

ZOOM TELECONFERENCE INSTRUCTIONS – Members of the Public

HOW TO JOIN A CONFERENCE / PARTICIPATION FEATURES

TO JOIN VIA TELEPHONE (without computer or tablet). Please, note that you must join with a computer or tablet if you want to see information that will be shared on-screen. We are working on streaming the meeting. Please, check the City's homepage (<https://www.sanfordmaine.org/>) then go to right hand side of page and look for "Watch Live Public meetings from the City Council Chambers") prior to the meeting to access the stream, if it is available. You may also email comments to bdellavalle@sanfordmaine.org up until 4:30 pm on the day of the Public Hearing and it will be read into the record.

1. An announcement or notice will be provided for each public hearing. Announcements/notices will include the information necessary to participate in the Zoom Teleconference. Announcements will be available to the public on the City's website and in the abutter notice, which will be mailed.

In the notice, you will find:

- Date and time of the scheduled conference
- Phone number
- Meeting ID number

Phone number/meeting numbers are unique to each conference. The numbers provided in the meeting notice will work ONLY for the specific conference to which they are assigned.

2. Fifteen minutes before the start time, call the phone number listed on the agenda.
3. You will be prompted to input the meeting ID number.
4. Press # to confirm.
5. You have now successfully joined the meeting. Your audio will be muted automatically upon entrance.

TO PARTICIPATE VIA TELEPHONE (without computer or tablet). Please, note that you must join with a computer or tablet if you want to see information that will be shared on-screen. We are working on streaming the meeting. Please, check the City's homepage (<https://www.sanfordmaine.org/>) then go to right hand side of page and look for "Watch Live Public meetings from the City Council

Chambers”) prior to the meeting to access the stream if it is available. You may also email comments to bdellavalle@sanfordmaine.org up until 4:30 pm on the day of the Public Hearing and it will be read into the record.

When prompted for public comments, you will be recognized to offer your comments by using the “raise hand” feature.

1. To raise your hand, dial *9.
2. The Chair will decide when you will be allowed to speak.
 - When it is your turn to speak, your audio will be automatically unmuted and the Chair will invite you to speak, after providing your name and address. You will have up to five minutes to make your comments.

TO JOIN VIA COMPUTER/TABLET. You may also email comments for Public Hearings to bdellavalle@sanfordmaine.org up until 4:30 pm on the day of the Public Hearing and it will be read into the record.

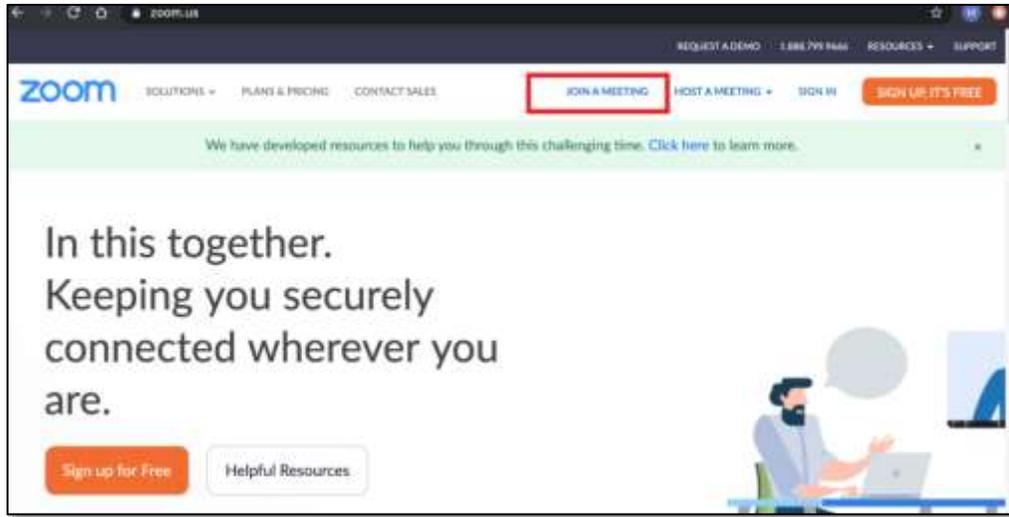
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In the notice you will find:

