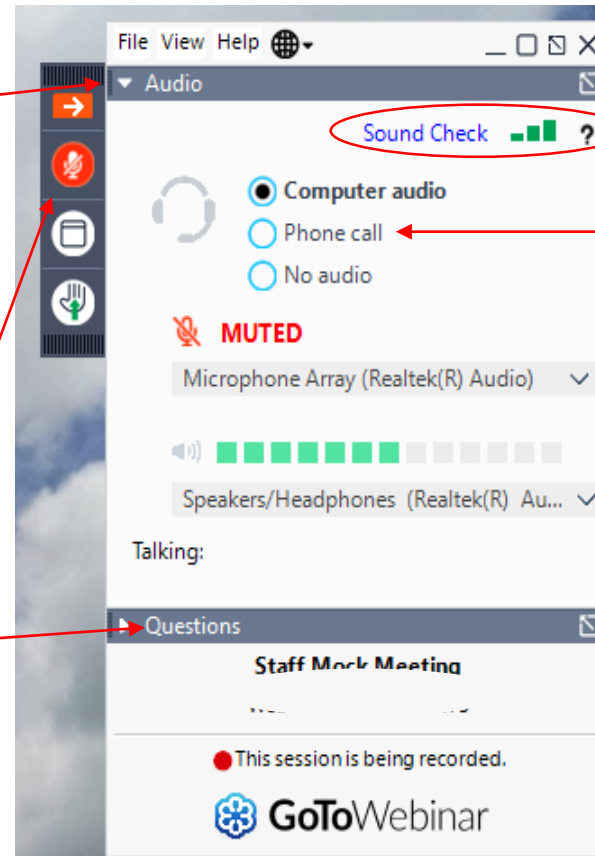
# Having trouble viewing?

- The go to meeting webinar will launch in two windows. The screen labeled 1 is for viewing the meeting and the screen labeled 2 is the toolbar.
- In **screen 1**, you are able to adjust the size of the webcams and agenda but hovering over the middle bar and moving it up or down.
- In **screen 2**, You can also use the orange arrow to minimize and expand the toolbar. If left unattended, it will minimize. Look for the orange arrow to expand.
- **Screen 2**, is used for controlling your audio, your webcam and to view attendees. You can use the button on the toolbar to enter and exit full screen mode. This will help if you would like to adjust your screen sizes.

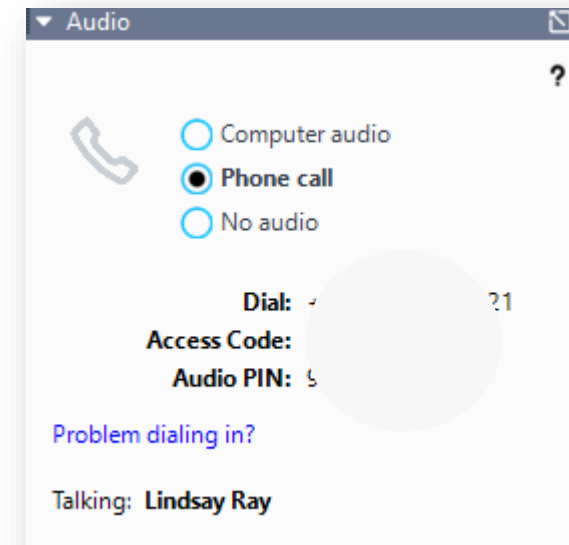


# Having trouble with audio?

1. On the Go to meetings webinar toolbar select the drop down to select how you will be using audio.
2. You can use the sound check feature, that may assist in diagnosing the problem.
3. If you are **using a laptop**, you may want to check your computer settings to allow software access to your audio. If **using a desktop**, you may need a headset with microphone.
4. Check if you are able to unmute yourself. When your mic is on the button turns green. If you are muted by organizer, type into the question box.



If You are dialing in **via phone**, when you select, the menu will provide you the call in number, access code and your personal pin associated with your registration. If you are not also synced with the meeting accessed via internet, you will be in listen only mode. **Note:** this is a long distance number.



\*If you are still having issues and these drop down menus are not appearing reboot. The link received in your email will still work. You do not need to re register.



