Tech Specs and Instructions for the ACS Fall 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
- Type your member ID (WITHOUT THE LEADING ZEROS) on the top line – right on top of the existing text that is there
- Type the password on the lower line – right on top of the existing text
- Click “Login”
Step #3: How to connect to Zoom

- After logging into the virtual meeting platform, you must give Zoom permission to use your camera and 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.

- After you have given your browser permission to use your camera and microphone, you will see a preview in the Zoom panel on the right – **CLICK BLUE JOIN BUTTON**.
• You will see a black screen in the Zoom panel on the right for a few seconds while it connects to the Zoom Meeting.

• You will then be able to see and hear the proceedings of the meeting in the Zoom panel on the right side of your screen.

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.
• You may turn your video on while you are speaking from the floor.
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 Information 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>Info Page / Speaker Queue / 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 proceedings</td>
</tr>
<tr>
<td>• Entering the speaking queue</td>
<td>• Raising your hand to speak after being called on by the Chair</td>
</tr>
<tr>
<td>• Voting on motions</td>
<td>• Enabling audio to participate in the discussion, after being called on by the Chair</td>
</tr>
<tr>
<td>• Viewing Documents</td>
<td></td>
</tr>
</tbody>
</table>

Speaking during the virtual meeting

• Once the Chair opens the Speaking Queue, you can click the speaker queue icon in the top menu bar. It is the center icon - it looks like a double speech bubble.
- Type in your intent to speak in the text box at the bottom 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 “Participants” icon
  - Once the participants panel has opened, then click on “Raise Hand” button

*If you do not see a “Participants” icon, you may need to click the More icon, then Participants to open the participants panel.
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** next to microphone.

- 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.
**Best Practice Tips**

The following are tips to prepare for the best virtual meeting experience:

- 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.

**Getting Connected**

The following are tips for getting connected to the virtual meeting:

- Log into the platform during one of the Mock Meetings on July 29th at 2pm ET or August 12th at 11am ET to test your log in credentials and audio connection.
- Check your internet connectivity
- Check your headset for speaker and microphone
- Log into the Lumi platform 15 minutes before the meeting start time.
- Familiarize yourself with Zoom:
  - If your internet is not stable enough to stream the Zoom meeting, you can click on the **Phone Call** option instead of the “Join Computer Audio” button. This will give you the phone number to call into the Zoom meeting to listen to the audio stream 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.
  - *Scroll down in the list of phone numbers to find the Toll Free options.*
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 “Phone Call” option instead.

Raise your hand:
- “Raise Hand” button is at the bottom of the Participants Panel. You must click on the “Participants” button first to open the participants panel, then click on the “Raise Hand” button.
Mock Meeting Practice Sessions

- There will be two designated Mock Meetings for all members to practice logging into the virtual platform before the virtual meeting. We encourage all members to try logging into the virtual platform to ensure that you are prepared for the virtual meeting.

Troubleshooting

- Members with technical issues may contact ACS Member Services 1-800-333-9511 for technical assistance.

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 provided to you 24 hours prior to the Mock Meetings.

- **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.

- **How do I vote on a Motion?**
  When a motion is put before the meeting, the voting will automatically pop up on the left for those credentialed voting members. Simply click on your selection to cast your vote. You will see a confirmation of your vote on the screen.

  To change your vote, simply click on another selection. You may change your vote at any time while the voting period is open.

  Once the voting period has closed, your last vote will be submitted.
• **How do I speak?**
  
  First, click on the speaker queue (double speech bubble) icon from the top left menu bar.

  Then, type in the text box at the bottom of the screen what you would like to speak on and click the arrow button to send your intent.

  Wait for the Chair to call your name.

  When called upon, Raise your hand in Zoom panel.

  Then, un-mute your microphone when prompted to do so and begin speaking.

• **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.