Virtual Meeting User Guide for the Public

Last updated: 4/4/2020

Overview

Public meetings will be conducted virtually to help avoid the spread of COVID-19 and maintain proper social distancing. Florida Governor Ron DeSantis issued Executive Order 20-69, which allows local government agencies to conduct their meetings via phone conference or through a virtual conference.

The BCC will utilize Zoom Webinar to conduct virtual meetings. This guide covers some of the features of Zoom you may utilize as a member of the public.

How to Watch

Members of the public can view the agenda and board meeting via livestream, by visiting www.lakecountyfl.gov/boardmeeting. If you only wish to watch the meeting and not speak or comment, then you can stop reading this guide now. The rest of this guide will provide instruction for those who wish to comment or speak during our virtual meetings.

How to Comment

Members of the public who want to comment during the meeting should go to www.lakecountyfl.gov/boardmeeting prior to the 9 a.m. start of the meeting. This page will include the link to join the meeting from a computer and smart phone. It will also include a phone number to join the meeting if you do not have access to a computer or smart phone.

To submit comments in advance, members of the public can visit https://lakecountyfl.gov/commissionmeeting and fill out a comment form. Comments submitted before 5 p.m. on the day before the meeting will be shared with the Board members prior to the meeting. Comments submitted after 5 p.m. on the day before the meeting will be provided to Board members after the meeting.
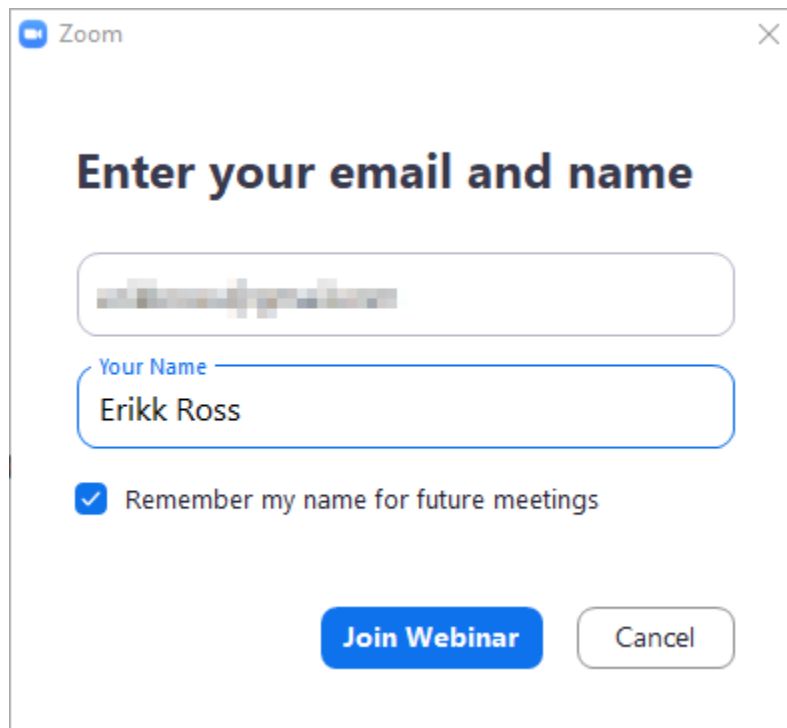
Zoom Overview

If you would like to speak during the meeting, you will need to join using Zoom.

Connecting to the Meeting

The web link, phone number and Meeting ID to join the meeting will be posted at www.lakecountyfl.gov/boardmeeting prior to the start of the meeting. Click on the web link to join the meeting.

If you have never used Zoom before you will be prompted to download a small application to your computer or device. The Zoom website will walk you through the installation of the application. Please read the screen prompts closely. Once the application is installed you will be able to join the meeting.

When you first join you will be asked to enter your email address and name.

When you enter the meeting, you will be asked to enter your email address and name.

If you are using a Windows computer, the meeting will start in full screen mode. If you wish to exit full screen mode, you can click the *View Options* at the top and choose *Exit Full Screen*.

Audio Overview

There are two ways to connect to the audio of the webinar. You can use your computer audio or call in using your phone. When you join the meeting by using your computer or phone, you will be added in listen only mode, meaning you will be unable to speak until permission is granted by the moderator.

Computer Audio

Before joining for the first time, you can test your speakers and microphone by using the *Test Speaker and Microphone* option that appears on Zoom's computer audio connection screen. It is recommended that you click this option the first time you connect to a meeting.

After connecting to the meeting, we highly encourage you to test your audio. Computer audio is preferred if you have a reliable internet connection and acceptable audio quality.

Note, that if you are on an iOS device such as an iPad or iPhone, there is not a way to test your audio.

