



## **TECHNICAL GUIDANCE FOR USING WEBEX**

The following document provides technical guidance for participating in virtual public meetings. This document is primarily for those who plan to speak or provide testimony during a meeting or who are unable to watch the Planning Board meeting through the Livestream link provided on the Planning Board website.

For those who only want to watch a meeting and can do so from their computer, please go to the Planning Board website for the internet link where the meeting will be livestreamed.

### **CONTACT THE DEPARTMENT IN ADVANCE OF A MEETING IF YOU HAVE ANY QUESTIONS ABOUT USING WEBEX**

If you have any questions about using WebEx for meetings or would like to test WebEx on your computer in advance of a public meeting, please send an email to [planningboard@howardcountymd.gov](mailto:planningboard@howardcountymd.gov) or call (410) 313-4373.

*\*Please contact the Department at least one week in advance of a public meeting if you would like assistance from Department staff to test the WebEx videoconferencing on your computer.*

### **WAYS TO PARTICIPATE IN VIRTUAL PUBLIC MEETINGS**

Based on the technology that is available to you, you can select which of the following connectivity options works best. WebEx allows you to participate in virtual public meetings through three different means:

- Telephone only<sup>1</sup>
- Computer only<sup>1</sup>
- Telephone for audio and computer for video<sup>1</sup>

The online registration will ask you how you plan to connect to the meeting. This will help staff to properly identify you during the virtual meeting.

Please contact the Department at least one week in advance of the public meeting if you need assistance with determining which of these connectivity options is best for you.

<sup>1</sup> If you do not have a computer and would like to participate in or listen to a meeting from your phone, the call-in number and meeting access code will be available on the Planning Board website two weeks prior to the meeting. Contact the Department if you cannot access the online registration form and would like to participate. If you are not planning to provide testimony, please keep your phone on mute during the meeting.

## REGISTERING THROUGH WEBEX TO PARTICIPATE IN VIRTUAL PUBLIC MEETINGS

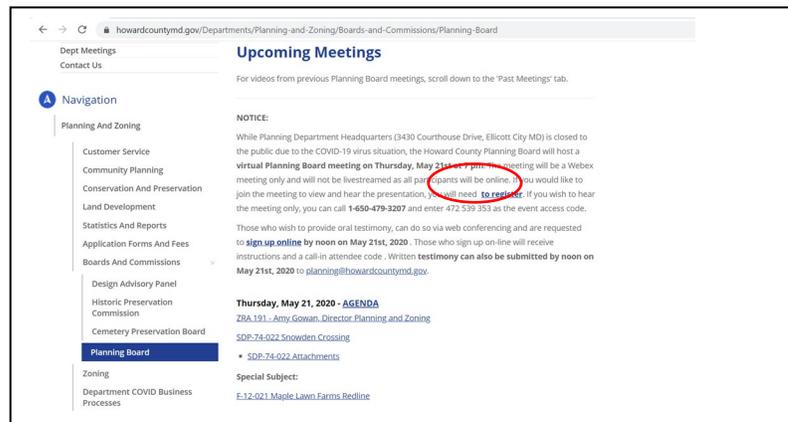
You must register through the Planning Board website to provide oral testimony.

Link to Planning Board website: <https://www.howardcountymd.gov/Departments/Planning-and-Zoning/Boards-and-Commissions/Planning-Board>

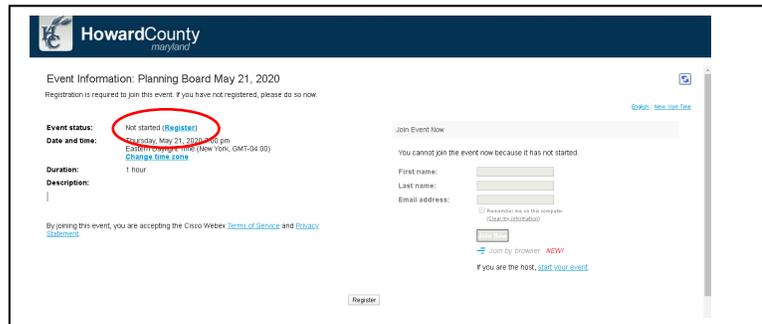
### Registration Steps

Click on the Registration Link found on the Planning Board website to access the registration form.

You will be directed to an event registration page.



On the event registration page, click on Register to fill out the registration form.



Enter your first name, last name and email address.

Select how you will be accessing the meeting.

