

# Top 10 Zoom FAQ's

- 1. Do I have to download the app to my personal electronic device to participate in this public meeting?**
  - a. No, you may participate either via Zoom on your computer or by calling the provided phone number in the public notice.
  
- 2. Do I have to set up a User ID and password just to participate in this public meeting?**
  - a. No, you may also alternatively use your phone by calling the provided phone number in the public notice.
  
- 3. Why am I automatically put into a waiting room?**
  - a. This is done so the hosts can identify you to board chair(s) and to place you in the queue for for your license or for public testimony
  
- 4. Why am I muted?**
  - a. This is done out of respect for everyone participating. When it is your turn to speak, the host will unmute and you will be recognized by the board chair(s).

**I should be allowed to unmute myself.**

  - b. That decision is made by the Boards.
    - i. Meetings require order, and unfortunately muting everyone and only unmuting 1 person at a time is most efficient way to conduct a public meeting using this forum.
  
- 5. Why can't I hear this meeting?**
  - a. We recommend remedying the situation by adjusting the volume on your phone or electronic device, not on the Zoom app itself.
  
  - b. If you are on video via computer, the computer may not have speakers or a microphone. In this case, you may use your phone to connect your audio and computer to connect your video.
  
- 6. Why does it matter what I'm showing on my video background or what sounds are coming out of my personal electronic device?**
  - a. If your video is visible, you're automatically sharing it with the public.
    - i. Also, please be cognizant of the fact that the entire meeting is recorded and documented like any other public record.

**7. Why does it matter what I type into the chat?**

- a. Because the entire meeting, including your chats, will instantly become part of the public record.

**8. How do I put my hand up to ask the chairperson permission to speak?**

- a. Click on the “hand” icon, for phone only users press \*9 to raise your hand.

**9. Why do I have to publicly identify myself to speak at this public meeting?**

- a. Robert’s Rules of Order, Article 1 section 3.
  - i. **3. Obtaining the Floor.** Before a member call make a motion, or address the assembly in debate, it is necessary that he should *obtain the floor* -- that is, he must rise after the floor has been yielded, and address the presiding officer by his official title, thus, "Mr. Chairman," or "Mr. President," or "Mr. Moderator;"<sup>1</sup> or, if a woman (married or single), "Madam Chairman," or "Madam President." If the assembly is large so that the member's name may be unknown to the chairman, the member should give his name as soon as he catches the eye of the chairman after addressing him. If the member is entitled to the floor, as shown hereafter, the chairman "recognizes" him, or assigns him the floor, by announcing his name. If the assembly is small and the members are known to each other, it is not necessary for the member to give his name after addressing the chair, as the presiding officer is termed, nor is it necessary for the chair to do more than bow in recognition of his having the floor. If a member rises before the floor has been yielded, or is standing at the time, he cannot obtain the floor provided anyone else rises afterwards and addresses the chair. It is out of order to be standing when another has the floor, and the one guilty of this violation of the rules cannot claim he rose first, as he did not rise after the floor had been yielded.

**I have the right to be anonymous.**

- b. Therefore, meeting participants do not retain the right of anonymity. If you wish to be recognized by the chair for your request to speak, identifying yourself is a mandatory pre-requisite. If you choose not to identify yourself, you will still be admitted to the meeting, but understand you will not be reconized by the chair, nor will you be given the floor without identifying yourself.

**10. Why can't I just use the old phone number for this public meeting like I did last time?**

- a. GCI is being moved as a backup plan for in case of techinal issues with Zoom.
  - i. Zoom has better connections, along witsh many features that help the staff and Boards do their work in a more efficient and streamlined manner. You can still connect to our meetings via phone. That number will be listed on our website.