Testing your audio on a Windows computer

1. On the bottom left of the Zoom screen click on the arrow next to the Audio Settings button.

2. Choose Test Speaker and Microphone
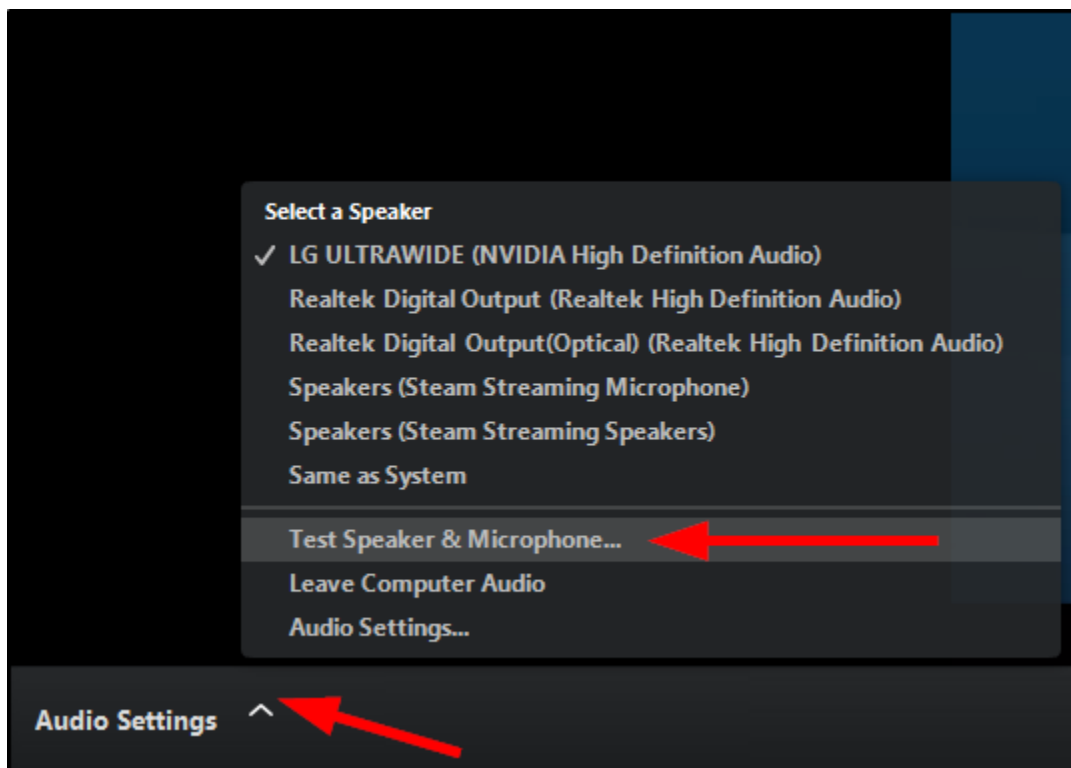
3. This will display a window allowing you to test both your speakers and microphone. This short process will test and confirm your ability to hear the meeting through your speakers and be heard if you intend to be speaking during the meeting.

Phone Call

If you have unreliable internet access or prefer to use a phone you may call into the meeting using the phone number and Meeting ID. You can call (646) 558-8656 or toll-free at (888) 475-4499. You will be prompted to enter the Meeting ID code, which can be found at www.lakecountyfl.gov/boardmeeting. Each meeting will have a unique Meeting ID.
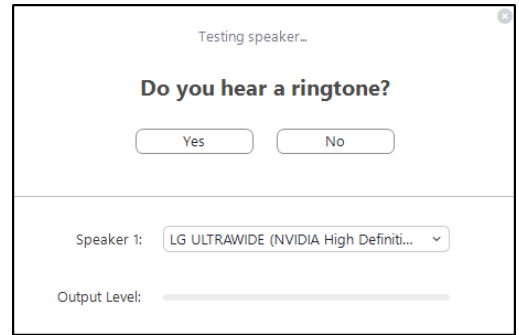

Important Note: If you call into the meeting, please make sure you mute your computer audio. If you do not, meeting audio will be heard through your computer speakers and your phone. Additionally, this causes feedback which requires the moderator to mute your phone line. You can mute your speakers on your device or disconnect from the device audio from within Zoom.

