



Department of Planning and Building Zoom Meeting User Guide

This is intended to be a general user's guide. For specific meeting details, please see the meeting agenda.

For Best Results:

Please find a **quiet, distraction-free location** with a wired Ethernet connection, if possible.

If joining via the Zoom website, we recommend **closing all unnecessary programs and applications.**



How Can I Join the Zoom Meeting?

- 1) Telephone Call-In
- 2) Computer
- 3) Smart Device (e.g. smart phone, tablet, etc.)



How To Join The Public Meeting Via Phone:

- 1) Dial the telephone number listed at the top of the agenda.
- 2) When prompted, enter the “Meeting ID Access Code” provided at the top of the agenda, followed by the pound key (#).
- 3) When prompted for a “Participant ID”, press the pound key (#) again and you will be automatically connected. You do not need a Participant ID to join the meeting.



How To Join The Public Meeting Via Computer or Smart Device:

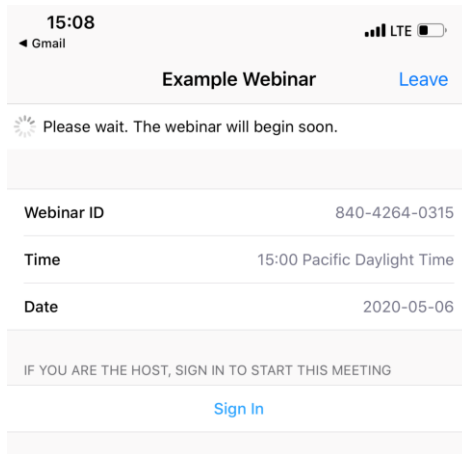
- 1) Go to <https://zoom.us/join> or open the Zoom application on your smartphone/smart device (e.g. smartphone, tablet, etc.).
- 2) Enter the Webinar/Meeting Number located at the top of the Agenda.
- 3) Enter your name and email to join the Webinar.
- 4) If you are listening/watching the meeting through your computer or smart device, you can also call into the meeting to provide public comment.
 - If you choose to also call in, do so using the instructions on the prior slide.



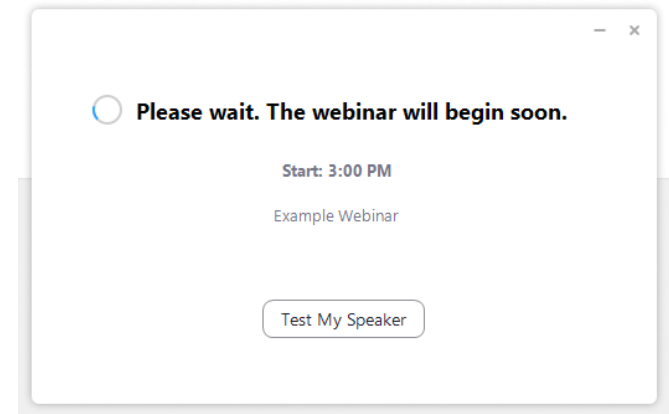
Before the Meeting Starts

- 1) If you are joining the public meeting early, you will be put on hold until the Clerk has started or broadcasted the meeting.
- 2) If you are logging-in before the meeting starts you will receive this message:

Smart Device View



Computer View



- 3) If you are calling-in before the meeting starts you will receive this message:

The meeting has not started; please wait or try again later.



How to Provide Public Comment

- 1) Upon joining the Webinar, your device will automatically be muted. The Clerk will prompt participants to use the “Raise Hand” feature when it is time to provide public comment on a specific item.
- 2) Use the “Raise Hand” feature to indicate you have a comment.
- 3) Public participants will be taken and called on in the order requests are received. Public participants (including applicants/agents) can only be broadcast via audio.
- 4) When it is your turn to speak, the Clerk will unmute your connection and announce your name (or the last three digits of your phone number) to let you know that you are live on the line to make your comments.
- 5) Please begin your public comment by stating your name for the record.
- 6) Public comments will be limited to three (3) minutes per item.

See next slide on how to use the “Raise Hand” feature.

