



## Webex Committee Hearing guide for external participants

This *Webex Committee Hearing guide for external 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 Webex.

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

### How to access Webex

**The best way to join a Webex meeting is through the “app” on your desktop or smart device.**

**Desktop computer or laptop?** Download and install the Cisco Webex Meetings application on to your desktop computer or laptop by accessing the following link <https://www.webex.com/>. You will need to enter your name and email address.

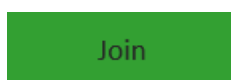
**Mobile device / smart phone?** Download the Cisco Webex Meetings mobile application by downloading the app it onto your device (from the app store or android equivalent). You will need to enter your name and email address.

**Don't have the application?** See the instructions below.

### How to join the Committee Hearing:

*I've received an email invitation and am on my desktop computer or laptop*

Open the email invitation and click on the link or green button displayed. You will need to enter your name and email address.



*I'm using my mobile device*

You can:

- Open the email invitation on your device and tap **Join**, or
- Open the Webex Meetings mobile application and tap **join by number**. You will **need to enter the meeting number** name and email address

*I cannot connect via desktop or mobile, I need join via audio conference using my phone*

If you do not have the mobile application, do not have a headset connected to your PC or would prefer to use your phone for audio, you can 'dial in' to the committee hearing by calling the number below and following the prompts. The meeting number and access code are in the body of the meeting request.

## Join by phone

Tap to call in from a mobile device (attendees only)

+61-2-9338-2221 Australia Toll

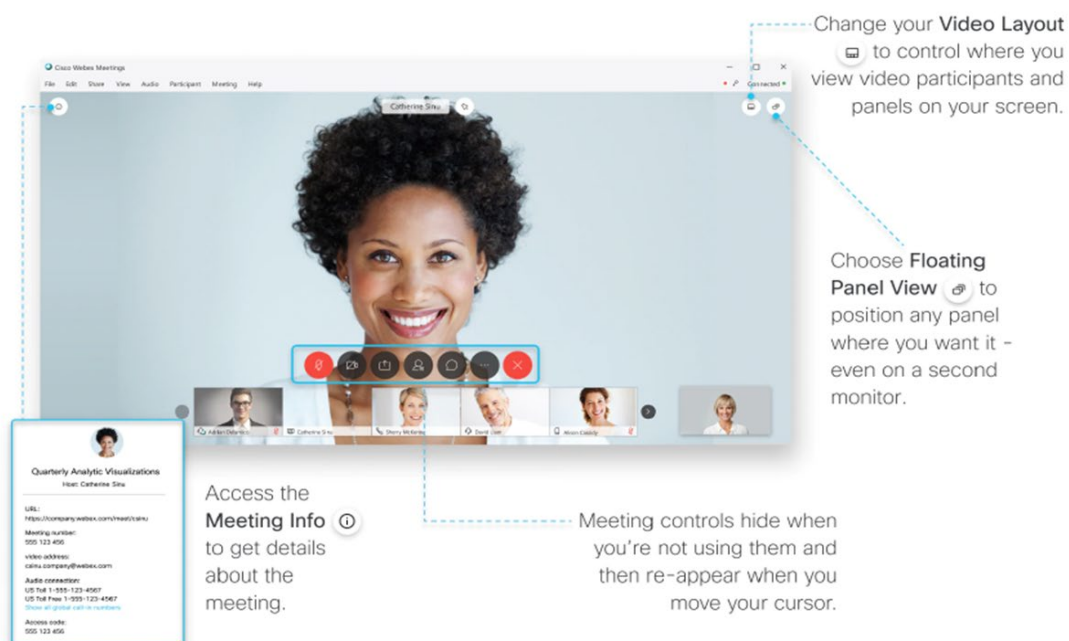
+61-2-9053-7190 Australia Toll 2

Access code: 574 718 986

Global call-in numbers

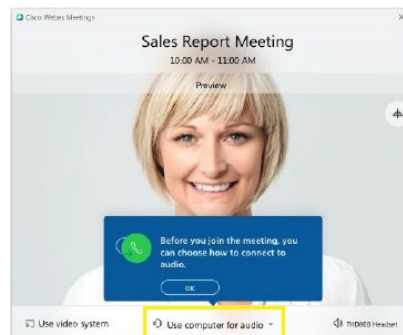
## How do I get the best video experience?

- **Turn ON your video** as this helps with the flow of conversation.
- Position your camera/laptop so that it is square on; the best camera shot is head and shoulders.
- 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.



## How do I get the best audio experience?

- **Mute yourself** to minimise background noise whilst you're not speaking.
- **For the best sound** (if you're using your desktop computer) **"use my computer for audio"** rather than dialling in. Before you're connected you will get an option to select your video and audio sources. This will be remembered for the next time you join.



- 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.
- **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.

### How to get the best setup with Webex

- 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 a live streaming service (like 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, phone into the committee hearing via the Webex portal on 9037-0069 or 9338-2218. You will then be prompted to enter the meeting number and access code (located in the body of the meeting request) followed by the hash (#) key.
- Laptops should be plugged in to a power point.

### 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 lobby.
- Please mute your microphone if you are not speaking. Leaving your microphone on can cause disruption.
- Please be aware that the name you give Webex will be displayed at the bottom of your participant box and will be visible on the committee meeting livestreams. Please include your first and last names

### 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 Webex 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:

- Committee hearings are locked once all participants have joined.
- 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.