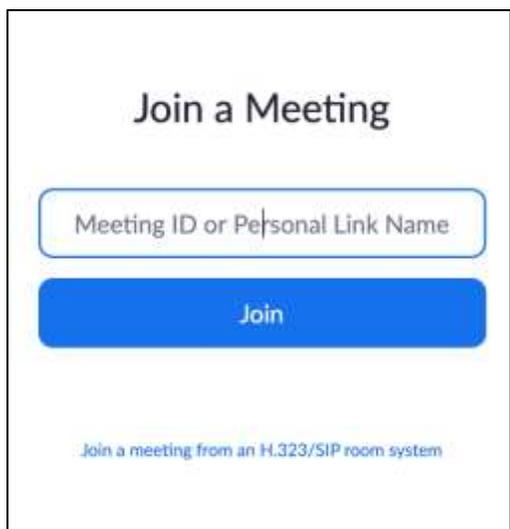
- Date and time of the scheduled conference
- Phone number
- Meeting ID number

Phone number/meeting numbers are unique to each conference. The numbers provided on the agenda will work ONLY for the specific conference to which they are assigned.

2. Fifteen minutes before the start time, access website: <http://www.zoom.us>
3. Select ‘Join A Meeting’ at the top right side of the browser. Please make sure that you enter your name when you join the meeting.



4. You will be directed to the meeting log in page. Input the provided meeting ID number.



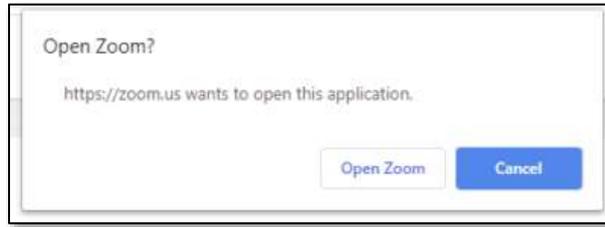
The browser will begin to load the conference.

5. You will see the following message:

Your meeting should start in a few seconds...
if nothing prompts from browser, [download & run](#).

If this is your first time joining a Zoom meeting, you may be prompted to install a file. This installation should run automatically. If not, click on the blue text 'download & run.' The computer will ask if you want to install the program. Click 'Yes'

If you have already installed the application. You may receive a pop up redirecting you to the program. Click 'Open Zoom'



6. The program may ask to access your webcam. Select '**NO**'

DO NOT USE YOUR VIDEO DEVICE FOR MEETINGS

7. The program may ask to access your computer audio and microphone. Select '**NO**'

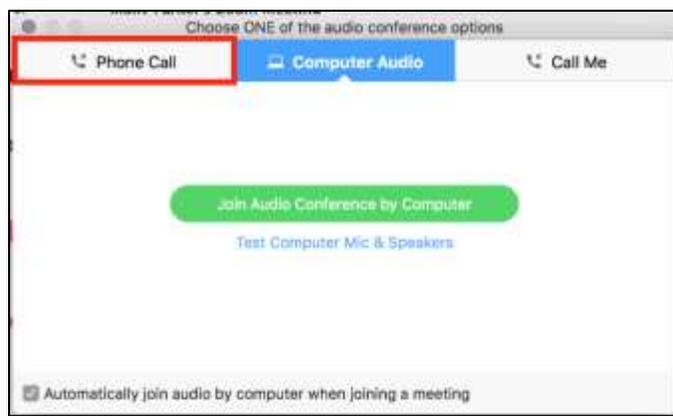
DO NOT USE YOUR COMPUTER AUDIO FOR MEETINGS

8. Choose your audio conference option.

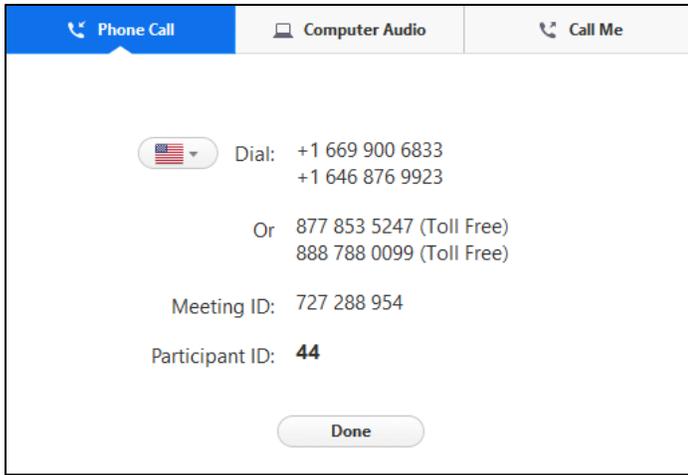
WE REQUEST YOU ACCESS THE AUDIO FUNCTION USING YOUR PHONE

To enable the phone audio function:

- Click the tab on the window that says 'phone call'



- You will see a pop up box listing dial options. Call the number listed.



