

User Guide for Electronic Delegates

PREPARE FOR THE MEETING

- Set up your equipment - prior to the meeting
 - Download the Zoom desktop app if you don't already have it
 - Get a headset and microphone if you have them, to reduce background noise
 - Test your audio and video
 - Close unnecessary tabs in your browser or Applications on your computer
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LIGHTING/BACKGROUND

- Lighting should come from in front of you or from the side, in order to best light your face
 - Keep your background clear of distractions
 - Look at your webcam, not at the screen
 - Use gestures and mannerisms that you would typically use in person
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PARTICIPATE PRODUCTIVELY

- Make sure everyone can hear you
 - Use a microphone when you speak
 - Make sure the microphone is on and close enough to pick up your voice, no matter what location you are in
 - Mute yourself when done speaking to limit background noise
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HELP EVERYONE FOCUS

- Avoid side conversations
 - If you aren't talking, mute or turn off your microphone
 - Avoid noisy activities like typing while your microphone is on
 - Turn off phones or other devices
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TECH TIPS

- Test Zoom before a meeting <https://zoom.us/test>
- Try to use wired internet versus wireless
- If you have to use Wi-Fi make sure you are near the router/modem with a good signal
- Try to make sure there are NOT any other devices using the internet in your house while you are on a zoom call to help your connection speed

General Electronic Participation Procedures

1. Requests to delegate to an Electronic Meeting in the course of an emergency shall be made by way of electronic submission of the Delegate Request form on the website <https://forms.milton.ca/Community/Delegate-Request-Application>.
2. Requests must be submitted by noon two days before the Electronic Meeting. If the Electronic Meeting is on a Monday, requests to delegate shall be submitted by noon on the Thursday before the meeting. Alternatively, in cases of connectivity issues, delegates may leave a voicemail at the following number 905-878-7252 x0 requesting assistance with submitting their delegation request.
 - All submissions will be tested in advance
 - All requests to delegate shall contain a copy of the delegate's intended remarks which will be circulated to all Council members in advance as a back-up to technology
3. Participants shall connect to the conference via online video or telephone no later than 20 minutes prior to the commencement of the meeting.
 - Participants that are calling in with two devices (laptop and phone) shall provide the phone number being used to Legislative and Legal Services, prior to the commencement of the meeting
4. Delegations will receive instructions from Legislative and Legal Services on how to connect to meetings and a test run will be scheduled shortly after a delegate request is received.
5. Please DO NOT share the Council meeting link on social media or with others – these links have the password integrated and are unique to your email address. These meeting invites and links are to be treated as confidential.
6. Staff are responsible for hosting the meeting. When waiting to be called upon by the Mayor/Chair, all delegates will have their audio on mute and their video will be turned off. Staff will be turning on delegate audio/video when prompted by the Mayor/Chair.
7. In the event of a connection/service interruption with a delegate's participation in the electronic meeting, their written submission will be used as their delegation.
8. The Mayor/Chair may indicate when the delegate has one minute left to complete their delegation.

Please note, all Electronic Council Meetings are livestreamed on the Town of Milton's YouTube channel.

Zoom Meeting Etiquette

It's important to be aware of how to practice proper video conferencing etiquette.

That said, we've come up with a quick guide to the do's and don'ts of video conferencing etiquette, to help you attend or conduct your meetings as smoothly as possible.

The Do's



Check your internet connection beforehand



Find a quiet, private space

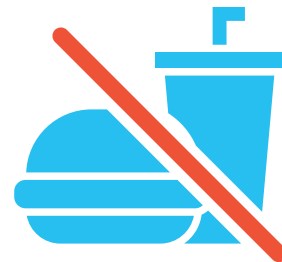


Dress for your audience

The Don't's



Don't keep your mic on if you're not speaking



Avoid eating meals or snacks during the meeting



Avoid getting distracted during the meeting