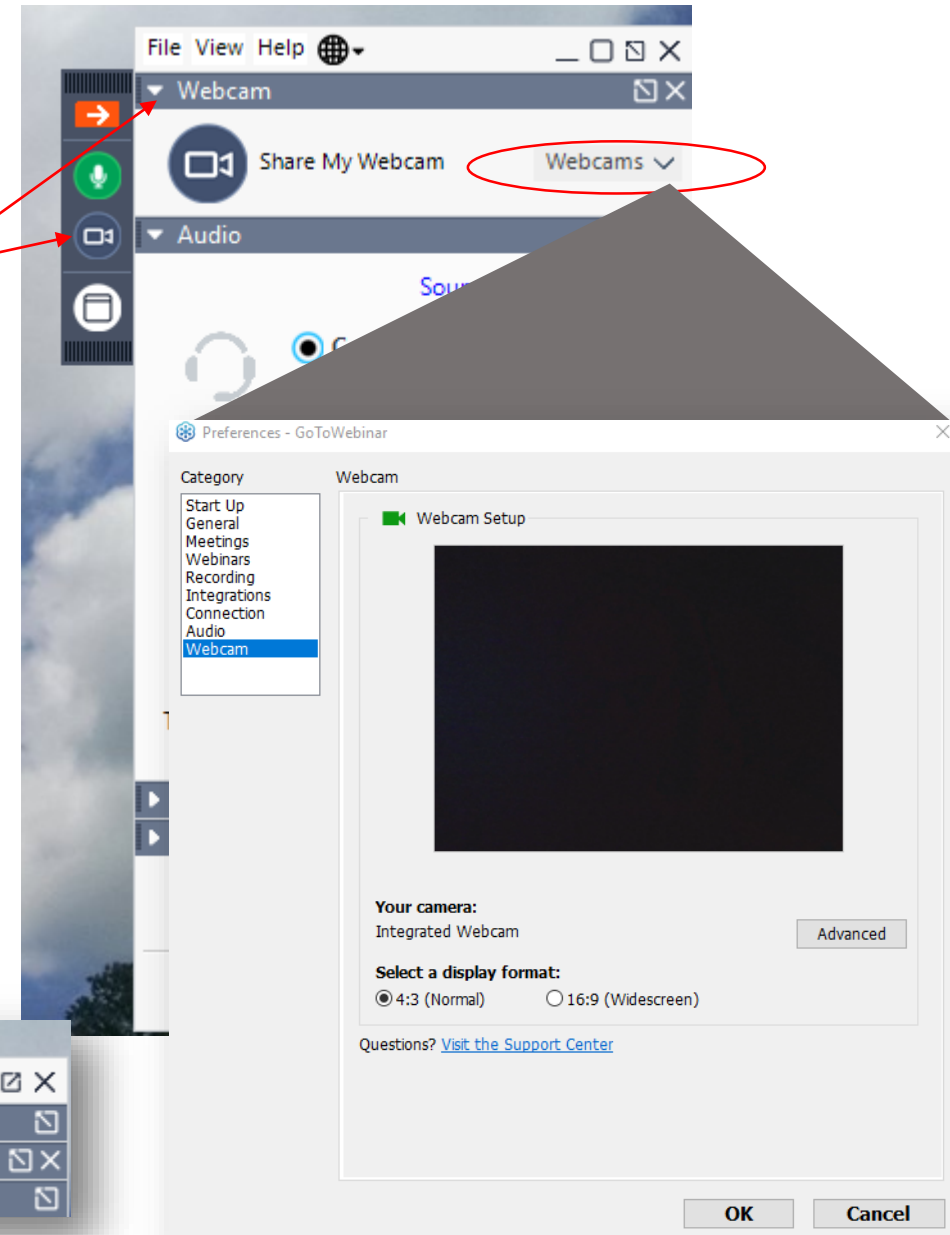
# Having trouble with webcam or sharing?

## FOR PANELISTS AND PRESENTERS

1. **How to switch on Webcam.** You can use the tool bar to select the video button (when it turns green it should be on)
2. **If you are still having issues,** select the drop down menu for webcam to select settings, this may assist in diagnosing the problem. You may need to adjust settings on device to allow webcam access

\* If you are still having issues you may want to try to reboot.  
The link received in your email will still work. You do not need to re register.

3. **If you are a presenter and having trouble with the Sharing tab to ensure connection.**



# How do I change my name?

FOR PANELISTS AND PRESENTERS

1. You can use the top menu.

Select file > change name option

A window will prompt you to edit your name. You can list your position (chair, applicant, board member, etc. in parenthesis after your last name)

2. You can use the attendees list

Look for your name in the Attendees drop down menu. As a panelist or presenter, you are categorized in the staff tab.

Select the arrow to the right of your name and in the menu select change name option.

