

# Town of Nags Head

## Public Participation via Zoom Virtual Meeting Guide

Updated March 27, 2020

In an effort to encourage public participation during this time of social distancing and to respect Stay Home directives, the Planning Board will be using a virtual meeting platform known as Zoom to conduct its meetings. This Guide is meant to assist members of the public in attending and participating in the meetings of the Board utilizing this platform.

Zoom allows for the Planning Board to conduct a meeting as they would if meeting in person. Members of the public are able to both watch and listen to meetings, as well offer comments when appropriate. Comments can also be emailed to the Board at [planningboard@nagsheadnc.gov](mailto:planningboard@nagsheadnc.gov)

If at any time you have questions, need assistance, or having difficulties, prior to or during a meeting of the Board, please contact [planning@nagsheadnc.gov](mailto:planning@nagsheadnc.gov) OR [michael.zehner@nagsheadnc.gov](mailto:michael.zehner@nagsheadnc.gov) OR [kelly.wyatt@nagsheadnc.gov](mailto:kelly.wyatt@nagsheadnc.gov)

### Zoom Questions and Answers

Zoom can be accessed via computer, laptop, tablet, smartphone, landline, or other communication device. For general guidance about using Zoom for Planning Board meetings, please visit this webpage <https://support.zoom.us/hc/en-us/articles/115004954946-Joining-and-participating-in-a-webinar-attendee->

Below are several questions that you may have about Zoom or participating remotely.

- **How can I access the Zoom Meeting?**

Information to access the meeting, including links and phone numbers, will be provided as part of the agenda for the meeting. Agendas for Planning Board meetings may be accessed here: <https://www.nagsheadnc.gov/AgendaCenter/Planning-Board-4> Please note, each meeting using Zoom will have a different link and call in phone number so it is important to use the access information included on the specific meeting agenda.

- **Do I need an account to join a Zoom Meeting?**

No. You will be provided guidance as to how to access the meeting depending on the device you use,

- **When will the meeting portal open?**

The Zoom virtual meeting portal will open at the scheduled start time of the meeting; however, an additional 5 minutes beyond the scheduled start time will be provided to allow people to get settled, troubleshoot, etc.

- **Do I need to have webcam installed on my device to join a Zoom meeting?**

No, webcams are not required. Webcams are only useful if you want to be visible to others. Without a webcam you will still be able to listen to the meeting, as well as make public comments and present to the Board when appropriate.

- **Can you see me during the virtual meeting?**

During the meeting, the only time that you will have the option to be seen is when making public comments if you choose to speak. If so, you can turn on your webcam if you choose to do so. Otherwise the only people that can be seen are members of the Planning Board and Town Staff.

- **Sound Check (Computers, Laptops, Tablets)**

Upon entering the virtual meeting portal, it is recommended that you do a sound check (some electronic devices do not have microphones, in such case that you wish to speak during the meeting you will need to call in). This will ensure you can hear the meeting and also be heard (if your device has a microphone).

- **How can I test audio prior to the start of a meeting?**

To help determine which device to use for a meeting Zoom provides a quick tutorial for Testing Computer or Device Audio <https://support.zoom.us/hc/en-us/articles/201362283-Testing-computer-or-device-audio>

- **What if audio is not working on my device after troubleshooting?**

If it has been determined audio is not working on your device, please visit Zoom's link for this common issue <https://support.zoom.us/hc/en-us/articles/204484835-My-Audio-is-Not-Working-on-iOS-or-Android>

- **How do I get recognized to speak during public comment?**

If you are on a computer, laptop, tablet, or smartphone, then there is a hand raising option. If you are calling in \*9 allows you to raise and lower your hand. During the public comment portion of the agenda, hands being raised to speak will be identified by the meeting host for recognition by the Chair of the Planning Board and allowed to speak one at a time based on whose hand was raised first.

- **How do I speak and raise my hand to speak if I call in?**

If you choose to call into the meeting there are two things you will need to know, \*6 mutes and unmutes your call, while \*9 raises and lowers your hand.

- **I have been identified to speak but they cannot hear me, what do I do?**

Once you have been recognized to speak, the host will unmute you. However, if you have also muted yourself you will need to unmute your device before you can be heard. If you are calling in, please press \*6 if you muted yourself.

- **What if my house or location is noisy?**

All attendees are muted and will remain on mute, unless the host recognizes an attendee to speak using the hand raise function described above.

- **What if I cannot view the meeting live, will there be a recording available?**

Yes, both the audio and video of the meeting will be recorded and made available for viewing following the meeting.

- **What if the audio starts to echo during the meeting?**

To identify the reasons for an audio echo please visit <https://support.zoom.us/hc/en-us/articles/202050538-Audio-Echo-In-A-Meeting>