



CITY OF CHICO

BIDWELL PARK AND PLAYGROUND COMMISSION (BPPC) AND COMMITTEES

Virtual Meeting Guidance

We will be using the Zoom video conferencing app for our upcoming meeting. The Zoom invitation will be provided in the Commission or Committee meeting Agenda materials email and posted to the website at <https://chico.ca.us/post/2020-agendas>.

If you have any questions about getting started with Zoom, please don't hesitate to reach out to Shane Romain at parkinfo@chicoca.gov, or if at the start of the meeting, please call (530) 896-7831.

This guidance document covers the following [doc links take you directly to that section]:

- **Getting Started** (for new and experienced Zoom users) - [\[doc link\]](#)
- **Accessing the Meeting** instructions - [\[doc link\]](#)
- **Visual Guide** of the Zoom interface - [\[doc link\]](#)
- **Tips & Tricks** to have a more effective meeting - [\[doc link\]](#)
- **Security** Information on making Zoom safe - [\[doc link\]](#)
- **Troubleshooting** common tech issues - [\[doc link\]](#)

Getting Started

First Timers

If this is your first-time using Zoom, it will prompt you to download a small application file. The following links are a short and sweet introduction to how it works, if helpful:

- How to join a meeting (with a video tutorial): <https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting>
- Your attendee controls: <https://support.zoom.us/hc/en-us/articles/200941109-Attendee-Controls-in-a-Meeting>

We encourage you to explore Zoom functions (e.g. hand raise, chat box, yes / no, applause / thumbs up, etc.) prior to the meeting - you can even join a test meeting here: <https://zoom.us/test>. We will also practice them together online during the first few minutes of our meeting.

Second+ Timers

If you've used the Zoom app before, double check you have the most updated version. This is crucial for security and smoother app operation.

Accessing the Meeting

1. We strongly recommend joining the meeting at least **15 minutes before** the meeting starts to log on and to receive help with technical issues before the meeting begins. **NOTE:** When you login to the meeting you will be placed in a waiting room to be admitted by the host.

a. **Easiest Option: One-Click-to-Join** meeting link :

<https://us02web.zoom.us/j/82062162992?pwd=NXhGRDI3YVFVdm5xUTVJTjBIZkhHdz09>

2. ... or, if using the **Zoom App**, enter the **Meeting ID:** 820 6216 2992

3. ... or, if you're **using your phone:**

a. For smartphones: there is a one-tap mobile option. Example:

+16699006833,,86983600705#

b. Or you can manually dial: 1 669 900 6833; then enter the **Meeting ID:** 820 6216 2992

c. If you are not being heard when called upon to speak, press *6

Visual Guide of the Zoom Interface


The screenshot shows the Zoom meeting interface with several annotations:

- Meeting Topic:** My Meeting
- Host Name:** Stephanie Horii
- Password:** [Redacted]
- Numeric Password:** 045239 (Telephone/Room systems)
- Invitation URL:** <https://cbuilding.zoom.us/j/176134919?pwd=c3YwWGINZ3NydWdVSXBVVjd4Vw>
- Participant ID:** 138587
- Copy URL** button
- Join Audio:** Computer Audio Connected
- Share Screen** button
- Invite Others** button
- Participants (2)** list: Participant (me) [Unmute] [More] and Stephanie Horii (Host) [Rename]
- Chat box:** Direct your chat to the Host (To: Stephanie Horii (Privately))
- Bottom Bar:** Unmute, Start Video, Participants (2), Chat, Share Screen, Record, Leave Meeting

Annotations with arrows pointing to specific features:

- Enter Participant ID if you are dialing in via phone (points to Participant ID)
- Raise hand for questions/ comments (points to the hand icon in the bottom bar)
- Change your screen name to First name Last Name, Affiliation (points to the Rename button in the Participants list)
- You are Mute or Unmuted (points to the Unmute button in the bottom bar)
- Turn your camera on or off (points to the Start Video button in the bottom bar)
- Chat box (points to the Chat button in the bottom bar)
- Share screen (points to the Share Screen button in the bottom bar)

