RHDC Virtual Meetings – Tech Support

Thank you for signing up to speak at one of the RHDC meetings. Please note, we are asking that everyone participating in meetings arrive 30 minutes before meeting times (reflected in your email invitation) so we can make sure the technology is working.

Devices

If you're joining from a tablet or smart phone, download the free Webex app for the best experience.

If you're joining via telephone (without a computer, tablet, or smartphone app), please email Tania.Tully@raleighnc.gov with your name and phone number so the meeting can call you.

Roles During Meeting

Regardless of the device you use, everyone who signed up to speak at a meeting will be joining the meeting as an "attendee," using audio only. RHDC members are "panelists" and will be seen on video. If you've sent a presentation (PowerPoint), the call Moderator will control it and you'll be able to see it on your computer, tablet or smart phone screen as you are presenting.
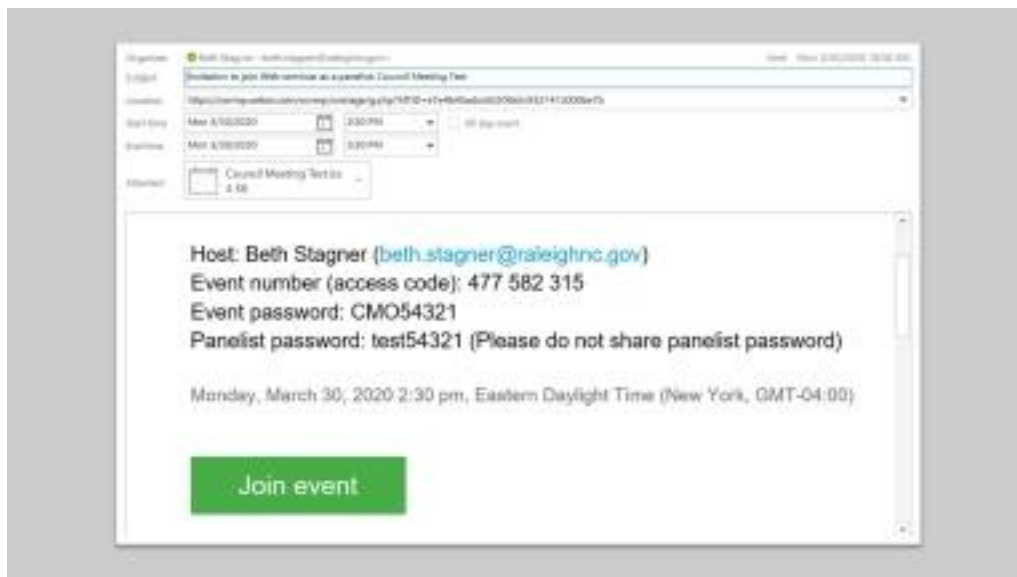
How to Join Webex

See below for a step-by-step process for joining the Webex event. These instructions are geared towards people who signed up to participate in the meeting.
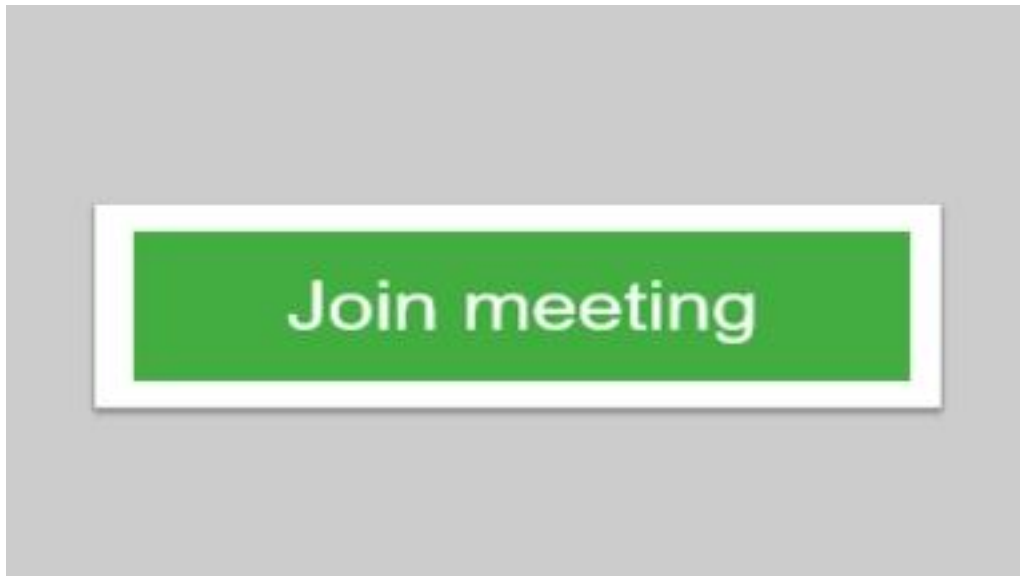
Step 1:

