



City of Highland Helpful Hints for City Meetings on Zoom

1. **What is Zoom?** Zoom is a digital conferencing service that will allow meetings to be broadcast on the internet to devices such as computers, tablets, and phones. It will also allow access to the meeting by telephone audio as well. There is no fee to use Zoom, but your phone minutes or data plan will be used while accessing.
2. **Get FREE Zoom App.** If you want to access video and audio, it is highly recommended that users download the free Zoom app. This will allow for easy access on cell phones. You can also download the Zoom app on a laptop or tablet as well. If you do not have the app on your computer, laptop, or pad, after clicking the meeting link you will be prompted to open Zoom or have the option of downloading the app to access the meeting.
3. **Meeting Settings.** All meetings will have viewers/listeners muted and their video will be disabled. This will allow the meeting to be orderly and allow everyone to hear what is happening. Those who are participating in the meeting will be unmuted when it is his/her time on the agenda so everyone can see and hear them.
4. **Expect an Entry Delay.** There will be a delay to enter the meeting once you access it. We have to manually allow entrance into the meeting from the waiting room.
5. **Please Provide Full Name.** If using a cell phone or computer-type device to access the video/audio for the meeting, you will be asked to list your name – and a pre-populated name may appear automatically. We are strongly requesting that you please input your full name when prompted so we can keep record of who attended the meeting. It also helps us to know who we need to unmute for presentations.
6. **Just Click the Link.** The meeting invitation will have a hyperlink that will allow easy access to the meetings on your cell phone or computer-type device. Just click the link and it will take you to the proper Zoom landing page. We do urge you go ahead and download the FREE app prior to the meeting so you can experience this magic.
7. **Landline/Audio Only Cell Phone Calls.** If you are only wanting to call in for audio on either a land line or a cell phone, the meeting invitation will have several phone numbers listed for the United States. Please select a number that does not have a specific city listed beside it. Once you call the number, you will be required to input your Meeting ID followed by a #. The Meeting ID will be listed in the meeting invitation information. You may be asked to provide a participant number if you have it. Nobody will have such a number, so please press # again as the system will request.
8. **Thanks for your Patience.** Please understand that we are working extremely hard to make these systems work, but we expect there will be glitches and things we have not expected. We are doing everything we know to provide this vital service as easily-accessible as possible. This is a learning experience for everyone. We thank you in advance for your cooperation.