



**City of Madison, Wisconsin
Information Technology**

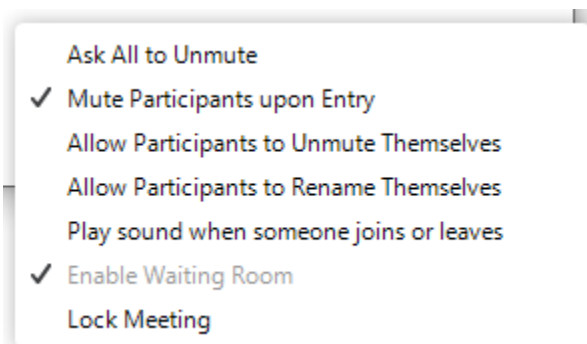
Host User Guide to Zoom Meetings (Type 2)

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Host Steps in Facilitating a Public Meeting

1. Create meeting in cityofmadison.zoom.us.
2. Send registration invitation to members of the body and staff, public as requested.
3. Start Meeting.
 - Open Participants Panel More.




- Make chair and clerk co-hosts.
 - Verify that Screen Sharing is only available to host.
 - Rename to naming convention (_Name; Staff - Name).
4. Facilitate Meeting.
 - Export [public registrations](#) and share with chair and clerk.
 - Read directions during announcements.
 - Find and permit public to speak.
 - Mute public when they are done.
 5. End meeting for all participants.

How to Schedule a Public Meeting

- Sign in to the Zoom web portal: cityofmadison.zoom.us
- Click **Meetings**, and click **Schedule a New Meeting**.

[Upcoming](#) [Previous](#) [Meeting Templates](#)

 Start Time to End Time

[Schedule a Meeting](#)

- Select the meeting options. Note that some of these options are not available if they were disabled and locked to the off position at the account level.
 - **Topic:** Government Body: Meeting of Date (do not use acronyms)
 - E.g., Public Safety Review Committee: Meeting of October 29, 2020
 - **Description:** Enter an optional meeting description.
 - **When:** Select a date and time for your meeting. You can manually enter any time and press enter to select it. Use the official start time, do not include buffers.
 - **Duration:** Choose the approximate duration of the meeting. This is only for scheduling purposes. The meeting will not end after this length of time.
 - **Time Zone:** By default, Zoom will use the time zone set in your profile.
 - **Recurring meeting:** Do not create recurring meetings.

- **Registration:** No.
 - **Require meeting password:** You can select and input your meeting password here. Joining participants will be required to input this before joining your scheduled meeting.
 - **Host Video:** Yes.
 - **Participant Video:** No. The participants will have the option to start their video.
 - **Audio Options: Telephone and Computer Audio** (both).
 - **Enable join before host:** Do not allow.
 - **Mute participants on entry:** This will mute participants as they join the meeting. Participants can unmute themselves after joining the meeting. **Note:** To mute all participants currently in a meeting, see the options to manage participants.
 - **Enable waiting room:** Allows the host to control when participants join the meeting by placing them in a waiting room.
 - **Record the meeting automatically:** All Type 2 meetings are pre-approved to record. Hosts are not required to record their meetings, but it is recommended for members of the public that wish to watch the meeting at a later date.
 - **Import to Mediasite:** Yes
 - **Publish To:** Select BCC_Meeting.
 - **Alternative Hosts:** Leave this blank.
- Click **Save** to finish.

Once finished, select **Copy the Invitation** to send out the invitation to your Zoom meeting.

Time	Oct 28, 2020 06:00 PM Central Time (US and Canada)
Add to	31 Google Calendar Outlook Calendar (.ics) Yahoo Calendar
Meeting ID	969 6471 2892
Security	✓ Passcode ***** Show ✓ Waiting Room
Registration Link	https://cityofmadison.zoom.us/meeting/register/tJlkce2vrzkiE9YaB3ctpE4Gd7fEkTugK54M Copy Invitation

Copy the Invitation will open up a window where you can copy the full invitation to add to the Outlook Calendar reservation. See Type 2 [Outlook Calendar Guidelines](#) for more information.