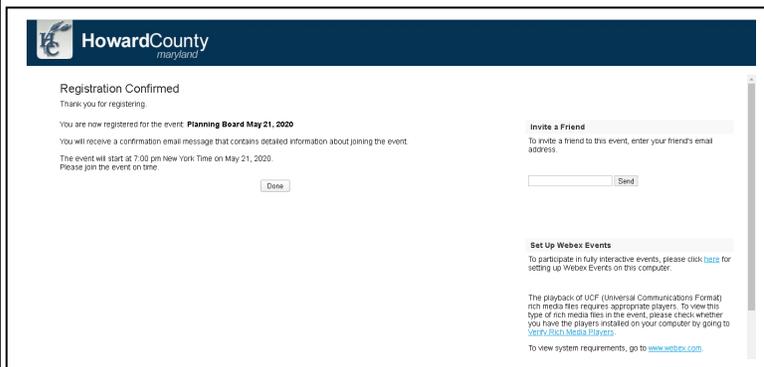
If you would like to provide oral testimony, check all the cases that apply and applicable roles.

Click submit in the bottom right corner of the screen when finished.

A screenshot of the registration form. It asks for "Please answer the following questions". Fields include: "First name", "Last name", "Email address", "Phone number", "Confirm email address", "Address 1", "Address 2", "City", "State/province", and "ZIP/postal code". There are radio button options for "How will you be accessing the meeting?": "Telephone Only", "Computer Only", and "Telephone and Computer". A section titled "Please select all of the cases which you would like to testify:" includes a checkbox for "ZRA 190". Another section "Please indicate your interest in the case:" includes radio buttons for "Petitioner", "Witness to Petitioner", "Community Member/Individual wishing to testify", "Spokesperson for community group, organization or partnership (See Rules of Procedures Section 1.103 D.e)", and "Attorney representing a party". A final section "Please indicate your position:" includes radio buttons for "Support", "Oppose", and "N/A".

After clicking submit, you will be directed to a Registration Confirmed page and will receive an email confirming registration.

You will also receive an email reminder about the event the day of the meeting.



## CONNECTING TO THE PUBLIC MEETING VIA COMPUTER OR COMPUTER AND TELEPHONE

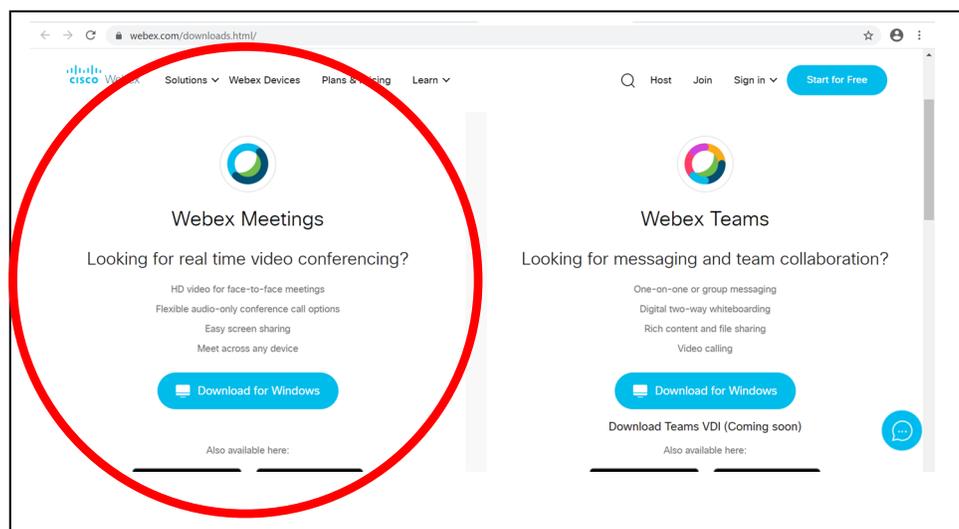
### Instructions for Downloading WebEx

The Department will be using WebEx as the virtual meeting venue. If you plan to access the meeting via your computer, you will need to download the WebEx application if this is your first time using it.

Please download the WebEx application at least 24 hours in advance of the meeting.

You can also download the WebEx application now from this link:

<https://www.webex.com/downloads.html/> -- Download the "WebEx Meetings" Application.



### Instructions for Connecting to WebEx from your Browser

If the WebEx app does not work on your computer, you can also connect to WebEx via your browser. You can only connect through your browser during the meeting. Please be sure to try to connect at least 15 minutes before the meeting start time.