Join the meeting. There are a few ways to join a meeting from your computer, tablet or smart phone. These include:
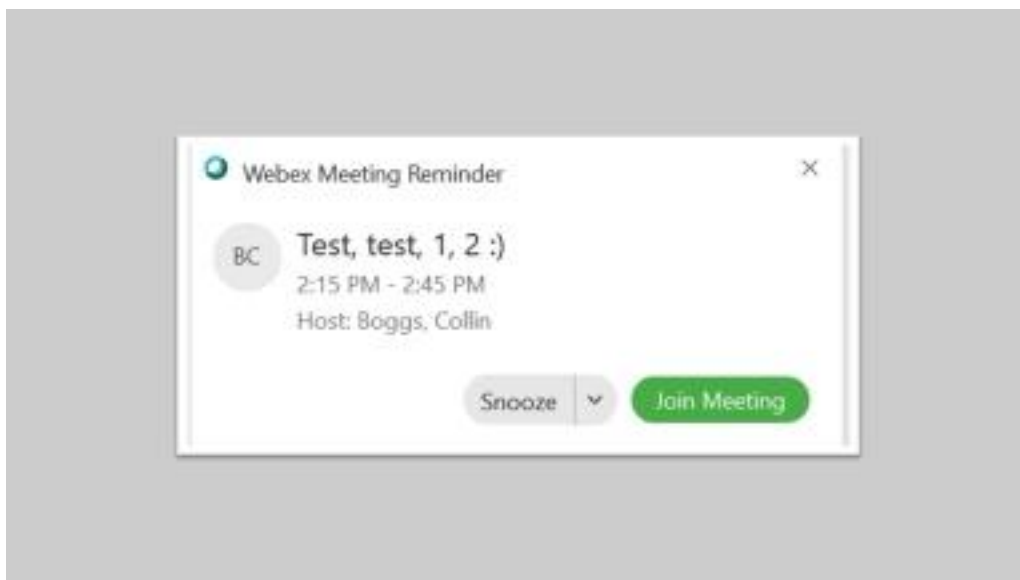
- From the email invite you received.
- Click the Join Event link.

- Directly from your calendar
- Click the link in the Outlook calendar item. You can join from the Join Meeting link.

- From the pop-up reminder on the lower right corner of your screen

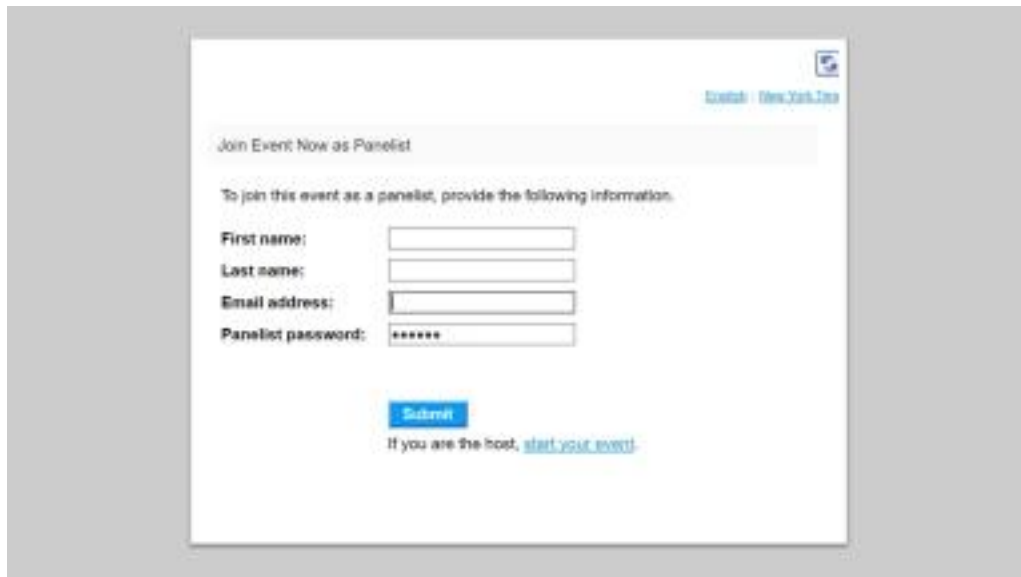 o Click on the Join Meeting button when it is time.