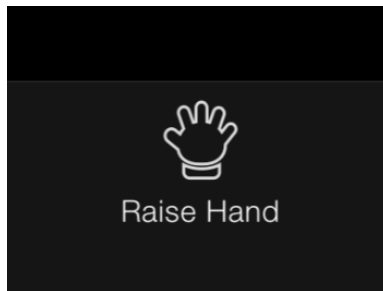
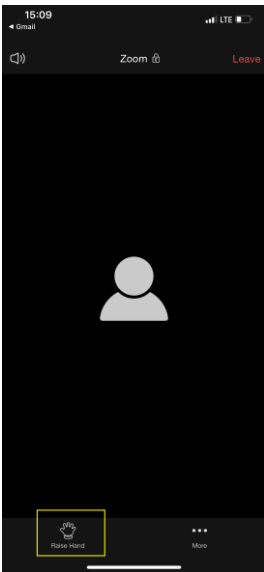


How to Use Raise Hand Feature

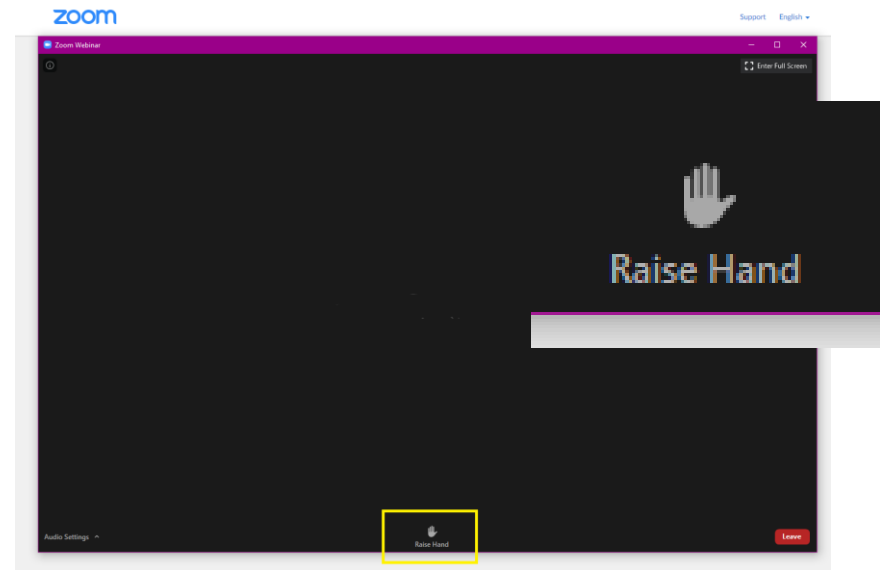
1) At the bottom of your screen there will be a toolbar with the “Raise Hand” icon. Click to “Raise Hand”

2) If you are joining by calling-in on a telephone, you can use the **“Raise Hand”** function, by pressing ***9**

Smart Device View



Computer View



How to Provide Public Comment with a Visual Aid

1) If a member of the public (including applicants/agents) wants to present a document(s) and/or a PowerPoint presentation while speaking, they should submit the document electronically **at least 48-hours in advance of the meeting** to the corresponding hearing body email below.

2) If submitted after the 48-hour deadline, we will do our best to accommodate the request, but we cannot guarantee the visuals will be available to present during the meeting.

Hearing Body	Written Comment Clerk Email
Planning Commission ("PC")	Ramona Hedges: rhedges@co.slo.ca.us
Planning Department Hearing ("PDH")	Daniela Chavez: dchavez@co.slo.ca.us
Subdivision Review Board ("SRB")	Daniela Chavez: dchavez@co.slo.ca.us
Airport Land Use Commission ("ALUC")	Hallie E. Scott: hscott@co.slo.ca.us
Agricultural Preserve Reserve Committee ("APRC")	Ramona Hedges: rhedges@co.slo.ca.us



