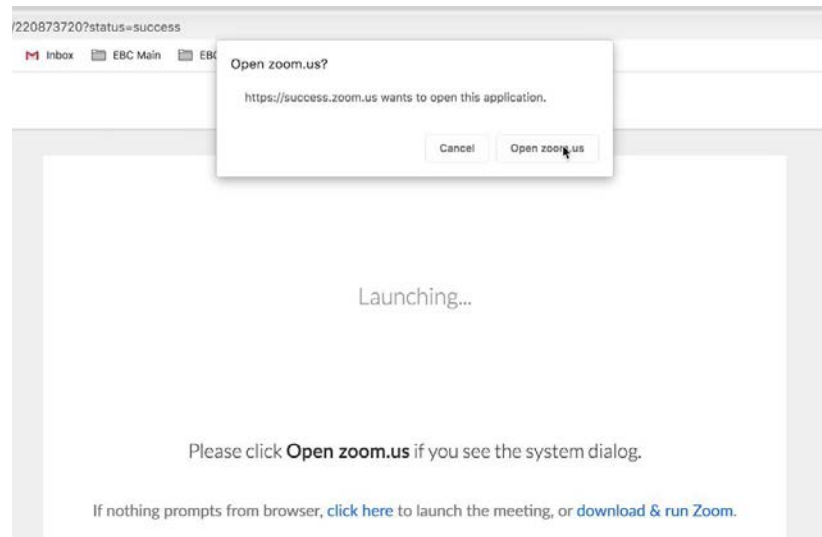
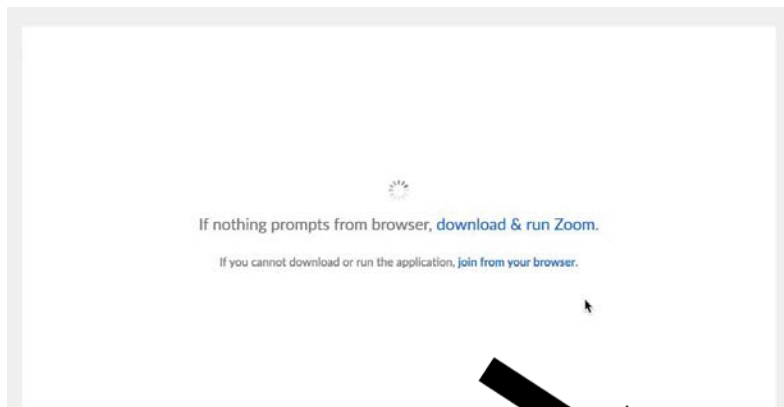




Video Conference Best Practices

Instruction for joining a meeting virtually:

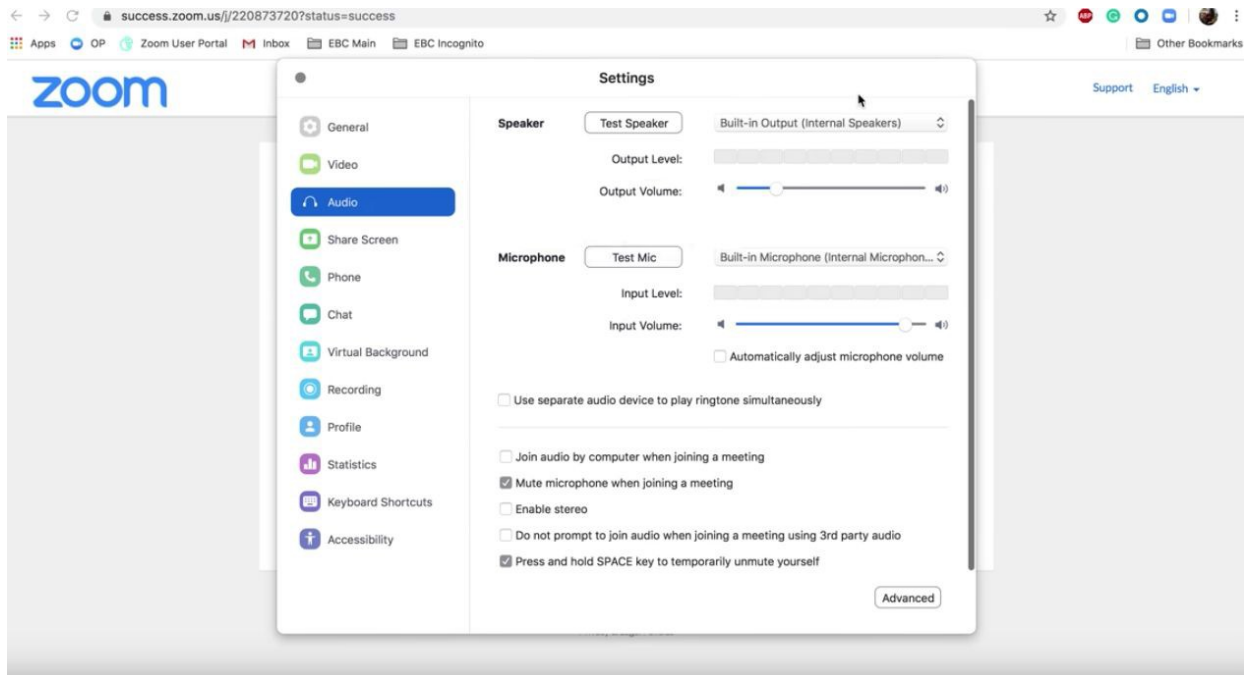
- Log into the following browsers: Chrome, Firefox, Safari
 - a. **Please note** that for optimal meeting capabilities, we encourage residents to join via computer or tablet devices
 - i. Through internal testing, it was found that mobile devices struggled to hold proper audio output
- Select the Zoom Meeting URL which can be found on the following page:
Cityofhowell.org
 - a. Depending on the type of meeting you want to join there will be different meeting URL's and meeting ID's for the different types of meetings (e.g. City Council, Planning Commission, ZBA, and DDA)
- Next, you will be prompted to download and/or launch Zoom
 - a. For best results download Zoom & run Zoom





