Tech Specs and Instructions for the ACS 2022 Spring Council Meeting virtual meeting platform

This instruction sheet is provided to help attendees navigate the virtual Council Meeting. Information such as understanding how to log in to the virtual meeting platform, how to join the speaking queue and what to do if you are having technical problems are included. We advise reading this instruction sheet prior to attendance at the virtual meeting and it is also advised to join one of the Mock Meeting practice sessions.

Requirements
• You must join the virtual meeting on a laptop or desktop computer.
• Mobile devices, such as iPhones, Androids, or any mobile phones, are not supported.
• Tablets and iPads are not supported.
• It is recommended to use Chrome.
• New Edge (Chromium) and Firefox are also supported browsers. Do not use ‘Legacy’ Edge, Internet Explorer or Safari.

Step #1: Click Virtual Meeting Link
• Please click on the meeting link in the email you received from ACS to access the virtual meeting.

Step #2: How To Login
  o Type your member ID (WITHOUT THE LEADING ZEROS) on the top line – right on top of the existing text that is there
  o Type the password on the lower line – right on top of the existing text
  o Click “Login”
Step #3: How to connect to Zoom

- After logging into the virtual meeting platform, you must then connect to the Zoom meeting inside this platform.
- Click the blue **JOIN AUDIO BY COMPUTER** button from the Zoom panel on the right.

- Then, you must give Zoom permission to use your microphone inside of the Lumi virtual meeting platform.
- **CLICK ALLOW** from the white pop up box in the upper left hand corner of your screen.
- You will only see this white pop up box the first time you log in. Your web browser will remember these settings the next time you log in to the virtual meeting platform.
How to turn your camera off

- Please can click on the “Stop Video” button from the bottom of the Zoom panel to turn your video off while you are not speaking.
- If you would like to turn your web camera on to speak from the floor, click “Start Video” from the bottom of the Zoom panel.
- You may see another white pop up box asking you to give permission to use your camera – CLICK ALLOW.
- You will only see this pop up the first time; your browser will remember this setting for future.

Virtual Meeting Page Layout

Once you have logged in to the virtual meeting and connected to the Zoom, you are ready for the virtual meeting. You will see the Home Page on the left side of your screen and the Zoom window on the right side of your screen. This is what you will use each side for:

<table>
<thead>
<tr>
<th>Home Page / Messaging / Documents (left side of screen)</th>
<th>Zoom window (right side of screen)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use for:</td>
<td>Use for:</td>
</tr>
<tr>
<td>• Viewing Information</td>
<td>• Viewing / listening to meeting</td>
</tr>
<tr>
<td>• Entering the speaking queue</td>
<td>proceedings</td>
</tr>
<tr>
<td>• Voting on motions</td>
<td>• Raising your hand to speak <strong>after being called on by the Chair</strong></td>
</tr>
<tr>
<td>• Viewing Documents</td>
<td>• Enabling audio to participate in the discussion, <strong>after being called on by the Chair</strong></td>
</tr>
</tbody>
</table>
Speaking during the virtual meeting

- Once the Chair opens the Speaking Queue, you can click the MESSAGINE tab in the top menu bar.

- Type in your intent to speak in the text box at the top of the screen and hit the arrow ‘send’ icon to send your message into the queue.
The Chair will announce the order of attendees to speak. When you are called upon to speak, then raise your hand in Zoom Platform on the right side of the screen. To do this:

- Click on the More button
- Click on “Participants” from the menu
- Once the participants panel has opened, then click on “Raise Hand” button

Once the production staff have enabled your microphone, you will receive a pop-up message in the Zoom panel prompting you to unmute your microphone.

You will not see an unmute button until the production team has prompted you to unmute.

Click on the blue UNMUTE button, then announce yourself and being speaking.

Once you are done speaking, the production team will mute your microphone and lower your hand in the Zoom. You will see a note on your screen that “The host has muted you”
Microphone Troubleshooting
When you are speaking, you will see the microphone icon in the lower left Zoom turn green.

If you cannot be heard while speaking, click on the padlock icon from your web browser (just to the left of where you would type in a web address) to bring up an options menu.

- After clicking on the padlock icon, you will see a pop up menu - make sure it says ALLOW or the toggle is turned on next to the microphone option.

- If you still cannot be heard, please refresh your browser by clicking on the circular arrow button to the left of where you would type in a web address.
Voting
- When the Chair opens the vote, it will automatically appear on the left side.
- To cast your vote, simply click on your selection and it will be highlighted.
- You will also see confirmation text of your vote.
- To change your vote, simply make a new selection.
- Once the Chair closes the vote, your last selection will be submitted.

Viewing Documents
- Click on the Documents icon from the top menu, then click on the Document that you would like to view.
- You can view it in the platform, or download / save it for reference later.
Troubleshooting
- Members with technical issues may contact the helpdesk toll free at 1 (800) 333-9511

Best Practice Tips
- You must join the meeting on a desktop or laptop computer, do not join on a mobile device.
- We do recommend to use Chrome web browser for the best experience. Microsoft Edge, Firefox and Safari are also supported browsers.
- Do not use Internet Explorer, Safari or, Legacy Edge.
- If possible, connect to the Internet via an Ethernet cable. If using WiFi, ensure that you are close to your wireless router and that your connection is stable.
- Headsets are helpful for hearing audio more clearly.

Mock Meeting Practice Sessions
- Log into the platform during one of the Mock Meetings to test your log in credentials and audio connection.
  - Tuesday, March 2, 2022 at 11:00 a.m. Eastern
  - Wednesday, March 9, 2022 at 2:00 p.m. Eastern

Getting Connected
The following are tips for getting connected to the virtual meeting:
- Check your internet connectivity. Turn off other streaming items in your house.
- Check your headset for speaker and microphone
- Log into the Lumi platform 15 minutes before the meeting start time.
- Familiarize yourself with Zoom.

Telephone Call In Option
- If your internet is not stable enough to stream the Zoom meeting on your laptop, you can click on the “Call Me” option instead of the “Join Computer Audio” button.
- This will allow you to listen to the Zoom meeting on your telephone.
- You will still participate in the voting and speaker queue in the virtual platform on your laptop. You will simply listen to the meeting on your telephone.
- If you have already joined Computer Audio, but would like to call in on the phone instead, click on the up arrow button next to “Audio Settings” from the lower left hand corner of the Zoom panel.
- You will see a menu pop up and you can then select “Leave Computer Audio” and then select the “Call Me” option instead
FAQs

- **What is my username / password to log into the Lumi platform?**
  Your username will be your member ID without any leading zeros. The password will be emailed to you 24 hours in advance of the meeting.

- **Does the platform allow for voting members to group chat with each other and other voting members during the virtual meeting?**
  Voting members are responsible for determining a preferred method of communications outside of the provided Lumi platform and Zoom platform. Some options include use of free...
group chat platforms like Slack, group text or email chains, conference lines, or apps like GroupMe.

- **What if two of us are watching together at home?**
  Both parties may watch on the same device to watch the Zoom feed, but each party will need their own device to vote.

  If you will speak during the meeting, please make sure to mute the audio connection on the other device with the Zoom meetings, as not to cause feedback.

- **Which browsers are supported?**
  It is recommended to use Chrome.
  New Edge (Chromium), Firefox and Safari are also supported.
  *Do not use 'Legacy' Edge, Safari or Internet Explorer.*