



HOMEOWNERS ASSOCIATION

## ZOOM INSTRUCTION GUIDE

### WEBSITE and TELEPHONE INSTRUCTIONS

**DUE TO CORONAVIRUS COVID-19 RESIDENTS ARE ENCOURAGED TO ATTEND  
THE March 20, 2020, 10:00 A.M. ANNUAL HOMEOWNERS MEETING  
VIA THE WEB APPLICATION, ZOOM.**

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**ZOOM MEETING INFORMATION: WEBSITE: <https://zoom.us/join>**

**MEETING ID: 854 8130 2702**

**CALL IN PHONE NUMBER: +1 669 900 9128**

### IMPORTANT INFORMATION

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Zoom is a widely used web-based video conferencing tool that will allow Association Members to virtually participate in the March 20, 2021 Annual General Meeting beginning at 10:00 A.M.

The Zoom application runs on computers, tablets or smart phones but anybody with a standard land-line telephone can call in and participate. You must have a computer or tablet / mobile phone app to see the meeting and any materials presented.

This instructional guide provides information to assist you with downloading and installing the ZOOM software app and then connecting to the meeting website. There is no cost to use or install ZOOM or to participate in the meeting. While installation of the software app is relatively simple, we recommend that you download and install the software at least three days prior to the meeting to make certain the software is working correctly and address any issues you may have. Links to additional HELP videos are provided at the end of the instructions.

For those participating by computer only, you must have a camera and microphone enabled computer to communicate visually and verbally. Otherwise you will have to call in via the telephone as well.

**It is important that you prepare for the meeting in advance by familiarizing yourself with the easy-to-use software and attempting to make a connection before the meeting. Even with advance preparation we expect some may have difficult participating in the meeting. For this we apologize and ask that you understand that the Board is doing the best it can to provide you a way to participate during these difficult times.**

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### PRE-MEETING PREPARATION

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Please go to the ZOOM.com website and install and test the ZOOM software in advance of the meeting. The Association will not be able to provide technical support once the meeting starts. Here are some further instructions to improve your meeting experience:

- Use cellphone earbuds or a gaming headset to participate in the meeting to improve your ability to hear the meeting and reduce outside noise.
- Use only one device (computer, phone, tablet or cellphone) if possible.
- Find a quiet location or room in which to listen to/view the meeting.
- If you use a computer, tablet or phone camera understand that the camera is capturing everything in the background.
- Set the camera as close to eye-level as possible for the most flattering view.
- Make sure the majority of lighting is in front of you to illuminate your face, if windows behind you close drapes/blinds.

**Note: The ZOOM Meeting ID is a 11-digit number XXX XXXX XXXX#** (this is not a telephone number). The Meeting ID and phone number will be included in the meeting invitation along with a call-in telephone number for those using phones or computers and phones for audio.

The **Meeting ID** number for the Annual Homeowner Meeting is: **854 8130 2702**

The call-in phone number is Call phone number: **1 669 900 9128**.

### MEETING LOGISTICS AND ETIQUETTE

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Please following these points for meeting etiquette to help provide a positive and collaborative atmosphere in which to conduct the meeting:

- Association members are encouraged to listen and participate in the meeting.
- Members using a device with a camera are encourage to turn the camera on.
- A member wishing to speak will have a limited time (approximately three (3) minutes) to speak when recognized. The time may vary at the discretion of the Board President.
- When the meeting is opened to member comment, only one person at a time will be allowed to speak. The President will identify the person to speak and will unmute that person.
- To be recognized use the **Raise Hand** control and the President will recognize you in turn and will Unmute you.
- When recognized please speak slowly and clearly to assure that people with hear you.
- If a person talks more that the time allotted or interrupts they may be muted by the meeting administrator. Further attempts to disrupt the meeting may result in the member being removed from the meeting.
- Should you want to send your question or comment to the President, please use the **Chat Feature** (explained below)