You will not be able to enter the meeting until 30 minutes before start time.

Step 2:

Enter your information. After joining the meeting, you may be prompted to enter your

name and email address. Enter the first, last name and email you used to sign up to

speak (and the invite was sent to) so the Moderator can identify you properly. Do not

change the password that has been generated in the password box. Click Submit when

finished.

Step 3:

Connect with audio. After entering your information, you will be presented with

several options for your audio connection. For audio, select "Call Using Computer" or

"Use internet for audio" on tablet or smart phone, and you may need to click the green

"join" button again. You may need to give Webex access to your microphone if you

haven't already. Make sure your speaker is unmuted so you can hear the

meeting. Click the green Connect Audio button and you will be entered into the

meeting.

Take note of your controls. After you join the meeting, the moderator will likely have you muted, and will unmute you when it's time for you to speak. If the moderator has unmuted you, then you'll have the ability to mute/unmute, but otherwise muting will always be in moderator's control. The icons below will be displayed on a computer. Some may be hidden under the (…) icon on tablet or smart phone.

- **Mute/unmute** your audio (when moderator isn't controlling, which will be most of the time)

- **Share content** (files or screens) within the meeting – this is greyed out / not an option for attendees

- **Display/hide participant list** (list will appear to the right on a computer, as a pop up on tablet, smart phone under (…) icon)

- **Open/close meeting chat**
  - You will be able to chat with the host directly, e.g. if you have a technical issue
  - Chat will appear on the right side for computer, or as a pop up for tablet and smart phone

- More options listed by name (…) (e.g. change audio connection)

