Virtual Participation Instructions

You are encouraged to participate online using a computer, laptop or tablet for the best experience. Phone instructions are provided below for those without computer, laptop or tablet access.

To participate using a computer or laptop:

1. In advance of the meeting:

    a. Ensure that your device has a speaker to hear the session and a microphone to participate.

    b. Use headphones with a microphone, if you have them, as built-in microphones may cause an echo or feedback.

    c. You may wish to use your device's camera or a webcam while presenting. If so, ensure it is connected prior to joining the meeting. If not, ensure it is turned off prior to joining the meeting.

2. Plan to join the meeting **at least 15 minutes before** your scheduled start time.

3. Click the **Join with Google Meet** link from your calendar or the email invitation.

    a. In this window you will be able to turn off your camera if you do not wish to share your video.

    b. Click **Join Now** to enter the meeting.

4. Once you have joined the meeting, ensure that you have allowed access to the audio/ microphone on your device/headphones and that all are unmuted. If you have any last minute questions, you can ask the meeting clerk at this time.

5. Please **mute your microphone** when you are not presenting or answering questions.

6. Please **do not use the "raise hand" function** as it creates issues of decorum, may provide an unfair advantage and interferes with the live video stream. If you need assistance, please contact city.clerk@edmonton.ca.

To participate using a tablet or smartphone:

1. In advance of the meeting:

a. Download the Google Meet app and log in using your Google account.
   i. If you do not have a Google account, you can create one with an existing email address by following these [instructions](#).

b. Use headphones with a microphone, if you have them, as built-in microphones may cause an echo or feedback.

c. You may wish to use your device's camera or a webcam while presenting. If so, ensure it is connected prior to joining the meeting. If not, ensure it is turned off prior to joining the meeting.

2. Plan to join the meeting **at least 15 minutes before** your scheduled start time.

3. Click the **Join with Google Meet** link from your calendar or the email invitation. You can also join directly from the app if your calendar and app are linked with the same Google account.

   a. In this window you will be able to turn off your camera if you do not wish to share your video.

   b. Click **Join** to enter the meeting.

4. Once you have joined the meeting, ensure that you are unmuted. If you have any last minute questions, you can ask the meeting clerk at this time.

5. Please **mute your microphone** when you are not presenting or answering questions.

6. Please **do not use the "raise hand" function** as it creates issues of decorum, may provide an unfair advantage and interferes with the live video stream. If you need assistance, please contact city.clerk@edmonton.ca.

To participate by phone:

1. Plan to call-in to the meeting **at least 15 minutes before** your scheduled start time.

2. Open the calendar invitation.

3. In the Meeting Invitation, click the Join Google Meet. Expand the section for Join Google Meet by clicking on the Expand/Collapse button area.

   a. You'll see the conference phone numbers and PIN number to join the conference by phone (please note, long distance charges may apply).

4. The host will greet you after you have joined the meeting to ensure that you and the host

can hear each other and to verify your name. At this time, you may wish to ask the host any last-minute questions.

5. Please ensure that you mute your microphone when you are not speaking or answering questions.

Presentation Materials

Please ensure that any presentation materials you wish to use are provided to city.clerk@edmonton.ca by **4:30 p.m. the business day before** the meeting you plan to speak at, to guarantee timely circulation to members of Council.

You may wish to number your slides and to reference the number of the slide you are speaking to during your presentation. This will make it easier for other participants, including members of Council, to follow along.

Administration's presentations will be attached to each item on the agenda prior to the meeting.

Each speaker will have five minutes to speak. The Clerk will run a timer in Council Chamber, but you may wish to have your own timer to pace yourself accordingly.

Troubleshooting Tips

If you are unable to access the calendar invitation or wish to run a test prior to the meeting, please contact city.clerk@edmonton.ca or call 780-496-8178 for assistance.

If you are participating online, and your connection is lost, please try to rejoin as before. If you are unable to, please join using the call-in information provided. For further assistance, please contact the Office of the City Clerk at city.clerk@edmonton.ca or 780-496-8178.

Google Meet Tips

If you are participating online:

- You may wish to install the Google Meet Grid View extension, which allows you to see all participants at once. After it's installed, and you have joined the Google Meet, you will be able to turn grid view on and off using the square icon in the top right corner of your screen.
- There is a "pinning" function in Google Meet, which allows you to make one window full size on your screen. You can engage this by hovering over the window you'd like to view in full screen and clicking on the pin icon that appears. This functionality only works when your grid view is turned off.
  - You may choose to use this functionality to view the presentation, which will be

projected through the account of the host (the person you received the Google Meet invitation from).

● There are a number of other options and view functions to choose from, which you will find in the menu bar along the bottom of your screen.

Watch the Meeting Online

Those interested in watching but not speaking/presenting can do so via the livestream at http://counciliontheweb.edmonton.ca or the City's YouTube channel.

Audio and Video Issues

Virtual meeting participants experiencing audio or video issues on their computer are encouraged to:

1. Ensure they are only listening to / watching the meeting via Google Meet.

    a. This may require you to exit other meeting streaming platforms such as Council on the Web or YouTube.
    b. If multiple platforms are being used, you may experience an echo or feedback throughout the meeting. If you wish to continue to use multiple platforms, please mute all the platforms except for the Google Meet when you speak.

2. Ensure their microphone is muted when you are not speaking.

    a. This should limit audio echos or feedback you receive during the meeting.

3. Ensure their computer volume is adjusted to an appropriate level.

    a. This should be at a level that is both audible and comfortable for you to listen.

4. Use a computer headset or headphones to optimize the audio experience.

    a. Built in computer speakers and microphones are generally subpar in quality and positioning and may cause echoing for you and other participants.
    b. Consider using either closed-back or open-back headphones.

5. Turn off their camera when they are not presenting.

a. Video streaming can use a larger amount of computer bandwidth which may affect audio or video quality.

6. Turn on the "noise cancellation" feature in Google Meet.

a. Click "settings", then "audio", then "noise cancellation". This should already be activated but sometimes requires it to be turned on manually.