### TO ACCESS VIA TELEPHONE

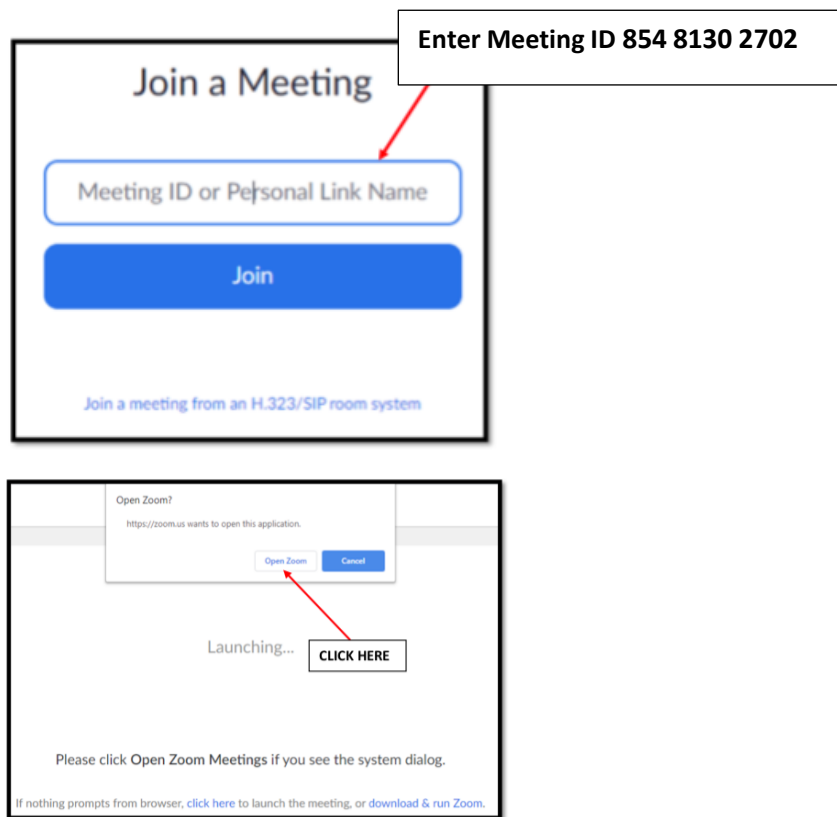
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1. Call phone number: **1 669 900 9128**
2. Enter Meeting ID: **854 8130 2702** make sure to add the # sign)
3. Press # to confirm you are a participant and enter the meeting
4. To make a member comment, “**Raise Hand**” - enter \*9 (You will be called on in order received by name or the last 3 digits of your phone number. You will have approximately three minutes to speak.

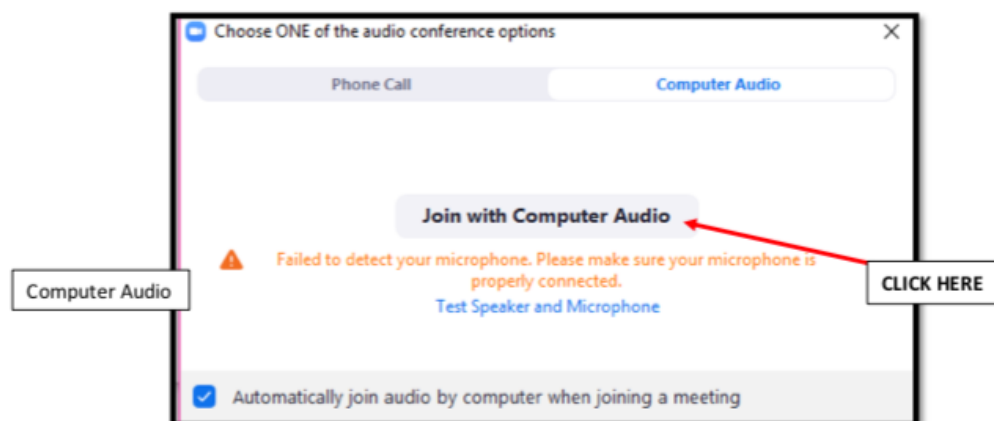
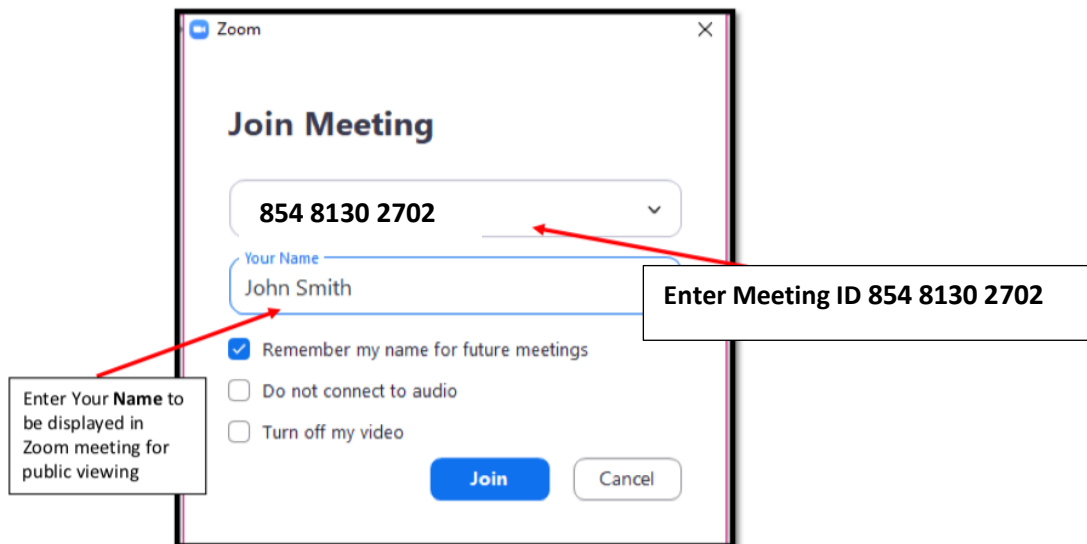
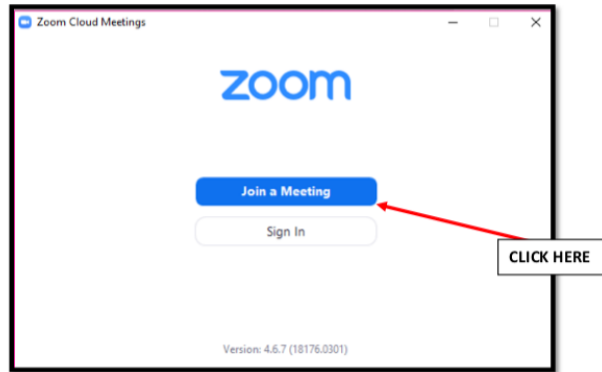
### TO ACCESS VIA COMPUTER