Public Registration Process

Public wishing to register for your meeting will use the registration form linked from the [Meeting Schedule](#) page on the City Hall section of the City website. When they register, they are emailed information and a link to get into the zoom meeting.

Registration begins when the Zoom attendee URL and the Agenda are both uploaded to the Meeting Schedule page.

You also need to create a cross-reference sheet to help with registration. This spreadsheet is a list of items on your agenda with Legistar numbers and titles. It helps people register by changing Legistar numbers into agenda item numbers to keep your registration list organized, and also doesn't allow people to register for things not on your agenda. Instructions for creating the cross-reference list are in the middle tab of the [spreadsheet](#) document. It should be [uploaded](#) (available on City network only) through the Meeting Schedule application when complete. This needs to be filled out completely or not at all, otherwise any missing items will be rejected by the online registration form. Remember that registration will still be open before you submit this spreadsheet. So to reduce the possibility of people registering for items not on your agenda, complete the spreadsheet as soon as possible.

Registration is open throughout the meeting so be sure to refresh the registration report before comment is closed each time to make sure there aren't any new registrations.

You should send the registration list to your chair before the meeting begins. When it is time for public comment on an item, the Chair reads their name, but you find them and "unmute." They are to keep their videos off, but if they turn it on, be prepared to "stop video". If you stop it they will not be able to restart it. If there are new registrations after the meeting has started for that item, you will need to alert the Chair to their registration.

At the end of the meeting, save a PDF (non-editable) version of the report to attach to your minutes.

Public Speakers

The list of public registrants is found at (on/off VPN):

<https://cityreports.cityofmadison.com/reports/report/Council/RegistrantsReport-PriorMeetings>

After entering the URL, you will be prompted to enter your city login credentials.

Click the drop-down menu for "MeetingID" and find your meeting. Click the drop-down menu for "Agenda items" and click "Select All." Finally click "View Report."

The public registrants are listed in order:

- a. Agenda Item
- b. Speaking Status

Note: They are also listed in order of registration within those categories so it can be refreshed

to see late registrants. To refresh, click this button:



Host and Co-Host Controls in a Meeting

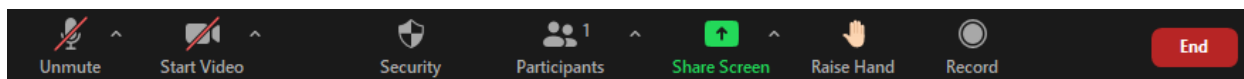
Host controls allow you as the host to control various aspects of the Zoom Meeting, such as managing the participants. In order to see everyone and all controls, please use the desktop application on a computer.

The co-host feature allows the host to share hosting privileges with another user, allowing the co-host to manage the administrative side of the meeting, such as managing participants. The host will assign a co-host at the start of the meeting. Co-hosts will be the Chair of the meeting and any clerks.

Co-hosts do not have access to the following controls as they are only available as host controls in a meeting:

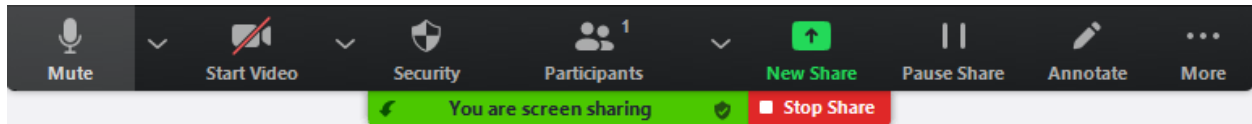
- End meeting for all participants.
- Make another participant a co-host.
- Start the meeting.

The host controls will appear at the bottom of your screen if you are not currently screen sharing.



