



## Zoom Participant Guidelines and Tips (version 1)

If this is your first Neighborhood Council (NC) meeting, then welcome! We are happy to have you here. If you are new to Zoom or virtual meetings, it can take a bit of time to get the hang of things.

### Three things you might not know about Zoom:

1. Zoom is FREE!
2. It's a video platform, but you can also call in to a meeting.
3. **You don't need internet** to access a meeting.

You will learn more about Zoom if you keep reading below. Some of you may be stuck at home, and others are working outside their homes, which makes attending a NC meeting challenging. With this virtual format, **you can attend a meeting from anywhere!** The tips in this document will show you easy ways for you to participate or just listen in to your NC meeting.

You can even join a meeting while Riding the bus.



### BEFORE THE MEETING

1. **You don't need a Zoom account to join the meeting.** You just need a link or phone number.
2. When you get the **Zoom link** or phone number for the Neighborhood Council meeting, **keep it handy** so you will be ready to go when it begins.
3. **Read the agenda** and any other items your Council has sent to you ahead of time.
4. If there is an agenda item you have questions or comments about, **prepare ahead of time.**



## FOR ALL PARTICIPANTS

Below are a few things to help you make the best of your Zoom virtual experience.



-Join from a quiet location if possible.  
-Wear earbuds or headphones to avoid noise in the background.

**-You will be muted when you enter the virtual meeting.** You can only be unmuted by a Board member

**-You will not be seen on camera during the meeting.** So there is nothing to adjust on your end.

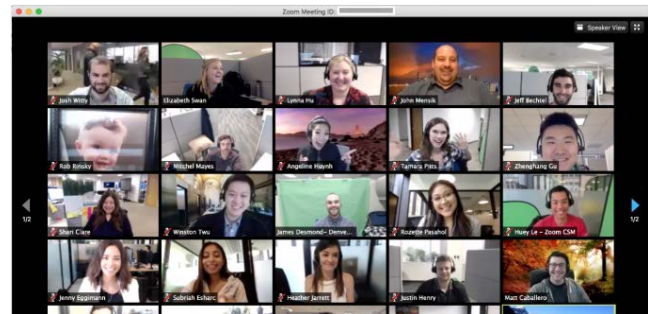
If you are having trouble following along at any point before or during the meeting, you can get help in one of two ways:

1)If you are on your computer, let someone in the chat room know so they can help you.

2)If you are on the phone, press star (\*)9 to raise your hand. Someone will help you shortly.

## OPTIONS FOR ATTENDING THE MEETING

There are different ways to participate in virtual Neighborhood Council meetings. Pick an option that works best for you and read the tips below to help you get started.



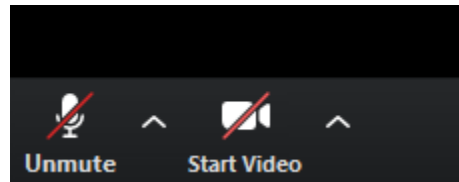
### 1. You have a computer

- Click the Zoom link sent to you by the NC.
- When the screen comes up, **click JOIN AUDIO** in the menu bar to hear what is being said.
- You should be able to see the Neighborhood Council members on your screen.
- If you don't see the Board members, you might see a screen that says **WAITING FOR THE HOST TO START THIS MEETING**. Just wait, and the meeting will begin after a short time.
- If you have internet connection issues, call in to the meeting instead.

### 2. You have a smartphone



- a. **Click JOIN AUDIO** in the menu bar to hear what is being said.
- b. You should be able to see the Neighborhood Council members on your screen.
- c. If you don't see the Board members, you might see a screen that says **WAITING FOR THE HOST TO START THIS MEETING**. Just wait, and the meeting will begin after a short time.
- d. If you have internet connection issues, call in to the meeting instead.



**3. You have a landline or a basic cell phone**

- a. **Call the number in the Zoom invitation and enter the participant ID** provided to you. You have now joined the meeting. You are automatically muted, so no adjustments need to be made on your end.



4. [Here is a link to the protocol](#)

### **PUBLIC COMMENT**

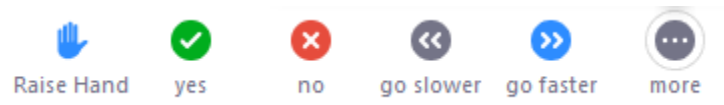
Your voice is important! Public comment is an opportunity for you to speak up about neighborhood issues that matter to you. For example, development, homelessness, traffic problems. The Board President will announce when it's time for public comment. The moderator will call you by name or by the last 4 digits of your phone number or another identifier, and then unmute you.

#### **Learn more about how to make a public comment:**

TIP: Say your name before speaking. For example: "My name is Mary Jones and I have a comment/question for Mr. Brown."



1. **If you have a comment or questions**, the moderator will call you by name or by the last 4 digits of your phone number so you will know when it's your turn to speak.
  - a. If you are **joining on your computer** you can raise your hand to speak by **clicking the RAISE HAND button**. The moderator will unmute you and let you speak for a limited time. Then you will be re-muted.



If you are unable to find the icon in the Webinar Controls, here is a keyboard shortcut to raise and lower virtual hand while in the Zoom webinar:

- Windows: Alt + “Y”
  - Mac OS: Option + “Y”
- b. If you are **using the Zoom mobile app**, select the screen of speakers (if controls are not showing) and on the bottom of the screen the controls should pop up, where you can tap or **select the “Raise Hand” icon**. The hand icon should change from an outline to a filled-in image.
  - c. If you are **calling in by phone** and have a comment, **press \*9 to raise your hand**. The moderator will unmute you and let you speak for a limited time. Then you will be re-muted.

## LEAVING THE MEETING

1. **You are on your computer**
  - a. On the bottom of the Zoom Desktop platform appears a series of icons. To the right-hand side of the controls, in red letters, it will say “Leave Meeting”.
  - b. Click or select that icon to leave the meeting.
  - c. “Leave Meeting” Icon
  - d. You have now left the meeting.
2. **You are using the Zoom app on your phone**



- a. For both Android and Apple iOS Zoom Platforms, select or tap “Leave” on the top right-hand side of the Zoom screen to leave the meeting.
  - b. Then confirm you chose to leave the meeting by tapping it again.
  - c. You have now left the meeting
- 3. You are using a landline or a basic cell phone**
- a. Simply hang up the phone.
  - b. You have now left the meeting

For further guidance, contact [NCsupport@lacity.org](mailto:NCsupport@lacity.org) or call (213) 978-1551