- Leave/end the meeting
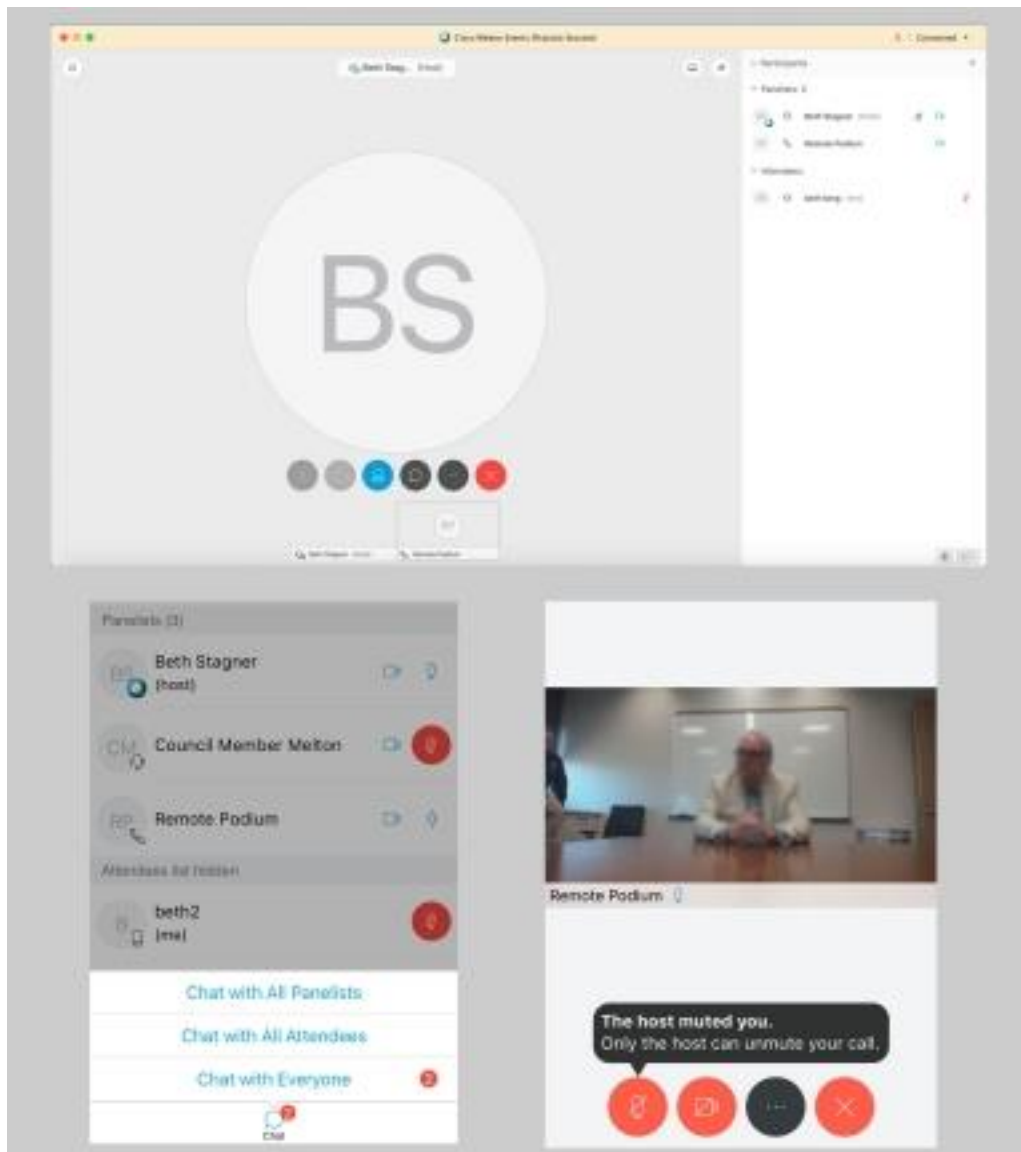
* The mute button will turn red when it is in use.

Step 5:

Select viewing options. Three viewing options are available. For best experience in

the meeting, the Grid View option is recommended. This will allow you to see all

video members participating in the meeting. When someone is sharing their screen

with a presentation, it may change the view.

Grid View

Closing your Webex Meeting.

Click on the red circle with an X. Then click on Leave Meeting.

Leave Meeting

Do you want to leave the meeting?

Save meeting files

Leave Meeting   Cancel

Meeting Flow

RHDC Meetings:

The Chair will open the meeting, make introductions, and review the rules and procedures.

For COA Evidentiary Hearings:

Before each case is heard, speakers will be called upon to verbally reaffirm their oath.

For each application, the presentation will be displayed, and staff will present the case. The Chair will call on the applicants and then citizens supporting and opposing the case. Speakers will be audio only (no video). The Webex moderator will unmute and mute speakers.

Tips and Resources

- Sign into the meeting with the first and last name you used to sign up to speak

- Do not change the auto-populated meeting passcode

- Keep your speakers unmuted so you can hear the meeting

- You may need to give Webex access to your microphone and speaker if you haven't already

- Remember to check if you are muted before you start to speak (microphone icon will be red)

- To minimize background noise for the meeting broadcast, use headphones and mute yourself when not speaking (this may be done for you)

More resources

- How to join an event

- Video tutorial

- Install the Webex mobile app for free for the best experience from a smartphone

Viewing Options

The general public can view the meeting via regular channels – the City's website, YouTube, or TV (RTN 11). Viewers will see the streaming Webex with RHDC members on webcams) and PowerPoint presentations. The meetings may move more slowly than an in-person gathering to allow for speakers to transition and other logistical aspects.