Tips & Tricks

- ✓ **Log in early.** As mentioned above, we recommend you log in **at least 15 minutes** in advance to address technical issues before the meeting begins.
- ✓ **Rename yourself after logging into Zoom.** We do not plan to go around the virtual table introducing everyone. Instead, we ask you that you please rename yourself by hovering over your name in the "Participants" tab. Please change your name to be First name Last Name, Affiliation; so we can identify and engage each other better.
- ✓ **You will automatically be muted during the meeting** (*the Commission and Committee members will have the ability to mute and unmute themselves during the meeting, the public/stakeholders will engage with the by using the "Reactions" functions and "Participants" cues*). **Please mute yourself when you are not speaking.** This helps cut down on background noise like sirens, landlines, etc.
- ✓ **Please check that your video camera is on.** We encourage that you also join us via video. Seeing each other's faces makes for a more engaging experience.
- ✓ **Raise Hand when you want to speak.** In the "Participants" Section  use the Raise Hand to notify the Host(s) when you wish to speak.
- ✓ **Comments via Chat box.** Use the Chat box only when you having technical difficulty item that you wish to share with the Host(s) only. The "private" and "everyone" Chat functions will be disabled.
- ✓ **Bring a learning mindset** as we try out new technology to maximize engagement in this online setting! Thank you!

Security

Is Zoom Safe?

We know everyone is trying to figure out the best, most secure platform for public (and other) meetings and how to use it safely and securely. We still believe Zoom to be the best in this department though we are actively investigating the various options. Here are links to 2 recent articles we have found useful (and accurate) regarding Zoom security:

- [How to Prevent Zoom Bombing](#)
- [Zoom Isn't Malware](#)

Online Public Meeting Precautions

We are committed to protecting BPPC meetings; therefore, we are currently taking the following precautions for online meetings:

- When you login to this meeting, you are placed in a waiting room to be admitted to the meeting by the hosts(s).
- Participants will be **automatically muted** when entering the meeting. The Host or Co-Host will be able to mute and unmute themselves. If there is a hacker, the facilitator will Mute All and control who will be unmuted (until the hacker is removed).
- **Only Host(s) can share** their screen.
- **Chat Comments go to Host(s).** Comments entered via the Chat box will go to only the Host(s). Also, there's no file-sharing/GIFs through the Chat box.
- Host can **remove hackers.** Individuals who have been removed cannot rejoin the meeting.

We will revisit/revise these security precautions as needed to ensure security balanced with accessibility.

Troubleshooting Common Tech Issues

The following lists common technical issues and provides links to [Zoom's Help Center](#) and other resources:

- **Can't join or run the Zoom app.** – Try **Join from your browser** ([more info](#))

Please click **Open zoom.us** if you see the system dialog.

If nothing prompts from browser, [click here](#) to launch the meeting, or [download & run Zoom](#).

If you cannot download or run the application, [join from your browser](#).

- **Audio connectivity is poor**

If you know you have less than optimal internet connection, we urge you to join through both a phone (for audio) and your computer (for video). You may do so by joining the online meeting via the Zoom link and opting to join via phone audio. When you are dialing in, please be sure to enter your participant ID. Here is a step-by-step guide to help: <https://support.zoom.us/hc/en-us/articles/201362663-joining-a-meeting-by-phone>

- **Online connectivity is poor**

Your computer's bandwidth may be at its limit. If you're using your computer's audio, try switching to calling in by phone instead. If that doesn't work, try turning off your video.

- **Audio isn't working** ([Zoom Helper](#))
- **Video/Camera isn't working** ([Zoom Helper](#))
- **Zoom client isn't working on a Mac** ([Zoom Helper](#))
- **Calling with my phone, but Meeting ID isn't working.**

If you know you entered the correct ID, there may be a glitch. Try using a different phone number:

- +1 346 248 7799 US (Houston)
- +1 312 626 6799 US (Chicago)
- +1 646 876 9923 US (New York)
- +1 301 715 8592 US