(WebEx recommends Chrome or Firefox for the best experience).

You have registered for this event.



[Event: New York Time](#)

**Event status:** ● Started  
**Date and time:** Thursday, May 21, 2020 7:00 pm  
Eastern Daylight Time (New York, GMT-04:00)  
[Change time zone](#)

**Duration:** 1 hour

**Description:**

By joining this event, you are accepting the Cisco WebEx [Terms of Service](#) and [Privacy Statement](#).

Join Event Now

To join this event, provide the following information.

**First name:**   
**Last name:**   
**Email address:**   
 Remember me on this computer  
[\(Clear my information\)](#)

[Join Now](#)

[Join by browser](#) **NEW!**

If you are the host, [start your event](#)

Before you join the event, please [click here](#) to make sure that you have the appropriate players to view UCF (Universal Communications Format) rich media files in the event.

## ATTENDING THE VIRTUAL MEETING

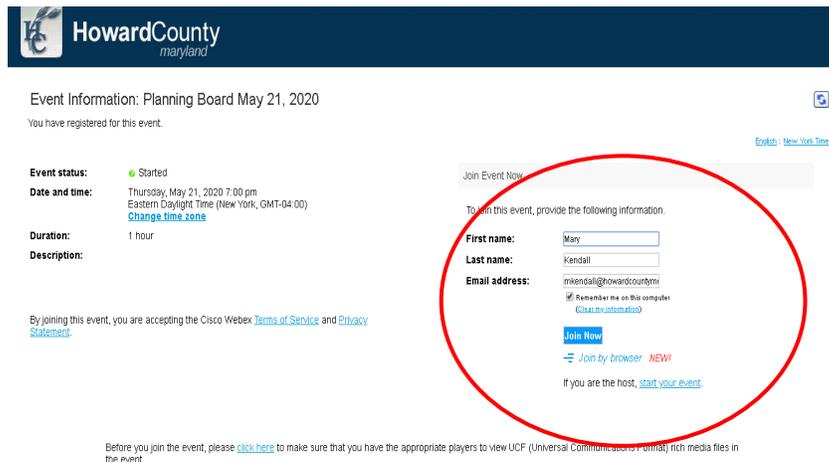
You will receive an email that contains the link to the virtual meeting.

Fifteen minutes before the meetings starts, click on the link to join the meeting.

As previously, stated, you can join the meeting through the WebEx application or through an Internet browser.

Under **Join Event Now**, type your name and email address, then click **Join Now**

If you are unable to download the WebEx app, you can select join by browser. **\*\*Chrome or Firefox are the recommended browsers.**



### Options for Connecting to Audio

Once you join the WebEx meeting, you will be asked how you would like to connect your audio.

**\*\*WebEx will offer a "Call me" option; however please do not make this selection for audio. Please select from one of the other two audio options:**

- *use computer for audio, or*
- *call-in from your telephone.*

### Use Computer for Audio

This is the default that WebEx selects for you.

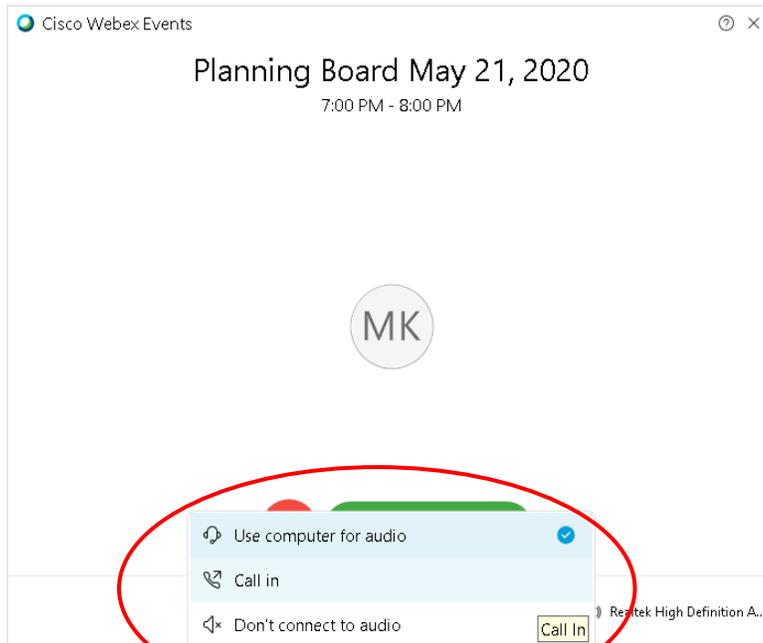
Use your computer with a headset or microphone and speakers.

