

# ***Virtual Collaboration Participation Guide for Meeting Attendees***

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Thank you in advance for sharing your time and knowledge with us. This guide will help explain what to expect and how to maximize our ability to communicate during the meeting.

## **INTRODUCTION**

This virtual collaboration will be held over Zoom, a video/audio conferencing platform. You can join by desktop/laptop, tablet, or smart phone with Internet connection. If you cannot join by desktop/laptop, tablet, or smart phone, you may call in to the meeting on a phone without an Internet connection, but you will not be able to view the presentation slides and other meeting materials for discussion. We highly encourage participation by both video and audio to promote a collaborative discussion!

The meeting will include a presentation introducing the San Mateo General Plan Update, followed by an interactive session where you will collaborate with other San Mateo community members to review and comment on the three draft land use and circulation alternatives. The draft land use and circulation alternatives consider different approaches to plan for future housing, jobs, commercial areas, and ways to travel around the city over the next 20 years. We will not be choosing among alternatives at this meeting. We will ask the community whether this is the correct range of alternatives to further study and evaluate.

## **JOINING THE MEETING**

To participate in the virtual meeting, you do not need to have a Zoom account. If you would like, you can create a Zoom account to test your video and audio capabilities and get acquainted with the conferencing platform beforehand, but it is not required to participate in a Zoom meeting.

Joining the Zoom meeting by **desktop or laptop** will offer you the best audio and video capabilities. You do not need to call in separately for audio if your desktop/laptop already has built-in microphone capabilities. In order to participate in the Zoom call, you will need to have the latest Zoom software and/or having the most up-to-date operating system on your phone/computer. Instructions for checking your version numbers are in the Other Tips section below. **Please check your operating system and Zoom software for available updates prior to the meeting.** For more information on Zoom system requirements, click [HERE](#).

If you are unable to join the Zoom meeting by any of methods mentioned below or have any questions or concerns about using Zoom, please contact Allison Giffin at [agiffin@placeworks.com](mailto:agiffin@placeworks.com).



## STEP-BY-STEP INSTRUCTIONS

### PREFERRED DEVICES

#### Desktop/laptop

1. Click on the Zoom meeting link provided in the invitation email. The link starts with <http://zoom.us/j/...> followed by a set of numbers, which is the Meeting ID number.
2. After clicking on the Zoom meeting link, you will be prompted to download Zoom's software. Follow the prompts and click "Open Zoom."
3. Zoom will automatically launch and connect you to the meeting.
4. If you cannot use your desktop or laptop's built-in microphone, you will need to also call in by phone to serve as your audio. The Zoom software will automatically provide call-in number options; the call-in numbers are also included in your Zoom meeting invitation. When prompted over the phone, enter in both your Meeting ID and Participant ID numbers.

#### Tablet

1. Download the Zoom app (free) prior to the meeting.
2. Open the Zoom app, click the "Join" icon, and enter in the Meeting ID number which can be found in the Zoom meeting invitation.
3. Alternatively, you can join by clicking on the Zoom meeting link provided in the invitation email through your tablet. The link starts with <http://zoom.us/j/...> followed by a set of numbers, which is the Meeting ID number. The downloaded Zoom app will launch automatically and connect you to the meeting.

### OTHER OPTIONS

#### Smart Phone

1. If you cannot join by desktop/laptop or tablet, download the Zoom app (free) prior to the meeting. Note that it may be more difficult to view presentation slides and meeting materials compared to joining from the preferred options listed above.
2. Open the Zoom app, click the "Join" icon, and enter in the Meeting ID number which can be found in the Zoom meeting invitation.
3. Alternatively, you can join by clicking on the Zoom meeting link provided in the invitation email through your smart phone. The link starts with <http://zoom.us/j/...> followed by a set of numbers,

which is the Meeting ID number. The downloaded Zoom app will launch automatically and connect you to the meeting.

## Phone Only

1. If you cannot join by desktop/laptop, tablet, or smart phone, you may call in to the meeting with one of the call-in numbers provided in the Zoom meeting invitation. Note that you will be able to hear what is said, but you will not be able to view the other participants, the presentation slides, or other meeting materials.
2. When prompted over the phone, enter in your Meeting ID number, which can be found in your Zoom meeting invitation.

## OTHER TIPS FOR MEETING PARTICIPANTS

To help us see and hear each other and hold a successful meeting, we recommend the following steps before and during the meeting:

- **Test Your Camera and Microphone.** Test that your camera and microphone function properly ahead of time and that they provide clear sound and video quality.
- **Use a Headset.** Use a headset connected to your computer audio so that your audio will be clear and loud enough to others and to reduce the chance for feedback.
- **Find an Ideal Environment.** Situate yourself in an environment that is indoors and has the most reliable Internet. A lighting source in front of and/or above you will help you be more visible to others.
- **Minimize Audible Distractions.** Turn off all audible notifications for other programs such as email notifications so that they do not chime in the background during the meeting.
- **Use an Ethernet Cable for Internet.** If you don't have reliable WiFi, connect to the Internet with a physical cable connection. This will increase the reliability of your Internet and provide greater speed and service.
- **Keep Meeting Materials Nearby.** We will email meeting materials, including an agenda, a handout, and a list of discussion questions, before the meeting. Please have these materials handy to refer to during the meeting.
- **Check your Zoom Version Number.** The latest version of Zoom is constantly evolving, so you will need to update it to ensure access to all meeting features. To check your Zoom version number:
  - Sign into the Zoom application downloaded onto your computer
  - Click your profile picture then click **Check for Updates**. This window will tell you what version you currently have.
  - If there is a newer version, Zoom will download and install it.

- **Update Your Operating System.** Make sure you have the most recent version of Zoom installed prior to the workshop. [Zoom's website](#) specifies the following requirements for full functionality.
  - To update your Windows 7, 8, 8.1, and 10 Operating System:
    1. Open Windows Update by clicking the **Start** button in the lower-left corner. In the search box, type **Update**, and then, in the list of results, click either **Windows Update** or **Check for updates**
    2. Click the **Check for updates** button and then wait while Windows looks for the latest updates for your computer
    3. If you see a message telling you that important updates are available, or telling you to review important updates, click the message to view and select the important updates to download or install
    4. In the list, click the important updates for more information. Select the checkboxes for any updates that you want to install, and then click **OK**
    5. Click **Install updates**
  - To upgrade your macOS Mojave or later, follow these steps to keep it up to date:
    1. Choose System Preferences from the Apple menu, then click **Software Update** to check for updates
    2. If any updates are available, click the **Update Now** button to install them. Or click "**More info**" to see details about each update and select specific updates to install
  - To update your earlier version of macOS, such as macOS High Sierra, Sierra, El Capitan, or earlier, follow these steps to keep it up to date:
    1. Open the **App Store** app on your Mac
    2. Click **Updates** in the App Store toolbar
    3. Use the **Update** buttons to download and install any updates listed