Occasionally, you will get a busy signal. Please try a different listed phone number. If you get a busy signal, hang up and call in again.

- Follow the recorded tele-prompt to enter the meeting.
9. You have now successfully joined the meeting. Your audio will be muted automatically upon entrance.

If you do not immediately enter the meeting...

- You may first be admitted to the 'Waiting Room'

Your browser will look like this:

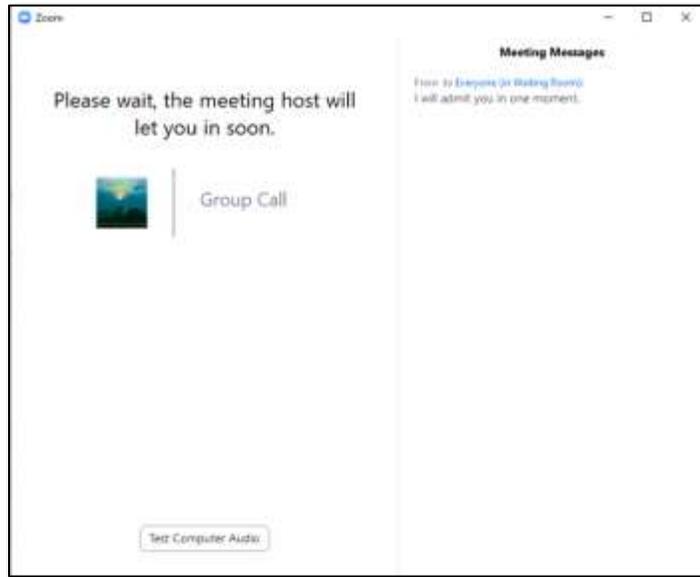


The Chair or host will invite you to the meeting when appropriate.

- You can also be admitted back to the Waiting Room during meetings. The Waiting Room will be used to manage public comments during Public Hearings.

While in the waiting room, you may receive messages from the Chair or host.

Messages will appear on the right hand side of the browser:



NOTES ABOUT PARTICIPATING VIA COMPUTER/TABLET

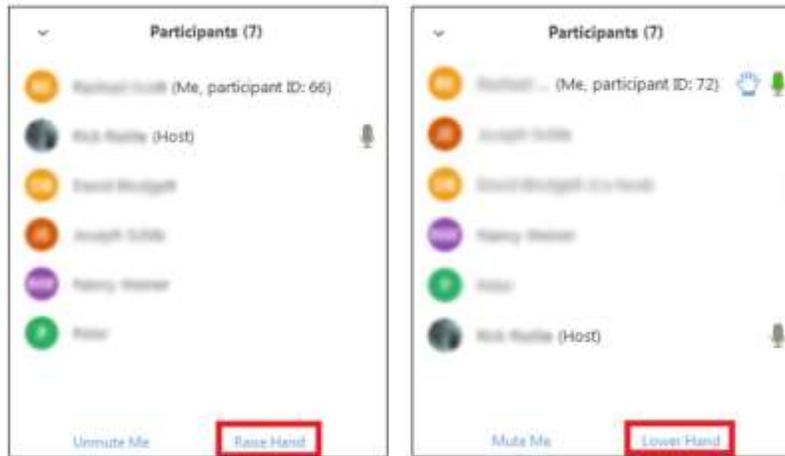
Raise Hand: When prompted for public comments during Public Hearings, the raise hand feature allows you to notify the Chair that you want to make a comment.

If you want to “raise your hand”:

1. Click on the ‘Participants’ icon on the tool bar. This will open the ‘Participants’ window on the right side of your screen.
2. Click on the ‘Raise Hand’ button in the participants’ window.



When you 'raise hand' an icon will appear next to your name. You can also 'lower hand'



3. The Chair will decide when you will be allowed to speak. When chosen, your audio will be automatically unmuted and the Chair will ask you to state your name and address before you start speaking.
4. If you are having difficulty with Zoom or have a question about the way the meeting is being run, please, use the "Chat" function and we will try to help you.