



# KPUD ZOOM MEETING GUIDELINES AND PROTOCOLS

## Overview

Zoom is a video and audio conferencing application that KPUD has chosen to conduct its board meetings. Zoom can be used by any PC, Mac, iOS or Android device (tablet or smartphone) that has an Internet connection. Conferences can also be joined by phone (cell or landline) although functionality will be limited to audio only. There is no cost to participate in Zoom meetings.

This document will go over the basics of installing Zoom, joining a meeting, security guidelines, as well as simple troubleshooting steps and meeting tips.

Please note, this document should not substitute as the full or only resource to Zoom functionality. Please familiarize yourself with Zoom using online tutorials.

## Installing Zoom

If you intend only to participate in a Zoom meeting by dialing in (using a cell phone or landline), there is nothing to install.

For Windows or Mac, Zoom will be installed the first time you join a meeting using the steps in the next section. Alternatively, you can download it ahead of time by visiting <https://zoom.us/download>.



For iOS and Android devices (tablets or smartphones), visit the App Store, or Google Play store to search for, and download the Zoom app.

## Joining a Meeting

There are several options available to join and participate in a Zoom meeting:

1. If you have an iOS or Android device, or a computer with a webcam, you can join the meeting by either
  - a. **Using a Link:** If you were sent a Zoom meeting link, either via email or a meeting invite, click the link and follow the on-screen instructions. **NOTE:** *Only click on the link if it is*

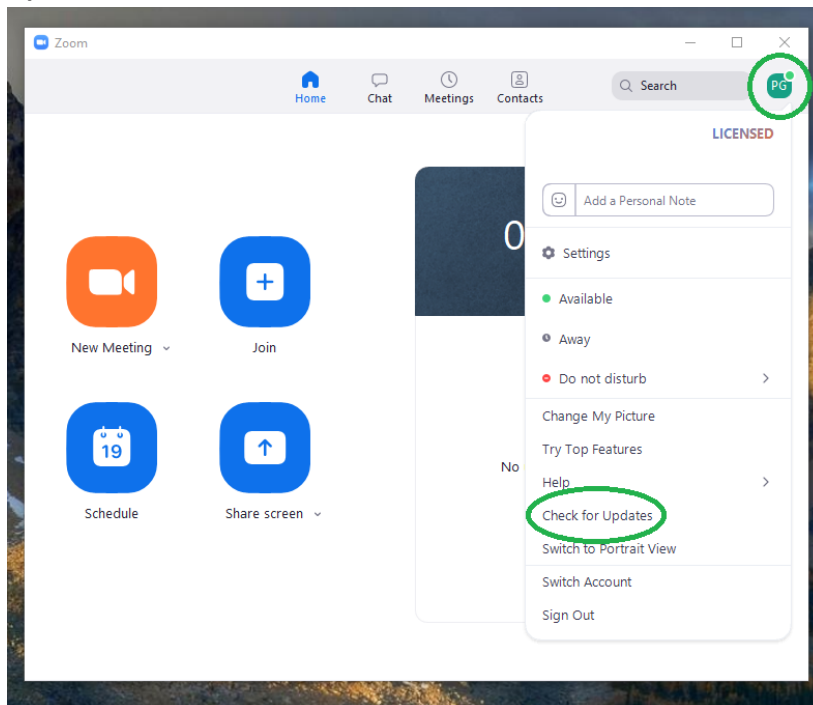
*both from someone you know, and something you were expecting. If you weren't expecting it, contact the sender by means other than how you received the link (call them).*

- b. Using a Meeting ID:** If you already have the Zoom app installed, you can open it and click on the blue Join button, and enter in the meeting ID. If the meeting is password protected you will be required to also enter in the password. Alternatively, you can go to <https://www.zoom.us/join> and join there.
- 2. Join by Telephone:** Dial one of the phone numbers received in your Zoom meeting invitation. Once prompted, enter the meeting ID, and then the password (which should have accompanied the meeting invitation).
- 3.** If you have a computer without a microphone or webcam, but you still would like to participate in the meeting and see people, you can still join with option one above, but to get audio, you will also need to dial in with a phone using option two.

## Security Guidelines

For those who have installed Zoom on their computer, tablet or smartphone – keep your app up-to-date by regularly checking for updates:

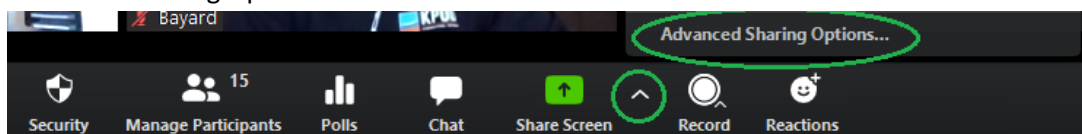
- If you are using this on a PC or MAC with the application installed, you can check for updates by opening the app, clicking on your account initials in the top right corner, then clicking **Check for Updates**.



