

## Preparing for the SDAB Hearing Video Conference

### Participate online using a computer, laptop or iPad for the best experience.

*\*Phone instructions are provided for those without computer, laptop or iPad access.*

- a. In advance of the hearing, please download the WebEx app or Google Chrome extension. If you are using a company device, you may need to contact your company's IT support to do so.

#### **Computer/laptop**

To download the Google Chrome extension on a computer/laptop:

- i. Open Google Chrome on your computer
- ii. Follow <https://chrome.google.com/webstore/detail/cisco-webex-extension/jlhmfgmfgeifomenelglieieghnjghma?hl=en-US>.
- iii. Download the extension following your device's instructions.

OR

To download the computer/laptop app:

- i. Open your internet browser
- ii. Follow <https://edmonton.webex.com>.
- iii. Select the option to download the Cisco WebEx Meetings Desktop App following your device's instructions.

#### **iPad/iPhone**

To download the iPad or iPhone app:

- i. Tap the App Store icon on your iPad or iPhone and use the keyword "webex" to search for the app.
- ii. Download the Cisco Webex meeting app following your device's instructions.

#### **Android Device**

To download the android app:

- i. Open your devices app store icon and use the keyword "webex" to search for the app.
- ii. Download the Cisco Webex meeting app following your device's instructions.

- b. Ensure that your computer/device has a speaker to hear the session and a microphone to participate.

- c. Use headphones with a microphone, if you have them - built-in microphones will work but can pick up the audio from everything around you and may cause an echo/feedback.
- d. Note: If you do not have a webcam, you can participate through audio only, just let the staff know when you join the hearing that you do not have access to video.

## Joining the SDAB Hearing Video Conference

### To participate via video conference

1. Ensure you have set up Webex video conferencing using the instructions above prior to attempting to join a hearing.
2. Join the hearing **at least 20 minutes before** the scheduled start time. The hearing will be open to join at least 30 minutes before the scheduled start time. If you received a notice from the SDAB, your notice will contain the information needed to join the meeting. If you did not receive a notice you can email the SDAB at [sdab@edmonton.ca](mailto:sdab@edmonton.ca) to request the meeting access code and password information.
3. Open Google Chrome.
4. Go to <https://edmonton.webex.com>
5. In the field **Enter Meeting Information** located under the heading Join a Meeting, type in the meeting access code that was provided to you.
6. Enter your **first** and **last name** and your **email address**.
7. Type in the **password** provided to you. If you do not have a password, please email [sdab@edmonton.ca](mailto:sdab@edmonton.ca) to obtain the password for the hearing.
8. Once you have joined the hearing, ensure that you have allowed access to the audio/microphone on your computer/headphones and that all are unmuted.
  - a. At the top of the screen in the menu bar select the heading **communicate**.
  - b. Select the option **Audio, Microphone, Camera**
  - c. Ensure that all have been turned on
  - d. You can select **Test** if you want to double check.
9. The host will be notified when you have joined the hearing.
  - a. The host controls each speaker's microphone, and will unmute your microphone to ensure that you can hear the host and that the host can hear you. At this time, you may wish to ask the host any last-minute questions.

- b. The host will mute your microphone until the Presiding Officer opens the hearing, and again until it is your turn to speak to an item.
  - c. If you need the host's attention, please use the wave feature during the hearing.
10. Please note that during the hearing your camera will be disabled until it is your turn to speak, at which time, the Host of the meeting will adjust your role and advise you to turn your camera on. You can turn your camera on by selecting the icon at the bottom of your screen to turn your video on.
11. Please remain within the SDAB Hearing until it concludes. If you depart from the hearing during the middle, the hearing will pause while attempts are made to reconnect with you.

### **To participate by phone**

1. Call-in to the hearing **at least 20 minutes before** the scheduled start time. The hearing will be open to join at least 30 minutes before the scheduled start time.
2. If you received a notice from the SDAB, the meeting access code is included on your hearing notice. If you did not receive a notice, you can email the SDAB at [sdab@edmonton.ca](mailto:sdab@edmonton.ca) to request the meeting access code.
3. Dial **780-851-3573**.
4. Enter the meeting access code provided to you, followed by the “#” key.
5. Press the “#” key when prompted, no attendee number is required.
6. The host will be notified when you have joined the hearing.
  - a. The host controls each speaker’s microphone, and will unmute your microphone to gather your information and to ensure that you can hear the host and that the host can hear you. At this time, you may wish to ask the host any last-minute questions.
  - b. The host will mute your microphone until the Presiding Officer opens the hearing, and again until it is your turn to speak to an item.

## Helpful Tips

### Presentation Materials

Any written materials must be provided to the SDAB in advance of the hearing by your written submission deadline. The SDAB will review these materials in advance of the hearing.

### Best Experience

Participate online using a computer, laptop or iPad/tablet for the best experience.

### Chat Feature

The Chat feature will be disabled during the hearing.

### Speaking

The Chair/Presiding Officer or the host will advise when it is your turn to speak. The Host will unmute your microphone. If you are joining via video - be sure to activate your camera when it is your turn to speak.

### Trial Runs

If you wish to run a test prior to the hearing, please contact [sdab@edmonton.ca](mailto:sdab@edmonton.ca).

### Troubleshooting Tips

If for any reason, you are unable to download the app or extension, there is the option to phone into the hearing - follow the instructions above "to participate by phone".

If you are participating online, and your connection is lost, please try to rejoin as before. If you are unable, please join using the phone in instructions provided. For further assistance, please contact [sdab@edmonton.ca](mailto:sdab@edmonton.ca).