

CoDA 2022 CoDA Service Conference (CSC) Zoom Instructions –

1. Update your Zoom app to the latest version, <https://zoom.us/download> to have the latest features for polling, etc.
2. Use the Zoom link to access the event.
3. When you access the link, you will be put into the waiting room. The host will have to accept you into the meeting. Please be sure to join a few minutes early to give yourself and the host ample time to accept you into the meeting. Please be patient, especially at the start of the meeting this may take a few minutes for everyone to be admitted to the meeting.
4. When you enter the meeting, rename yourself as (*V-voting, X-non-voting*), *Name, Last Initial, VE or Committee*. (Sample – X-Carole T-Events-Ottawa)
 - a. To rename yourself, open the participant list by clicking on “Participants.” Once open, hover over your name and select the three dots, then select “Rename”
 - b. A CoDA Events Committee (CEC) member may rename you if you are unable; please check chat for a message from Events regarding the above for renaming
5. When you first enter the meeting, you will be automatically muted. Please remain muted unless it is your turn to speak. You will be notified to unmute yourself. Please hit the unmute button. When you are finished speaking, please re-mute yourself so that we can hear the next person speaking and avoid background noise.
6. **VIDEO IS REQUIRED.** We ask that everyone enable their video so that we can make this as much of an engaged CSC as possible and give the feel that we are together although we are unable to meet f2f. **If you are a Delegate and want to vote on a motion, you must have your video on and be present during the entirety of the motion.** We understand that sometimes people must step away for personal reasons. If you step away, indicate this by using the “away” feature or “coffee cup” at the bottom of the manage participant list or reactions icon. **If you step away during the presentation of the motion, you will no longer be eligible to vote on that motion.** You may “pass the badge” to your alternate delegate or other member of your

voting entity to vote in your place, if that person is present for the entirety of the motion presentation. Private Chat to VEL if “passing badge.” Contact IMC-VEL if needed. New Delegate can be assigned to a Buddie by IMC.
IMCVEL@coda.org.

7. If you do not like your background to be shown in your video here is a ZOOM tip to "blur" your background on your video screen. <https://youtu.be/JC6xtp5BCLI>
8. Enable your Chat for open communication from Event’s Team. You may use the group chat for technical questions, request “30 seconds” or “point of order”, only. This will be reviewed regularly by the Events Committee and they will respond to you promptly.
9. **Please do not use Chat for Crosstalk.** You may ‘private’ chat individuals if you want to discuss other issues.
10. When the screen is NOT being shared, to change your participant view between active speaker and a gallery of all participants, *hover over the little squares and select this is your “Gallery View” or hit (Alt+F2) this allows you to see all attendees in a gallery (Alt+F1 is speaker view)*
 - a. *When the screen is being shared, hover over the speaker area and in the top left corner there are different options to select between:*
 - i. *Hide thumbnail – this hides the participants completely*
 - ii. *“Show small active speaker video” – This presents a small video with a video of who is speaking*
 - iii. *“Show thumbnail video” – This will pull up a small gallery with a few speaker faces*
 - iv. *“Show grid video” – This creates a bigger screen with multiple speakers*

1. Questions prompted by the Facilitator: Throughout CSC, there will be times the Facilitator will ask if there are questions from the attendees. If you have a question at that time, please use the raise hand feature, then wait for the Facilitator to give you permission to speak.
2. Questions prompted by the attendee: If the question is prompted by you during a time that has not been specifically designated for questions, you may use the raise hand feature but must ALSO type in the chat box the nature of the question. If your question is of a technical nature, an Events

team member will respond to you via chat only—please watch your chat window and lower your virtual hand when responded to. If it is a question for the Facilitator, again wait to be called on and given permission to speak.

Voting Instructions

1. Votes will be done through the polling capability made available by Zoom.
2. Events Facilitator does a VEL check in before the final reading of the motion and the 30 seconds/Serenity pause.
3. When a vote needs to be conducted, a poll will show up on your screen that is sent by the host.
4. If you are a voting member, you will complete the poll with your vote response. Reminder that abstaining brings a no vote.
5. If you are a voting member, you must be present for the entire presentation and discussion around the motion. Please be sure to have your video on so that IMC can verify that you have been present during the entire motion.
6. If you are not a voting member, (the X- beside your name, means you are non-voting member), **turn off your video and do not complete the poll. Please exit out of the poll/skip poll** without responding.

Virtual Meeting Etiquette

Do: Mute your microphone whenever you're not speaking -- even if you're alone in your room. Background noise can be an annoying distraction and stifle the meeting's flow.

Do: Check if your microphone is unmuted before sharing.

Do: Ensure your camera is angled to capture your full face. A position that is too low, too high or hooked onto a different monitor creates unusual camera angles and can be very distracting.

Do: Make sure your room is well lit (side lighting is the best). Use natural light from windows or simply turn on the overhead light in the room to brighten up your face.

Do: Be in a distraction free environment and aware that your surroundings are visible to everyone in the room.

Do: Test your microphone and camera before starting the video call.

Do: As you talk, look into the camera instead of looking at yourself talking on the computer screen.

Do: Dress as if you're meeting face to face. You never know if you're going to have to get up suddenly or if your camera might fall.

Do: Act as if you are present in the room giving your undivided attention to the conference.

Do: Remember that video conferences are essentially in-person interactions that allow businesses to communicate more effectively

<https://coda.org/wp-content/uploads/2020/03/FSM-Part-4-Service-ConferenceProcedures.pdf>