

IN ORDER TO HELP THE MEETING RUN AS SMOOTHLY AS POSSIBLE, PLEASE TRY TO REVIEW THIS DOCUMENT BEFORE THE MEETING. IT WILL OUTLINE HOW THE MEETING WILL RUN AND HOW YOU CAN INTERACT DURING THE MEETING (VOTE, ASK QUESTIONS, ETC..).

To best run a Zoom meeting with many participants, we will have two Leads:

- **Ciara Crozier** will be the **Zoom Manager** and will run the Zoom portion, admitting people, removing “Zoom bombers”, etc. Zoom Manager will manage share-screen and run polls.
- **Katherine Turner**, as President, will **Chair** the meeting as normal. The Chair doesn’t run the Zoom component.

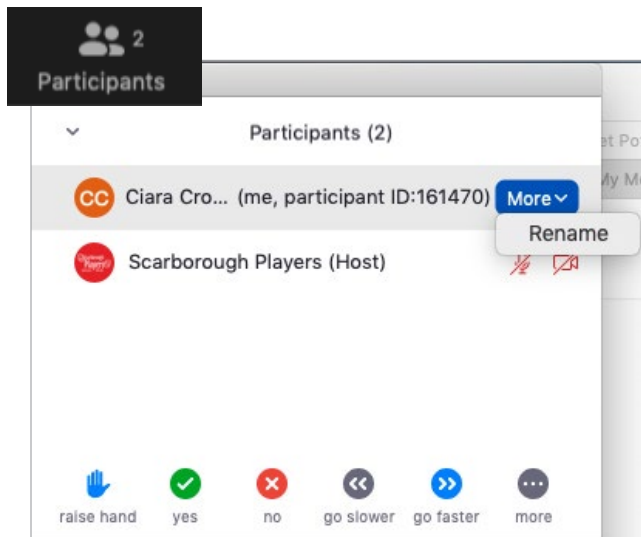
**NOTES:**

**Audio:** The Zoom Manager will mute everyone at the start of the meeting. Please keep yourself **muted** if you are not participating in the discussion. This will minimize any background noise.

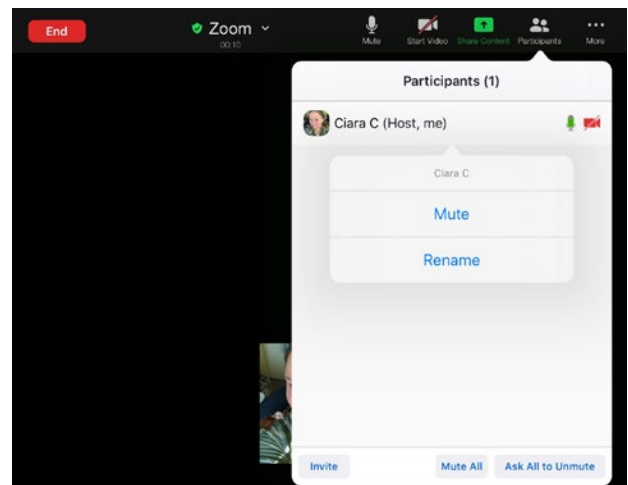
**Video:** Remember that if you are using a video other members can see what you are doing.

1. **ADJUST NAME:** An Annual General Meeting (AGM) is a legal requirement of the organization, and per CRA, the organization **MUST** record the legal name of ALL attendees.

ON DESKTOP/LAPTOP



ON SMARTPHONE/TABLET



In **Participants**, click on your name, select **Rename**, adjust as directed, select **Done**.

AGM attendees, please update your Zoom name to your REAL/LEGAL name, and indicate if you are a member, guest or member of the Board. For example:

- **BOD, Jane Smith**
- **Mem, John Doe**
- **Guest, Mary Jones** (if you are not a registered member of Scarborough Players for the 2019/2020 season)

**NOTES:**

- *If two or more individuals are sharing the same link please indicate in the name: “Mem, John Green & Mem, Jane Green” or “Mem, John Green & Guest, Jane Green”.*
- *Members on the phone will be asked their full/legal name by the Zoom Manager and will be updated accordingly.*

**2. MOTIONS:** There will be motions to be made during the meeting.

- **Motions that are part of the Agenda:** will be pre-moved/seconded by BOD members. This is for expediency, and we can then focus on the discussion with all attendees;
- **Motions that are NOT part of the Agenda:** When a motion is made from the floor, the Zoom Manager will stop “share screen” so that Mtg Chair can see/call who is moving and seconding. **To make a motion from the floor, please use the Chat box** (See #5. Questions/Comments on how to use the Chat.)