If you are using detachable speakers, make sure they are turned away from your computer's microphone.

### Call-In by Phone

If you do not have a microphone, headset or speakers for your computer, you will need to call-in via telephone. Use the call-in information on the WebEx screen after selecting the "Call in" option.

**IF YOU ARE CALLING-IN VIA TELEPHONE AND ALSO WATCHING THE MEETING FROM YOUR COMPUTER, PLEASE MAKE SURE YOUR COMPUTER IS ON MUTE. THIS WILL REDUCE FEEDBACK.**

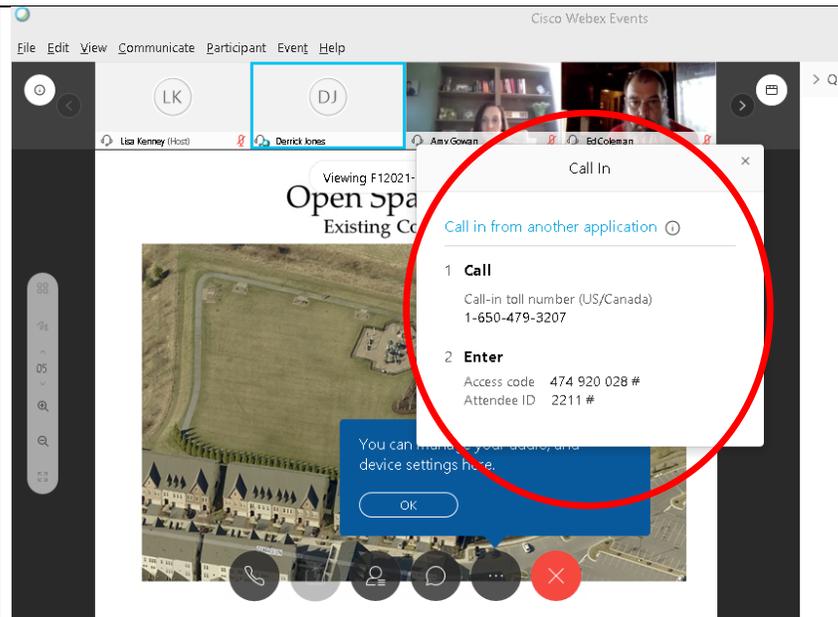


## Call-in by Phone –

### Attendee ID

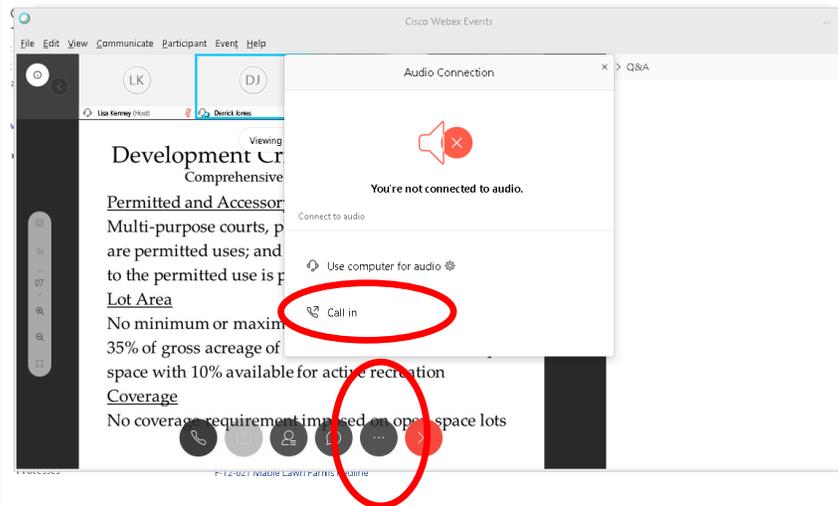
If you select, call-in by phone, a screen will appear with the call-in number, access code and attendee ID.