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1. Access website at: <https://zoom.us/join>
2. A set of dialogue boxes will appear (as seen below)



## MONTAGE AT MISSION HILLS HOA ZOOM MEETING PARTICIPATION INSTRUCTIONS

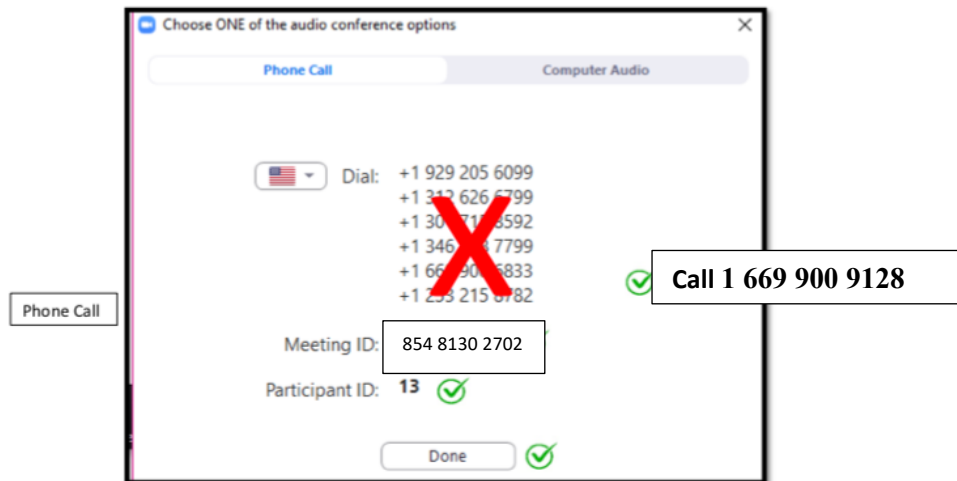


## MONTAGE AT MISSION HILLS HOA ZOOM MEETING PARTICIPATION INSTRUCTIONS

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Should your audio not work on your computer you may dial-in with a phone to listen to the meeting. You dial 1-720-707-2699 and enter the Meeting ID **854 8130 2702**.

Use icon at the bottom right of the screen to **RAISE HAND** to provide Public Comments. You will be



unmuted and called upon in the order received.

## SEE WEBSITE LINKS BELOW FOR MORE TUTORIALS

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<https://support.zoom.us/hc/en-us/articles/201362193>

<https://support.zoom.us/hc/en-us>

### MEETING / WINDOW NAVIGATION (Computer)

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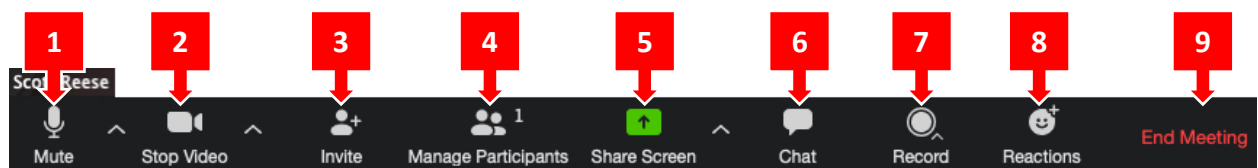
Upon entering the meeting, you will see either a black window (below) or you may see the meeting host and some other participants.