**3. DISCUSSION OF MOTIONS:** Depending on circumstances, we might turn off the share-screen during the discussion, or go back to sharing the screen, if it enhances the discussion.

**Please see #5. Questions/Comments on how to engage in discussion.**

- Before moving on from an Agenda-item, the Mtg-Chair will ask the phone-people (as well as other attendees) if they have any questions/comments.

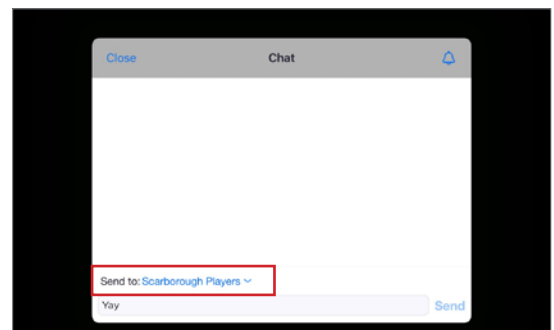
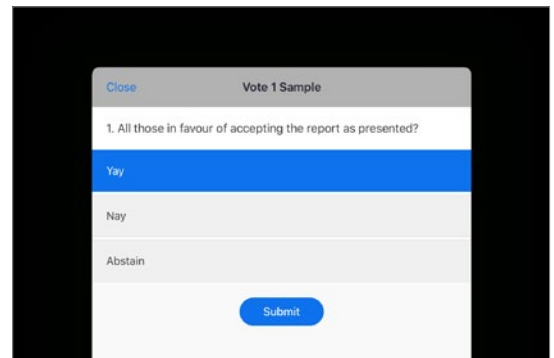
**4. VOTING:** Once we have a motion on the table, all members (no guests) are requested to vote on the motion. The Zoom Manager will share a poll on the screen. The poll will say what you are voting on and give you your voting options.

**Please be sure to click submit after you have voted, otherwise your vote will not be counted.**

The Zoom Manager/Elections presider will count all the Y/N/A ... and discount votes accidentally made by guests.

**NOTES:**

- Once the electronic votes have been counted, the chair will ask the members on the phone how they wish to vote.
- If TWO or more voting members are sharing a link - please have one member vote via the poll, and the other(s) use the “Chat” function to indicate their vote. Please send your message directly to “Scarborough Players” to cast your vote anonymously.

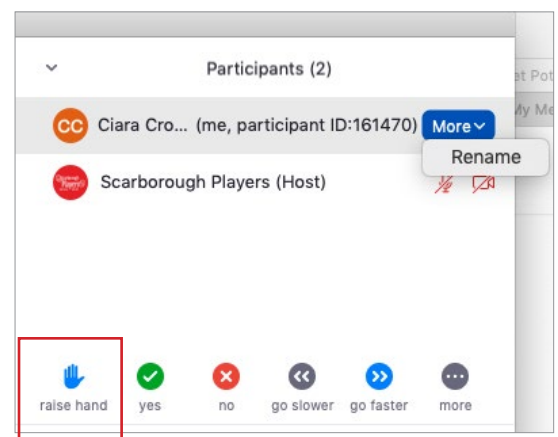


**5. QUESTIONS/COMMENTS:** During the meeting, you might have questions or comments about a report, during a discussion, or once a motion is on the table. To advise the Meeting Chair that you have a question or comment - click **Participants**, and click **Raise Hand** button at the bottom to get on the speakers list.

**If you are unable to use/find the raise hand button:**

- Go to Chat, select Katherine’s name, and type “I have a question/comment”

**NOTES:** We ask that you please keep chatting in chat box for on the record comments only.



**6. TECHNICAL ISSUES:** Should you have any technical issues before or during the meeting, please contact the Zoom Manager, **Ciara Crozier**, at [sp\\_publicity@theatrescarborough.com](mailto:sp_publicity@theatrescarborough.com). A few common issues can be:

- **Unable to connect to Audio or Video:** Sometimes there are issues when originally coming in to a meeting with connecting to audio or video. If this happens to you, make sure you have turned your audio/video buttons on (top of screen on smartphones/tablets, bottom of screen for desktop/laptop computers).
  - If your audio/video still isn't working, try logging out and coming back into the meeting. This will usually correct the problem.
- **Slow/lagging sound or video:** Depending on your internet strength, you may find your audio/video lagging. Unfortunately there is nothing the Zoom Manager can do to correct this. Turning off your video during the meeting, will sometimes improve the lagging.