**\*\*So that you can be easily identified during the meeting, please enter your Attendee ID when prompted.**



## Changing Audio Connection from Computer to Telephone

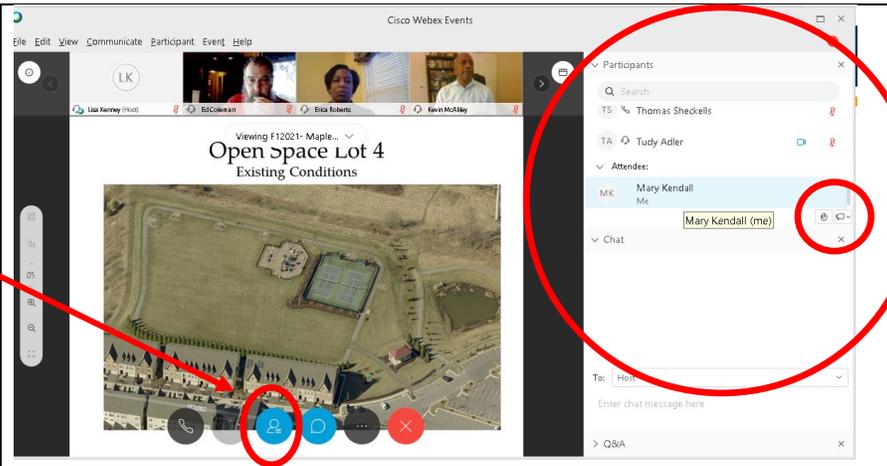
If at any time you have audio connectivity issues and you decide to switch from your computer audio to your telephone, click on the three dots in a circle found in the navigation screen. You will be directed to the audio connection screen and can select “call-in” to find the meeting access codes.



## Raise Hand

If the participants are asked to raise their hand, please:

- Click on the participant button
- Find your name in the Attendee list
- Click on the hand icon

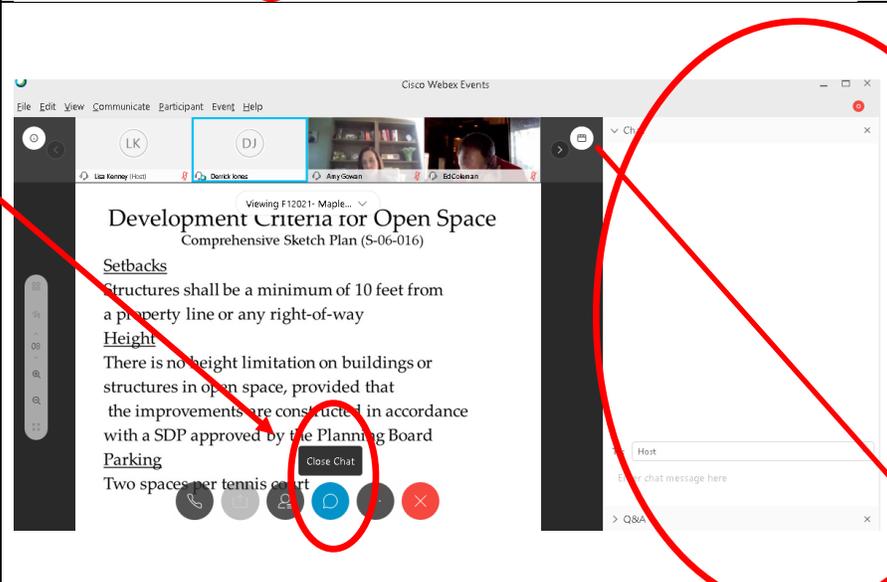


## Chat Feature

Please do NOT use the chat feature.

If you send a message in the chat box, it will not be answered.

If you require technical support, please contact the Department at the email address or phone number provided below. See Technical Support.



## TECHNICAL SUPPORT

If you experience technical difficulties during the meeting, please send an email to [planningboard@howardcountymd.gov](mailto:planningboard@howardcountymd.gov) or call (410) 313-4324; both are monitored while the meeting is in progress.

## WEBEX TROUBLE-SHOOTING TIPS

- Unable to download the WebEx Application onto your computer
  - Try connecting to the meeting through the WebEx browser option using Chrome or Firefox as your browser
  - If this is your first-time using WebEx, please download the application at least 24 hours in advance of a meeting to ensure it functions on your computer. Contact the Department at least one week before the meeting if you would like to schedule a trial run using the WebEx application on your computer
- Audio Feedback
  - If your speakers are separate from your computer, turn the speakers AWAY from the computer microphone (speakers facing the microphone will cause audio feedback)
  - If you are calling in from your phone and connecting from your computer, be sure to turn off the speakers and mute the microphone on your computer