Zoom Committee Hearing Guide for Participants

This *Zoom Committee Hearing Guide for Participants* has been developed to ensure that committee members and witnesses have a safe and reliable experience connecting to committee hearings in the ACT Legislative Assembly via Zoom.

Please be aware that committee meetings will be livestreamed via the Legislative Assembly website.

Optimising your setup for Zoom

- We recommend the use of Zoom via the browser as there have been security issues identified with using the Zoom app.

- The preferred browser is Google Chrome as tests with Microsoft Explorer and Edge have presented technical issues for participants.

- When you join the meeting the option to join the meeting through the browser may take a while to appear and it is not very prominent. The link does not always display when the page first loads, so please wait if you can't see it straight away. Look for 'If you cannot download or run the application, join from your browser' and click on the blue text to start the meeting in your browser.

- Our recommendation is to use headphones with an attached microphone if this option is available to you. Not only will you be able to hear and be heard, it also mitigates the risk of feedback.

- If possible, connect to the internet using cables rather than Wi-Fi to increase stability.

- If you have Wi-Fi, try to reduce Wi-Fi contention (make sure someone in your house isn't watching Netflix or online gaming), and try to position yourself close to the Wi-Fi access point. Note that things like glass, concrete and microwaves can interfere with Wi-Fi.

- For poor internet connections, there is the option to turn off video so that you are only transmitting audio.

- If you have no internet connectivity, there is an option to phone in to the meeting via the Zoom portal on 02 8015 6011. Once connected, you will be prompted to enter the meeting ID.

- Laptops should be connected to mains power.

Getting the best audio and video experience

- If you have external speakers, then keep the speaker volume as low as possible to reduce possible interference.

- Stay as close as practicable to the microphone. If your microphone is built into your laptop, make sure that the laptop is close to you.

- Only turn on your microphone when you need to speak. This will preserve your domestic privacy.

- You have the option to have your video turned off. Please be aware that this means that committee members will not be able to see you, they will only be able to hear you.
- The best camera shot is head and shoulders.
- Position your camera/laptop so that it is square on.

Accessing the Meeting

- You will have been sent a link, meeting ID and password. You can enter the meeting by clicking on the link and entering the password when prompted. Alternatively, you can visit zoom.us/join and enter the meeting ID, then password. If connecting by telephone call 02 8015 6011 and follow the prompts for meeting ID and password.
- When you join the meeting the option to join the meeting through the browser may take a while to appear and it is not very prominent. The link does not always display when the page first loads, so please wait if you can't see it straight away. Look for 'If you cannot download or run the application, join from your browser' and click on the blue text to start the meeting in your browser.

Participating in the Meeting

- You will enter the meeting in the waiting room.
- When it is time for you to speak to the committee, the committee secretariat will admit you to be a participant. This will make you visible to the committee and able to be heard.
- Once you have made your appearance, the committee secretariat may move you back to the waiting room.
- Please mute your microphone if you are not speaking. Leaving your microphone on can cause disruption to the meeting.
- Please be aware that the name you give Zoom will be displayed at the bottom of your participant box and will be visible on the committee meeting livestreams.
    - For committee members our recommendation is to include your first and last name
    - For witnesses our recommendation is to preface your name with the name of your organisation, for example 'ABC Enterprises – John Smith'.

Meeting communication

- If you need to communicate with the committee secretary during the hearing please do so via text or email.
- Please do not use the Zoom meeting chat function. This is used by the committee secretary for meeting announcements only.

Meeting security

Some of the measures in place to ensure security include:

- Meetings are locked once all participants have joined.
- Screen sharing is not enabled as a default. You will not be able to share your screen.
- Meetings are set up to hide participants' phone numbers. If you need to dial into a meeting, your phone number will appear with the first few digits and last few digits only – e.g. 026####567

- Meetings are set up to use the waiting room function so that all hearing participants are vetted by the committee secretary before being admitted to the meeting.