Video Conference Best Practices

- When you launch Zoom, you will want to allow the application to utilize your camera and microphone



- Select “Join Now”

For more information on how to join a Zoom meeting, follow this link:

<https://www.youtube.com/watch?v=hIkCmbvAHQQ&feature=youtu.be>

Instruction for joining a meeting via telephone:

- Head over to cityofhowell.org
- Select the Zoom Meeting teleconference number which can be found on the following page: Cityofhowell.org
 - Depending on the type of meeting you want to join there will be different phone numbers and meeting ID's for the different types of meetings (e.g. City Council, Planning Commission, ZBA, and DDA)
- Next, you would need to enter the meeting ID
- Lastly, make sure to mute your device once you join the meeting

For more information on how to join a Zoom meeting by phone, follow this link:

<https://support.zoom.us/hc/en-us/articles/201362663-Joining-a-meeting-by-phone>



Video Conference Best Practices

Those With Hearing or Speech-Impairments Can Still Participate in the Meeting as Well!

Users that are hearing persons and deaf, hard of hearing or speech-impaired persons can communicate by telephone by **dialing 7-1-1**.

- Individuals who call will be paired with a Communications Assistant
- Make sure to give the Communications Assistant the proper teleconference phone number and meeting ID

For more information, visit:

https://www.michigan.gov/mpsc/0,9535,7-395-93308_93325_93425_94040_94041---,00.html

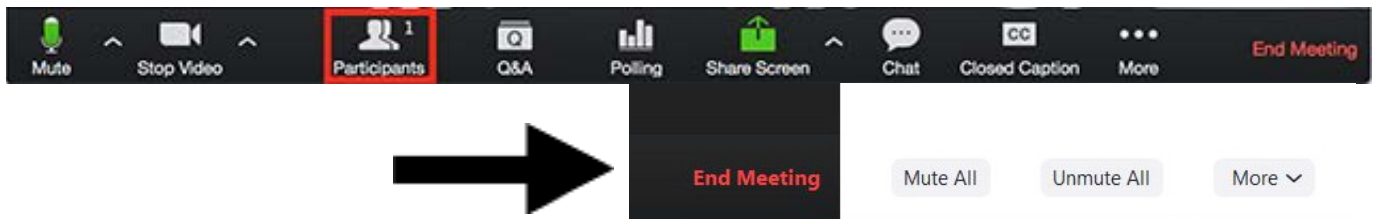
Instruction for Citizen Comment:

A few changes to note regarding Public Comment. We have shifted the process where the public will have the opportunity to speak during the meeting.

- Citizens can speak on anything being discussed on the regular agenda or items not relating to the agenda.

How to speak during Citizen Comment:

- Participants in the webcast can utilize the “Raise Hand” function by selecting “Manage Participants” on the bottom of your dashboard then select the “More” button in the bottom right-hand corner
 - Our moderator will call your name allowed and unmute you so that you can speak



- For those are joining the meeting by phone, you can be placed in the queue for Public Comment by selecting **(STAR 9)**
 - Our moderator will announce the last 4-digits of your phone number for recognition and unmute you so that you can speak
- Participants providing Citizen Comment via the webcast or telephone will have 3 minutes to speak as they would if we were meeting in person
- Once your 3 minutes are up, you will be muted by our moderators

Video Conference Best Practices

- Additionally, comments can be submitted prior to or at this time to Jcartwright@cityofhowell.org where residents and community members can submit public comments as well
 - **Please note your email must be able to be read in less than 3 minutes.** Given the circumstances with the virtual space, we may not be able to read through all of the email comments but know that we will have them stored and acknowledged on the public record

Troubleshooting Tips

For tips on how to troubleshoot via Zoom, follow this link: <https://support.zoom.us/hc/en-us>

Friendly Reminders:

1. Be sure to test your internet connection, video, and microphone in advance
2. Dial-in from a quiet space or use headphones if around others
3. Mute your computer microphone/cell phone when you are not speaking
4. Video camera tips:
 - a. Don't use a window as a backdrop; This impacts visual quality to the viewers on the video conference
 - b. Make sure the room you are in has proper lighting
 - c. Dress appropriately
 - d. Be mindful of your background items when video conferencing

Remember The Human Element

- Just like talking face to face, the "Zoom Meetings" video conferencing tool is like our everyday workday settings
- Speak professionally and respectfully to one another as you would in any other communication setting
- Announce who you are prior to speaking (e.g. Joe Smith, 1234 Howell St, *Insert commentary*)
- Overall, be aware of your behavior; People can see and hear what you are doing at all times