

ZOOM Meeting Guide
Alameda Health System Board of Trustees

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INTRODUCTION

Beginning March 26, 2020, and continuing for the foreseeable future, meetings of the Board of Trustees (committee and full board) will be conducted in a “virtual” format using the ZOOM meeting platform. In most instances Trustees will participate in the meetings from remote locations, but arrangements to participate from one of the facilities can usually be accommodated.

This guide provides information on participating in the meetings, including tips for maximizing the capabilities of the platform and insuring a quality meeting experience. Additional information is available on the ZOOM website ([zoom.us.support](https://zoom.us/support)).

LOAD THE ZOOM PLATFORM

Go to the ZOOM website and load the app onto your computer or mobile device. ZOOM can be used from a computer, laptop, smart phone, or tablet (i.e., iPad). Once you have located the app on your device, it can be used for any ZOOM meeting.

ACCESSING THE MEETING

COMPUTER LOG-IN INFORMATION, MEETING NUMBER

- Meeting agendas will contain the information to access the ZOOM meeting.
- Click on the ZOOM Meeting Link on the agenda on the AHS website, or directly from the ZOOM website. If you log into the ZOOM website and click “Join a Meeting” you will enter the meeting number (a ten-digit number, XXX XXX XXXX and follow the prompts. The meeting number is found in the meeting link (at the end).
- Generally, you will not need a participant number or password to join a meeting – just the meeting number.

PHONE CALL-IN (TELECONFERENCING)

- You can also participate in the meeting by phone – similar to a regular conference call.
- The call-in numbers are included on the agenda and calendar invite and you dial in the same as for a conference call.
- The meeting number for participating by phone is the same as for the computer log-in.
- If you participate by phone, you will not be able to view documents being shared in the meeting and should plan to have your meeting materials handy.

AFTER LOG-ON

- After logging on, you will be in the “waiting room.”
- Typically 5-10 minutes before the start time, the meeting host will move you from the “waiting room” to the main meeting room once your log-on is identified. In this period before the meeting only the Clerk, the Host, and Trustees will be in the meeting room.
- Other participants (staff and public) will enter the main meeting (Host will control) room once the chair is ready to begin the meeting.

AUDIO SET-UP

- After logging on, you will need to set up your audio for the meeting. You can access audio (hear and speak) through your computer or by calling in.
- At the lower left of the screen you will see an icon: “Join Audio”. Click on this if you will use your computer microphone/speakers. A microphone icon will appear for you to mute/unmute.
- Alternatively, you can dial-in to the meeting (see call-in instruction above) and join the meeting audio. **IMPORTANT:** If you are calling in, on your computer click the “Join Audio” dropdown menu, select “Leave computer audio.” You will now view the meeting on your computer/tablet, but listen to audio and speak through your phone. If you hear echoing, this means you have not disabled the computer audio – turn it off and the echoing should disappear.
- **RECOMMENDATION:** We recommend that you use the computer log-in and call-in for the meeting. Microphones/speakers on laptops/computers are notorious for poor audio quality. Using audio from your phone insures a better volume, more flexibility (you can move around if necessary and do not have to worry about speaking into the computer screen).

If you elect to use audio from the computer, we recommend that you use an external

microphone and speakers or a headset to insure you can hear and others can hear/understand you.

VIDEO

- Next to the audio button on the bottom left of the screen is an icon to “Start Video.” Click on this button to open your video camera and your image will be shared with other participants.
- You can toggle video on/off during the meeting.

DURING THE MEETING – OPEN SESSION

- The meeting has a Host who controls entry to the meeting, creating breakout rooms, and controlling audio (muting/unmuting) participants.
- You can chat with the Host through the icon at the bottom middle of your screen. Typically, chat during the meeting will be limited to conversation with the Host.

MUTING/UNMUTING

- Upon entry to the meeting the Host will mute all participants and restrict participants from unmuting.
- If you signed up to speak prior to the meeting, the host will unmute you and the chair will call your name when it is time to speak. You must sign up to speak and indicate what agenda item number you wish to speak to prior to the beginning of the meeting by sending an email to rogonsalves@alamedahealthsystem.org.

CLOSED SESSION

- After the closed session is announced, the Host will move relevant participants to the breakout room. Members of the public will not be able to hear the closed session discussion.

HELP

- Zoom has a robust Help Center with FAQ and easy to understand information for accessing and participating in a meeting: <https://support.zoom.us/hc/en-us>. There are several articles and videos covering all aspects of using Zoom.
- Attached is a handout provided by Trustee Hernandez that also contains useful information on participating in a Zoom meeting.