- If you are using a tablet or smartphone, either ensure that automatic updates are enabled for your apps, or visit the app store and manually check for updates.

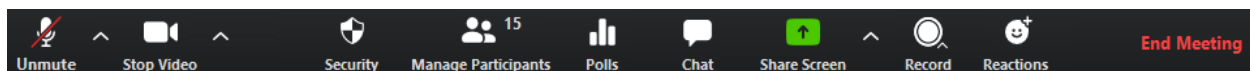
If you are hosting a meeting, there are several guidelines to follow to mitigate any security concerns:

- **Password protect your meetings.** This is the default for all newly created meetings, but just ensure that is the case. *This is the most important security feature, and should be done for all meetings.*
- **Don't schedule recurring meetings for longer than a few weeks out.** This forces meeting IDs and passwords to be refreshed, which will hedge against the chances that an active meeting link is distributed outside of the intended audience.
- **Manage screen sharing.** When creating a meeting, only allow the host to share their screen. If you need to allow someone in the meeting to share their screen, you can adjust this as needed while in the meeting, by clicking the up arrow next to the Screen Share icon, and clicking Advanced Sharing Options.



- **Manage your participants.** You can manage the participants in the following ways:
  - **Lock the meeting:** Once you have everyone in the meeting, you can lock the door so nobody else can enter. Alternatively, you can enable the waiting room (if it wasn't already enabled during meeting creation)
  - **Enable the waiting room:** The waiting room is a place participants go to before they are allowed to enter the meeting. This gives the host the ability to view the people in the waiting room, and manually admit them into the meeting. You can enable the waiting room during meeting creation, or while in the meeting.
  - **Remove unwanted or disruptive participants.** As a host, you have the ability to eject someone from the meeting by right clicking on them, and clicking remove.
  - **Mute participants.** Muting allows you to silence a participant who may have disruptive audio or feedback coming into the meeting. When creating a meeting, you can select to mute all participants automatically as they enter the meeting, or you can manually mute people individually by right clicking on them and click mute.

Please familiarize yourself with all the controls available to hosts. A lot of these options are available by right clicking on the participants, or using the options on the toolbar at the bottom. Explore the controls and get an understanding of what each one does. Tutorials are available online on sites such as YouTube.



## Board of Commissioners Zoom Meeting Protocol

- All participants will be placed into a waiting room prior to meeting entry, and admitted one by one.
- Please mute your audio until you speak. Muting yourself when not speaking prevents noise from phone calls, kids, pets, the front doorbell etc. from interfering with the meeting.
- The Board President is the Chair facilitating the meeting.
- At the beginning of the meeting, the Chair calls the roll to confirm that all members are able to hear and be heard.
- Following each agenda item, the Chair will first ask if there are any comments or questions to the KPUD Board members and thereafter ask if there are any comments or questions from the meeting's guests.
- To speak, comment, or ask a question, you must first be recognized by the Chair. Interrupting the speakers or speaking over each other will hinder the experience for everyone.
- To be recognized by the chair, please state your name when the chair asks if there are any questions or comments.
- When speaking, always identify yourself, your name and title, first before continuing. This will help the people joining by telephone.
- As members may lose connectivity during the meeting, please have ready the meeting login information and telephone number ready to either rejoin via internet or simply call back in.
- Should the Board President lose connectivity, the Vice President, takes over as Chair of the meeting.

## General Tips for Using Zoom

- The Zoom controls can be located at the bottom of the screen on a PC or Mac, or at the top of the screen on a tablet or smartphone (you may need to tap the screen to make them visible)
- Mute your microphone when you aren't speaking. This will prevent any undesired audio from disrupting the meeting. Click or tap the microphone icon to toggle mute.
- Turn on your camera so everyone can see you (if desired). Click or tap the video camera icon to turn your camera on or off.
- If on a PC you have trouble hearing people in a meeting, or they cannot hear you, click the up arrow next to the microphone button, and select a different microphone or speaker (depending on your problem) if other options are available. Sometimes computers can have multiple inputs or outputs and Zoom may be connected to the wrong one.
- Only one microphone or speaker should be active per location, or there could be undesired noise and feedback.
- Use the chat feature (located on the menu bar) to ask questions without interrupting the speaker.
- If you are joining by video, remember that everyone can see your back ground