Public Comment Tips

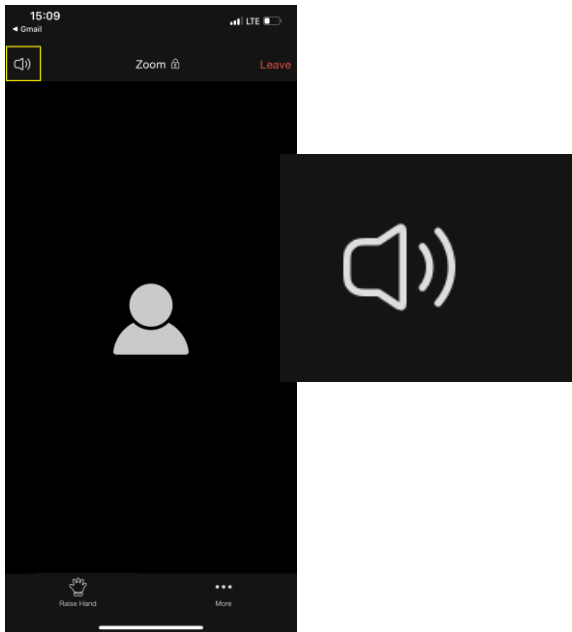
- 1) If you are streaming the meeting through Channel 21 or the County website, and wish to provide live public comment through Zoom, please join the public meeting early, as there is an approximate 60-second delay between the meeting and the live stream.
- 2) Please remember to turn down your broadcast volume when speaking during public comment to reduce interference/feedback noise.



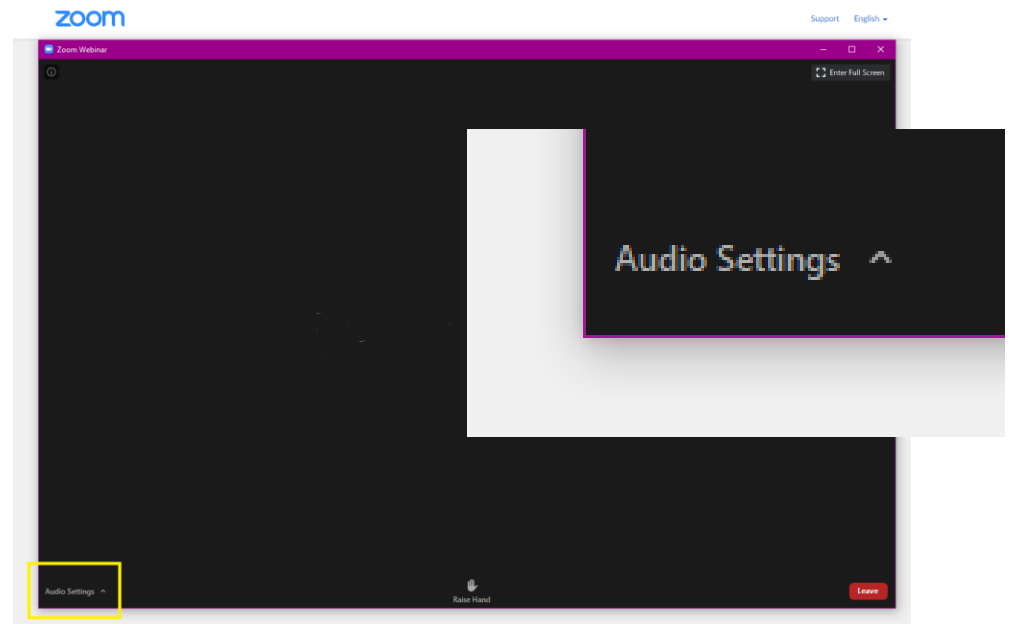
Troubleshooting: Audio Problems

- 1) Click the arrow next to the microphone icon in the lower left of the Zoom window and ensure that you have the correct sound output device chosen.
- 2) Check your computer's speakers to make sure they are not muted.

Smart Device View



Computer View



Troubleshooting: Video Problems

1) Video Won't Display: Click the video icon in the lower left and make sure your camera is selected.

2) Video is Choppy/Intermittent: Check your internet connection. Make sure you are connected to the internet and it is and functioning properly. You can test your internet speed by going to: www.speedtest.net.



Tips and Tutorials

- How to join a meeting:
<https://support.zoom.us/hc/en-us/articles/201362193-How-Do-I-Join-A-Meeting>
- Launching a Zoom meeting from a web browser:
<https://support.zoom.us/hc/en-us/articles/201362593-Launching-Zoom-from-a-web-browser>
- Zoom web client:
<https://support.zoom.us/hc/en-us/articles/214629443-Zoom-Web-Client>
- Join meeting by phone:
<https://support.zoom.us/hc/en-us/articles/201362663-Joining-a-meeting-by-phone>

