

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** and **meeting password**.
 - a. **NOTE:** You should have received the password information if you are on GSA mailing list. If you did not receive a password, contact **XX**.
 - b. This meeting is open to the public; however, please do NOT share the password via social media. We are taking these extra precautions with a meeting password for greater security against “zoombombing.” Refer to the Security section below for more information.
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 mobile app interface during a meeting. The interface is divided into several sections:

- Meeting Information:** Meeting Topic: My Meeting, Host Name: Stephanie Horii, Password: [Redacted], Numeric Password: 045239, Invitation URL: https://cbuilding.zoom.us/j/176134919?pwd=c3YwWGIZ3NydWdVSXBVVjd4V, Participant ID: 138587.
- Join Audio:** Computer Audio Connected.
- Share Screen:** Share Screen button.
- Invite Others:** Invite Others button.
- Participants (2):** Participant (me) Unmute More, Stephanie Horii (Host) Rename.
- Chat:** Chat box, Direct your chat to the Host, To: Stephanie Horii (Privately), Type message here...
- Bottom Bar:** Unmute, Start Video, Participants (2), Chat, Share Screen, Record, Leave Meeting.

Annotations with arrows point to specific features:

- Enter Participant ID if you are dialing in via phone (points to Participant ID).
- Raise hand for questions/ comments (points to the hand icon in the bottom bar).
- You are Mute or Unmuted (points to the Unmute button).
- Turn your camera on or off (points to the Start Video button).
- Change your screen name to First name Last Name, Affiliation (points to the Rename button).
- Share screen (points to the Share Screen button).
- Chat box (points to the Chat button).
- Direct your chat to the Host (points to the dropdown menu in the chat box).

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:

- This meeting is **password protected**. You can find the password-protected log-in information on the agenda. Please do not share the password via social media.
- 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](#))

Please click [Open zoom.us](#) if you see the system dialog.

If nothing prompts from browser, [click here](#) to launch the meeting, or [download & run Zoom](#).

If you cannot download or run the application, [join from your browser](#).

- **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