At the bottom of the window there is a command bar with icons representing various meeting controls. Each control is reference by number on the command bar graphic below.

1. **Audio:** Clicking icon mutes and un-mute's audio. Clicking on the **Caret ^ Symbol** to the right of the icon will provide additional audio options.
2. **Video:** Allows Clicking icon turns video camera on and off. Clicking on the "caret symbol" to the right of the icon will provide additional video options.
3. **Invite:** Not Required. Would allow user to invite more participants to the meeting
4. **Participants:** Clicking icon opens a window
5. **Share Screen:** Not Required. Would allow user to share their screen when permitted by the meeting administrator
6. **Chat:** Clicking icon opens a chat window where a text message may be sent to other meeting participants or a question of the Board may be asked. (see additional instructions below)
7. **Record:** Not Required. Would allow user to record meeting when permitted by the meeting administrator. This meeting will be recorded and posted on the Association website by the Board for Member access
8. **Reactions:** Clicking icon will provide opportunity to select an icon to register **Applause**, **Thumbs Up**, or vote **Yes** or **No**.
9. **Leave Meeting:** Clicking will end the user's participation in the meeting.

**Recommendation:** The Participants and Chat functions open additional new windows that can be resized and moved around the computer screen. **Open and enlarge both of these windows when joining the meeting to make viewing content easier.**



### Gallery View / Speaker Control

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On a **computer or tablet**, you can change who you see in the meeting window. Clicking on the **View** icon (upper right corner of computer and upper left corner of tablet) will change the view. (see image below). Clicking the icon changes between **Gallery (all participants)** and **Speaker (only the person speaking)** view.

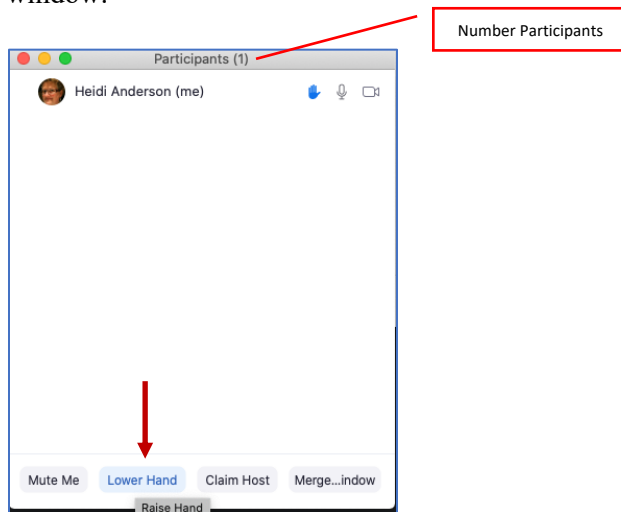
**Recommendation: Select Gallery view to see everyone on the call.**

**Smart phone:** To see Participants swipe the screen left or right to show four participants, including yourself, displayed on the screen. Continue swiping to view all participants.



### Participants Feature

Looking at the **Participants** Icon you will see a number displayed to the right of the icon which tells you the number of people in the meeting. (see graphic below). There are controls along the bottom of this window.



**Raise Hand:** Clicking this button will notify the Meeting Administrator you want to speak.

**Lower Hand:** Clicking this button will notify the Meeting Administrator you no longer want to speak

**Claim Host:** Not Active. Allows Meeting Administrator to transfer control of meeting to requestor.

**Merge Window:** Not Active.

**Recommendation:** If you Raise Hand, the Meeting Admin will notify you when it is your turn to speak. Be ready with your comments as you will have approximately three minutes, after which you may be muted. This time may vary per meeting at the discretion of the Board President.

**Note:** The green circle with a phone symbol  in the participants window is the visual representation of a participant who is attending the meeting from a telephone.

### Standard Telephone Users

Entering \*6 toggles Mute/Unmute off and on.

Entering \*9 toggles the Raise/Lower Hand.

**Note:** The Host can also Mute/Unmute a participant and Lower Hand when you are recognized to talk.

### Chat Feature

When the **Chat** feature at the bottom of the window is selected the **Chat Window** opens on right side of the screen. There are several options in the **Chat Window**.

**Carat Icon:** Selecting the up or down **Carat ^ Icon** in the upper left-hand corner will open a small window providing the options to Close the **Chat Window** or **Pop Out** the **Chat Window**.

