

## **Gold Mountain Community Services District Virtual Meeting Instructions**

Due to the COVID-19 crisis, and under authorization of the Governor's Executive Order N-25-20, the Gold Mountain CSD (GMCSO) will be conducting all meetings in the virtual environment until further notice. This allows us to respect social distancing guidelines as well as stay at home orders all allow participants to stay safe. To maintain the open meeting environment, we invite our members to join us either telephonically or on their computer using the ***Zoom video meeting application***.

Participating via Zoom is simple for people experienced with conferencing software, but we understand it will be a new experience for many of you. However, if you do choose to join us via a Zoom, you will not only be able to listen to the meeting, you will be able to view shared documents and watch your CSD Board in action. We encourage you to make the effort to join us for our first regularly scheduled virtual Board meeting on Friday, 10 April, at 10:00 AM.

In addition to receiving the meeting agenda via email, you will receive an Invitation from Zoom via email to join our meeting. The invite will include both a link for those who wish to join us in our video conference, and phone numbers for those that wish to just call in via their phone and listen.

To participate in the video conference, you will need to install the Zoom application if you haven't already done so. The application is available at the following website: <https://support.zoom.us/hc/en-us/articles/201362033-Getting-Started-on-Windows-and-Mac>. Click on the link and install the appropriate application either for Windows or Mac. This site also includes links to Zoom training should you want to learn more about this valuable application. Once installed you will have the opportunity to set up your own meetings and send invites to friends and family and enjoy the convenience of Zoom teleconferencing.

**Prior to the meeting, the CSD will send out a meeting invite Via Zoom.** The invite will include:

- Date and time of the meeting
- A link to join the video conference
- Meeting ID number and a numerical password
- A list of telephone numbers should you wish to call in

**To join via Zoom - at the appropriate time click on "Join Zoom Meeting" link from your email invitation:**

- You will see a zoom screen AND providing you have previously installed the Zoom application, a dialog box asking you to "Open Zoom."
- Depending on your system, you may get options to "Join with Computer Audio" and/or "Join with or without Video." If given the option, please select "Join with Audio," and "Join **without** Video"
- You will still be able to see and hear the meeting, but your camera will be off. Keeping your camera off puts less load on our internet connection.
- If you have problems with your audio, you can view the meeting on your computer and use your phone to dial into the meeting.

**To join via a traditional teleconference, follow these simple procedures:**

- On a telephone, dial (408)638-0968
- At the prompt, enter the Zoom meeting ID and press # (Note: we will not require passwords at this time.)
- To disconnect from the meeting, hang up the phone

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Regardless of which way you join, the CSD Host (moderator) will need to admit you to the meeting. Depending how many people are trying to enter the meeting this may take a few minutes. As this will be our first large scale meeting there will be a bit of learning curve. Zoom is serving over 200 million users per day since the beginning of the COVID-19 crisis which can affect performance. We have not had any problems to date using Zoom but be advised we could have some latency on the call causing a slight delay from when a participant talks and when others hear the voice. Please be patient and bear with us as we all learn to use this technology.

### **Zoom Features for Video Meetings**

You'll find your Zoom controls in a bar across the bottom of your screen. You should see the following controls:

- Microphone – mute or unmute (please mute your mic unless recognized to speak)
- Camera – start video or stop video (please keep your video off unless asked to turn on)
- Participants – clicking on this icon will open a side bar on the right side of the screen showing the participants in the meeting. At the bottom of the side bar is an icon to click to “Raise Hand.” This is the signal to the host that you would like to talk.
- Reactions – this allows you to send a “thumbs up” or “applause” icon to all participants

### **Virtual Meeting Etiquette**

We are providing the following tips to help make the meeting more enjoyable and productive for all participants.

- Your mic will be muted upon joining, please “raise your hand” and wait to be recognized by the Host before turning your mic on.
- If you would like to comment, please wait until a comment period and then “raise your hand.” If you are on the computer click on the “raise hand” icon in the lower right; if on your phone hit \*9
- Keep your camera turned off unless the Host asks you to turn it on
- When talking, talk slow and pause often to wait for a response. It is sometimes awkward, but it is easy to talk over another participant due to the delay often experienced over the network.
- Don't over do the reactions, thumbs up and applause, but feel free to use them when you feel they are warranted.

### **Suggestions for a better experience:**

- Find a quiet room with good light
- If you plan to comment and come up on video, sit at a table or desk where your camera is at eye level for the most flattering perspective.
- We are asking that you restrict your comments 3 minutes per issue
- Be patient and keep a sense of humor

### **Closing Instructions**

The meeting Host runs the technology behind the meeting. The Host has the capability of muting your mic, turning off cameras, and using other tools to control the meeting. The Host will watch for “raised hands” and recognize those audience members at the appropriate time, and work with the Board President to keep the meeting flowing smoothly.