How to disconnect your computer audio

Windows Computer

1. On the lower left of the Zoom screen, click the arrow next to the Audio Settings button and choose *Leave Computer Audio*.
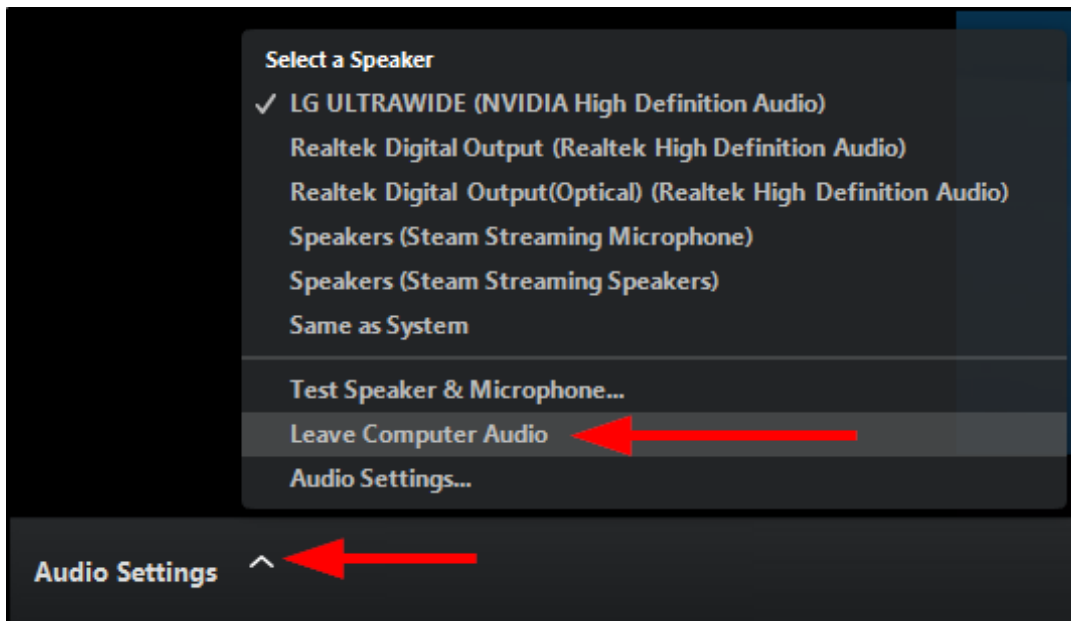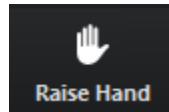

iPad

1. On the top right of zoom, click the More button and choose *Disconnect Audio*.

How to Raise your Hand

If you are using your computer or smart phone you can raise your hand by clicking on the ***Raise Hand*** button from within the Zoom interface. On a Windows computer the Raise Hand button will be at the bottom of the screen. On an iPad it will be at the top.


Click the Raise Hand icon within Zoom if you would like to speak.

If you are calling on the phone you can raise your hand by pressing *9 on your phone keypad. A message will play indicating that you would like to speak. You will remain muted until it is your turn to speak. At this point, please wait to be called on.

How to Speak

If you would like to speak during the public comment portion of the meeting you can virtually raise your hand. Anyone who raises their hand will be called on to talk during the public comment portion of the meeting.

During the Public Comment section of the meeting, anyone with their hand raised will have an opportunity to speak for three minutes. The host of the meeting will call on each person individually and will unmute your audio to allow you to begin speaking. When the host allows you to talk, you will see a notification within Zoom letting you know that your microphone is going to be unmuted.
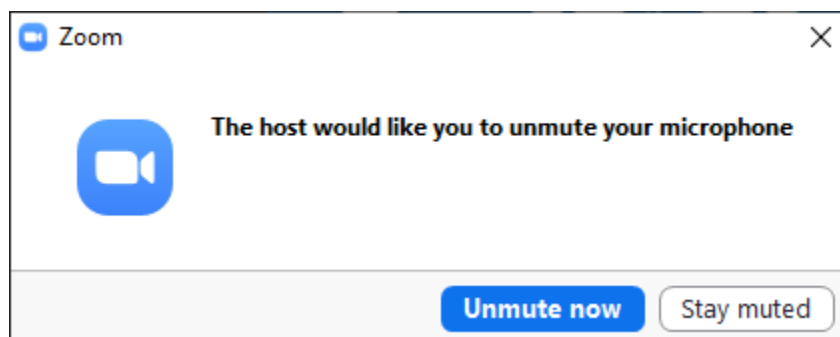
When it is your turn to speak you will get a notification that your microphone will be unmuted.

If you are using your phone audio, you will hear a notification in your phone saying, "*You are unmuted*." The host will announce your name and ask you to begin speaking. This is your cue to begin to talk. ***Please state your name prior to giving your comments.***

If you hear a beeping sound, that means your three minutes are up. Please wrap up your comments once the alarm goes off. When you are done speaking you will be muted by the host and your hand will be lowered.

Please note, if you raise your hand after the Public Comment section of the meeting you will not be called on. If you would like to leave comments after the Public Comment section please go to www.lakecountyfl.gov/commissionmeeting/ to leave written comments. All written comments will be given to the Commissioners after the meeting.