**Pop Out:** Selecting this option will separate the chat window from the meeting window.

**Recommendation:** **Pop Out the Chat window** to separating it from the meeting screen. Right Click and hold on the window and drag the Chat and Participants windows to other locations on your computer screen.

**Type Message Here:** Insert the cursor here to type a message into the text line as you would a normal text. Press **Return** to send the message to the Meeting Admin and all meeting participants.

**Recommendation:** Use a Text to send a question / comment to the Host and Board who will then acknowledge the question /comment in the order received and answer as may be appropriate.



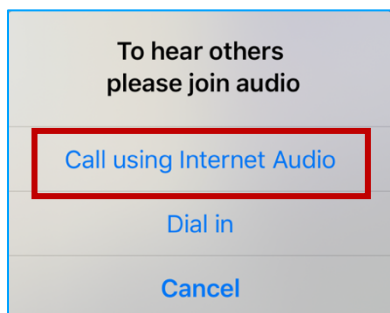
## TO ACCESS VIA SMART PHONE OR TABLET

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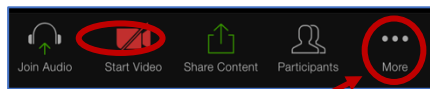
1. Download and install the ZOOM app from your devices App Store.
2. Tap on the Zoom App to open
3. Tap on Join a Meeting
4. Sign up to use the ZOOM App
5. Enter the Meeting ID
6. Access website at: <https://zoom.us/join>
7. A set of dialogue boxes will appear (as seen below)

### ZOOM on a Smart Phone

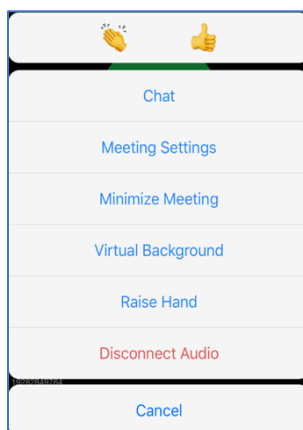
The first message appears after clicking the invitation link. Tap Continue. Then tap Call using Internet Audio. This navigation appears on an iPhone.



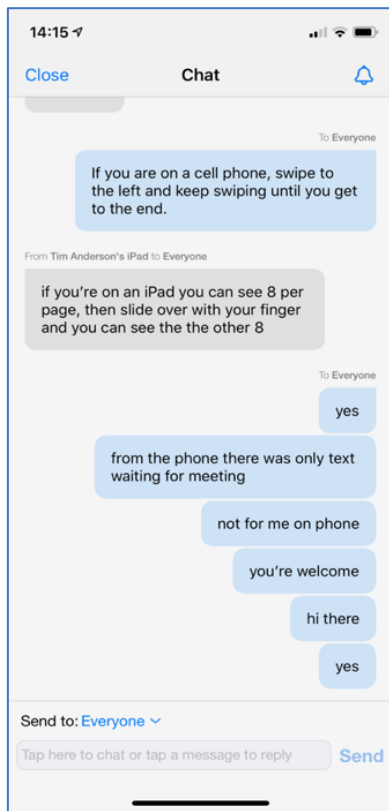
Tap the **More** icon to open the options.



Tap the **Chat** option to open the window.



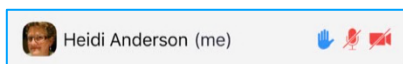
**Chat** allows you to type messages that can be viewed by everyone, or you can select a specific person to chat with privately. Tap the Carat ^ Symbol to select the individual of your choice to chat with. After typing the message in the **Text** field, tap **Send**.



Tap the **Participants** icon to see a complete list of those in the meeting. There are two options are at the bottom of the participants list – Chat and Invite.

- Tap a **Participant** listed to select them, then tap **Chat** to send them a text.
- Tap **Invite** to open a list of options, such as Send Email to invite others to the meeting.

Three status icons in the image to the right indicate this person has raised their hand and that the phone audio and video are off.



Tap **Your Name** in the participants list to change the status of your options.

- Tap **Raise Hand** to notify the Host that you would like the opportunity to speak.
- Tap **Lower Hand** if you no longer wish to speak.
- Tap the **Microphone Icon** to turn your audio on or off

### SEE WEBSITE LINKS BELOW FOR MORE TUTORIALS

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- <https://support.zoom.us/hc/en-us/articles/201362193>
- [https://support.zoom.us/hc/en-us?rel=0&autoplay=1&cc\\_load\\_po](https://support.zoom.us/hc/en-us?rel=0&autoplay=1&cc_load_po)
- <https://support.zoom.us/hc/en-us/categories/200101697>