**PLEASE SEE THE FOLLOWING PAGES FOR FURTHER POSSIBLE TROUBLESHOOTING.**

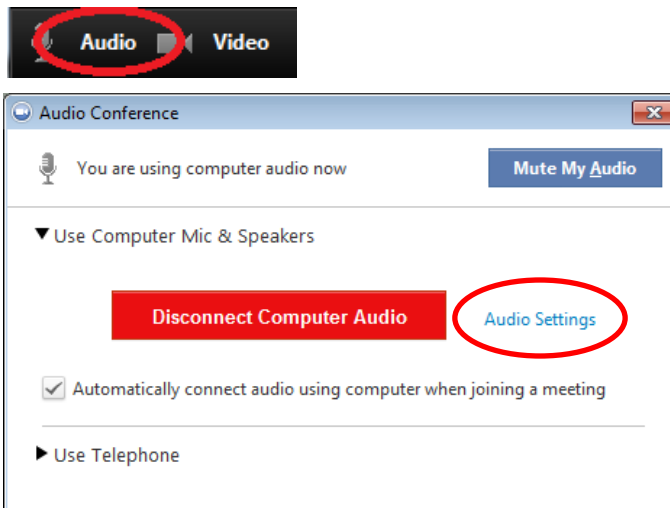
# Get Help with Zoom

## Common Zoom Troubleshooting Steps

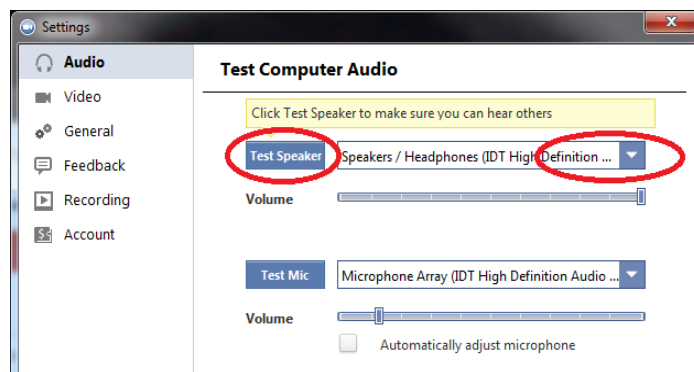
The following steps should be used to help correct issues while using Zoom. To engage in the smoothest possible meetings, close any applications you don't need to use for the meeting itself. You can also visit [Zoom's support site](#) for additional instructions. *Note:* Screenshots may vary depending on what version of Zoom you're using.

### Audio Issues

1. *Can't hear the other participants in the meeting?*
  - a. Make sure your computer speaker volume is turned up.
  - b. Make sure your speakers are selected for the active output in Zoom.
    - In the Zoom meeting, Choose Audio > Audio Settings

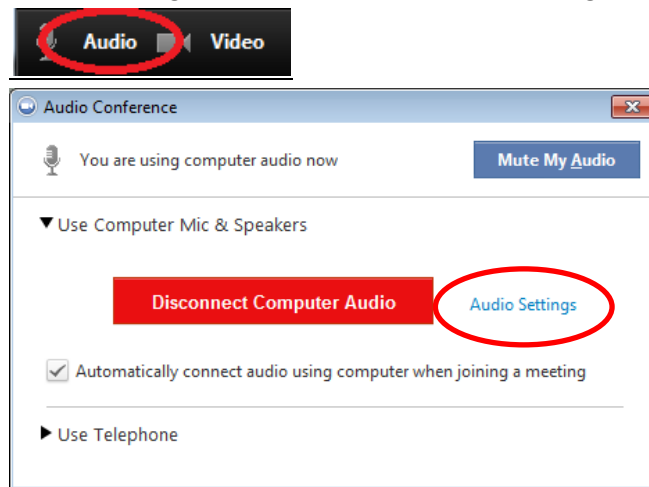


- Click the Test Speaker button, if you hear audio this is setup correctly. If you do not hear audio, use the drop down box and select a different output and press Test Speaker again. Repeat this step until you hear audio.

