

Wyandotte Creek Subbasin Groundwater Sustainability Agency Advisory Committee

Virtual Meeting Guidance

We will be using the Zoom video conferencing app for our upcoming meeting. The Zoom invitation will be provided in the meeting materials email and posted to the website at <https://www.wyandottecreekgsa.com>.

If you have any questions about getting started with Zoom, please don't hesitate to reach out to Mariana Rivera Torres (mrivertorres@cbi.org).

This guidance document covers the following [doc links take you directly to that section]:

- **Getting Started** (for new and experienced Zoom users) - [[doc link](#)]
- **Accessing the Meeting** instructions - [[doc link](#)]
- **Visual Guide** of the Zoom interface - [[doc link](#)]
- **Tips & Tricks** to have a more effective meeting - [[doc link](#)]
- **Security** Information on making Zoom safe - [[doc link](#)]
- **Troubleshooting** common tech issues - [[doc link](#)]

Getting Started

First Timers

If this is your first-time using Zoom, it will prompt you to download a small application file. The following links are a short and sweet introduction to how it works, if helpful:

- How to join a meeting (with a video tutorial): <https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting>
- Your attendee controls: <https://support.zoom.us/hc/en-us/articles/200941109-Attendee-Controls-in-a-Meeting>

We encourage you to explore Zoom functions (e.g. hand raise, chat box, yes / no, applause / thumbs up, etc.) prior to the meeting - you can even join a test meeting here: <https://zoom.us/test>. We will also practice them together online during the first few minutes of our meeting.

Second+ Timers

If you've used the Zoom app before, double check you have the most updated version. This is crucial for security and smoother app operation.

Accessing the Meeting

1. We strongly recommend joining the meeting at least **15 minutes before** the meeting starts to log on and to receive help with technical issues before the meeting begins.
2. **Easiest Option: One-Click-to-Join** meeting link : “https://cbuilding.zoom.us/.....”
3. ... or, if using the **Zoom App**, enter the **Meeting ID**.
4. ... or, if you’re **using your phone**:
 - a. For smartphones: there is a one-tap mobile option. Example: +16699006833,,91646263272#
 - b. Or you can manually dial: 1 669 900 6833; then enter the Meeting ID

Visual Guide of the Zoom Interface

The image shows a screenshot of the Zoom meeting interface with several annotations:

- Participant ID:** An arrow points to the number "17" with the text "Enter Participant ID if you are dialing in via phone".
- Mute and unmute yourself:** An arrow points to the "Join Audio" button with the text "Mute and unmute yourself".
- Turn your camera on/off:** An arrow points to the "Start Video" button with the text "Turn your camera on/off".
- Share screen:** An arrow points to the "Share" button with the text "Share screen".
- Raise hand for questions/comments:** An arrow points to the "Raise Hand" button in the bottom toolbar with the text "Raise hand for questions/comments".
- Chat Box:** An arrow points to the "Chat" button in the bottom toolbar with the text "Chat Box".
- Participants Panel:** An arrow points to the "Rename" button in the participants panel with the text "Change your screen name to First name Last Name, Affiliation ('Chair,' 'Co-".

The interface includes a top bar with "Zoom Meeting ID: 770-118-569", a "Talking:" indicator, and a meeting topic "My Meeting". The bottom toolbar contains buttons for Mute, Start Video, Security, Participants, Share Screen, Polling, Reactions, More, and End.

Tips & Tricks

- ✓ **Log in early.** As mentioned above, we recommend you log in at least 15 minutes in advance to address technical issues before the meeting begins.
- ✓ **Please mute yourself when you are not speaking.** This helps cut down on background noise like sirens, landlines, etc.
- ✓ **Please check that your video camera is on.** We encourage that you also join us via video. Seeing each other's faces makes for a more engaging experience.
- ✓ **Rename yourself after logging into Zoom.** We do not plan to go around the virtual table introducing everyone. Instead, we ask you that you please rename yourself by hovering over your name in the "Participants" tab. Please change your name to be First name Last Name, Affiliation; so we can identify and engage each other better. Ex. "Tania Carlone (CBI, Facilitator)"
- ✓ **Raise Hand when you want to speak.** 🖐️ Use the Raise Hand tool to notify the Host(s) when you wish to speak.
- ✓ **Comments via Chat box.** Use the Chat box when you have a question or a comment you wish to share with the Host(s). Other participants will not see your question/comments.
- ✓ **Bring a learning mindset** as we try out new technology to maximize engagement in this online setting! Thank you!

Security

Is Zoom Safe?

We know everyone is trying to figure out the best, most secure platform for public (and other) meetings and how to use it safely and securely. We still believe Zoom to be the best in this department though we are actively investigating the various options. Here are links to 2 recent articles we have found useful (and accurate) regarding Zoom security:

- [How to Prevent Zoom Bombing](#)
- [Zoom Isn't Malware](#)

Online Public Meeting Precautions

We are committed to protecting Tehama GSA meetings; therefore, we are currently taking the following precautions for online meetings:

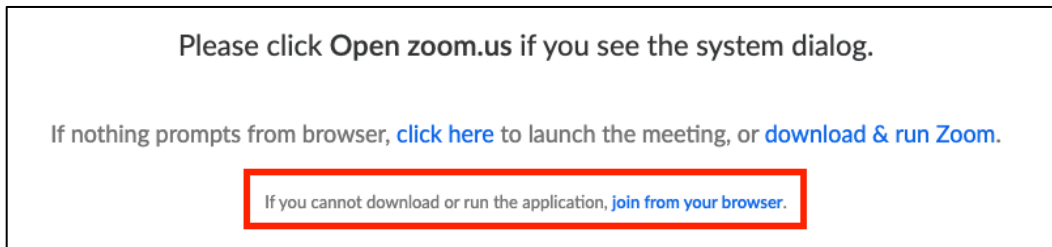
- Participants will be **automatically muted** when entering the meeting but can unmute themselves. If there is a hacker, the facilitator will Mute All and control who will be unmuted (until the hacker is removed).
- **Only Host(s) can share** their screen.
- **Comments go to Host(s) only.** Comments entered via the Chat box will go to only the Host(s). Also, there's no file-sharing/GIFs through the Chat box.
- Host can **remove hackers.** Individuals who have been removed cannot rejoin the meeting.

We will revisit/revise these security precautions as needed to ensure security balanced with accessibility.

Troubleshooting Common Tech Issues

The following lists common technical issues and provides links to [Zoom's Help Center](#) and other resources:

- **Can't join or run the Zoom app.** – Try **Join from your browser** ([more info](#))



- **Audio connectivity is poor**

If you know you have less than optimal internet connection, we urge you to join through both a phone (for audio) and your computer (for video). You may do so by joining the online meeting via the Zoom link and opting to join via phone audio. When you are dialing in, please be sure to enter your participant ID. Here is a step-by-step guide to help: <https://support.zoom.us/hc/en-us/articles/201362663-Joining-a-meeting-by-phone>

- **Online connectivity is poor**

Your computer's bandwidth may be at its limit. If you're using your computer's audio, try switching to calling in by phone instead. If that doesn't work, try turning off your video.

- **Audio isn't working** ([Zoom Helper](#))
- **Video/Camera isn't working** ([Zoom Helper](#))
- **Zoom client isn't working on a Mac** ([Zoom Helper](#))
- **Calling with my phone, but Meeting ID isn't working.**

If you know you entered the correct ID, there may be a glitch. Try using a different phone number:

- +1 346 248 7799 US (Houston)
- +1 312 626 6799 US (Chicago)
- +1 646 876 9923 US (New York)
- +1 301 715 8592 US