

Virtual Meeting Guidance

We will be using the Zoom video conferencing app for our upcoming meetings.

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

- **Getting Started** (for new and experienced Zoom users)
- **Accessing the Meeting** instructions
- **Tips & Tricks** to have a more effective meeting
- **Security** Information on making Zoom safe
- **Troubleshooting** common tech issues

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 on agenda
3. ... or, if using the **Zoom App**, enter the **Meeting ID** located on the agenda
4. ... or, if you're **using your phone**: you can manually dial: 1-669-900-**6833**; then enter the Meeting ID

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.
- ✓ **Rename yourself after logging into Zoom.** 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.

- ✓ **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.

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 Meeting Precautions

We are committed to protecting Sacramento Suburban Water District 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](#))

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