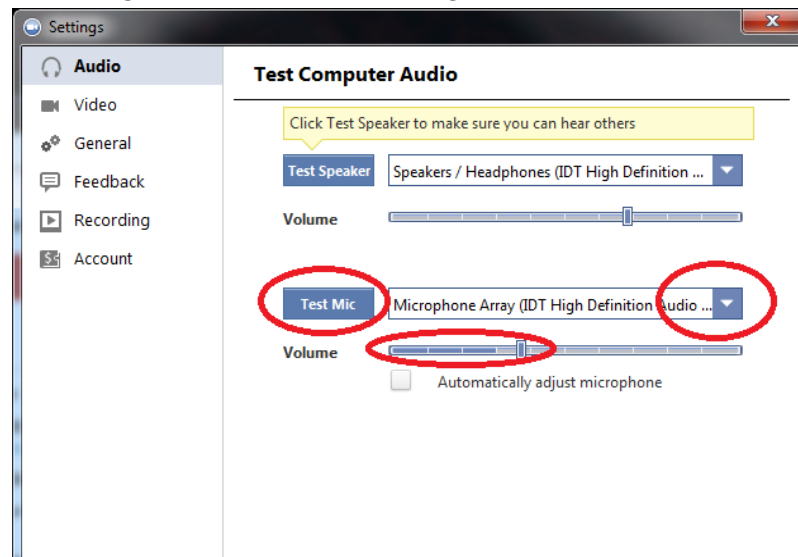


2. Other participants can't hear you?

- a. Make sure you have the correct internal/external microphone setup in Zoom.
- In the Zoom meeting, Choose Audio > Audio Settings



- Click the Test Mic button; you should see blue bars in the volume meter and your test message will be replayed through the speakers.

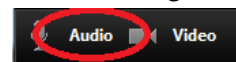


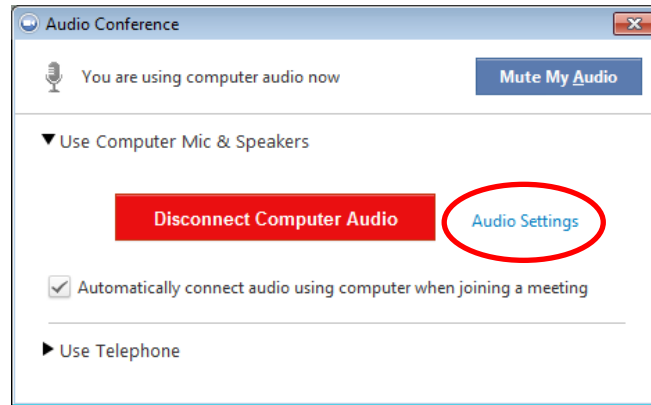
- If you do not see the blue volume meter bars or hear the audio message your recorded, use the drop down box and select another mic and repeat the process.

3. Do the other participants hear echo when you talk?

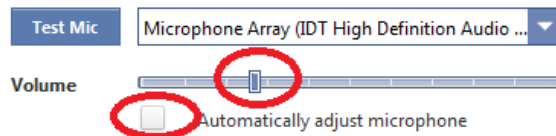
If so, this means that you are the source of the echo. You have two options:

- a. Adjust your microphone sensitivity (and, if possible, increase the distance between the microphone and the speakers.
- In the Zoom meeting, Choose Audio > Audio Settings





- Uncheck the “Automatically adjust Microphone” box and pull the slider bar down.



- b. If you're the only participant, use a headset or earbuds instead of the speakers so that the voices coming in from other participants aren't picked up by the mic in your environment. Laptop mics aren't far enough away from the laptop speakers to avoid sending the sound round and round.

4. *Do you hear echo when other participants talk?*

- If so, then they are the source of the problem. There is really nothing you can do other than ask the person who is the source of the echo to try the options listed above.

## Video Issues

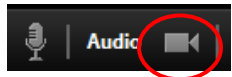
1. *Can't see the other participants in the meeting?*

- Make sure you have installed the Zoom software and are logged into the meeting.

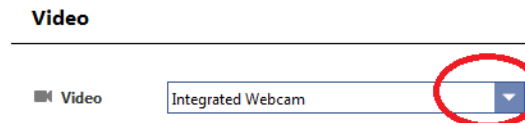
2. *Can the other participants see you?*

- Make sure your camera is turned on, plugged in and selected in Zoom.

1. In the Zoom meeting, Choose the Video icon:



2. Make sure your camera is selected in the video section. If it is not, use the drop down to select the correct camera.



- If the camera is turned on, make sure nothing is blocking the camera view.
- If using an external web camera, try connecting it to a different USB port and repeat steps 1 and 2 above.
- If you continue to experience difficulties, try restarting your computer/device.