- **Mute/Unmute:** This allows you to mute or unmute your microphone.
 - **Audio Controls** (click ^ next to **Mute/Unmute**): The audio controls allow you to change the microphone and speaker that Zoom is currently using on your computer, leave computer audio, and access the full audio options in the Zoom settings. This includes connecting via phone audio.
- **Start/Stop Video:** This allows you to start or stop your own video.
 - **Video controls** (click ^ next to **Start/Stop Video**): If you have multiple cameras on your computer, you can select which Zoom is using, access the full video controls, and select a Virtual Background.
- **Participants:** Opens the Participants window.
- **Share Screen:** Start sharing your screen. You will be able to select the desktop or application you want to share.
- **Screen Share controls** (click ^ next to **Share Screen**): Select who can share in your meeting. This should be set to only the host can share.
- **Raise Hand:** Raise your virtual hand. This feature will only appear on the main control panel with Zoom client version 5.4.7 or newer. Otherwise, it will appear under the participants tab.
- **Record:** Start or stop a cloud recording. Host only.
- **End Meeting** (only available to the host): This will end the meeting for all participants. If you want to have the meeting continue, you should give another participant host control before leaving the meeting.

When there is screen sharing, the controls will appear at the top of your screen, but you can drag it to another location.



Managing Participants in Meeting

As the host in a meeting, you can manage the participants. By default, any participant in a meeting can share their video, screen, and audio.

Names in the participants list appear in the following order:

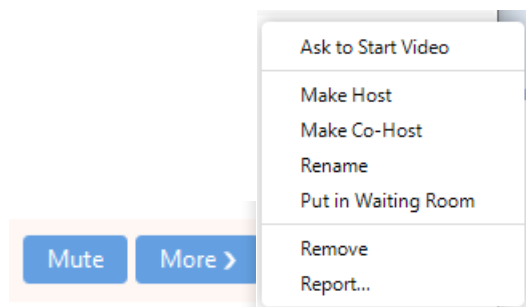
1. You
2. The host (If you're not the host)
3. Phone numbers with no names
4. Unmuted participants (sorted alphabetically)
5. Muted participants (sorted alphabetically)

Controls for Managing Participants

1. Click **Manage Participants** in the host controls to display the participants list:



2. Hover over a participant and click **More** for these options:



- **Ask to Start Video:** Prompts the participant to start their video. If the participant has started their video, you will see the **Stop Video** option. If you stop the participant's video stream so they are unable to restart their video.
- **Make Host** (only available to the host): Assign the attendee to be the host. There can only be one host.
- **Make Co-Host** (only available to the host): Assign the attendee to be a co-host. You can have an unlimited number of co-hosts.
- **Rename:** Change the attendee name that is displayed to other participants. This change only applies to the current meeting.

Note: To change your own name that is displayed, hover over your name in the participants list and click **Rename**. Names need to be renamed using the naming convention.

- **Non-Council Meetings**

Alders and public members of BCCs will have an underscore before their names to differentiate from non-members and to sort them at the top.

_Ald Keith Furman – Dist 19

_Pat Rewey

Note: Alders will be listed first due to the underscore and alphabetical order.

- **Staff and Clerks**

Clerk – Maggie McClain

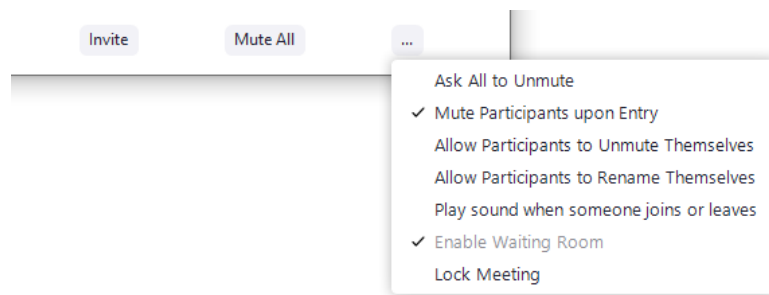
Staff – Heather Stouder

Tech Facilitator – Tanya Anderson

This will group them together. Chairs and Clerks will automatically be at the top because they are designated Co-Hosts in Zoom.

- **Put in Waiting Room:** Place the attendee in a virtual waiting room while you prepare for the meeting.
- **Remove:** Dismiss a participant from the meeting. They won't be able to rejoin.
- **Report:** This reports the person to Zoom for bad behavior and removes their permission for ALL meetings from anyone. Only use this if there was really egregious behavior.

You will also have access to enable or disable options at the bottom of the participants list:



- **Mute All / Ask All to Unmute:** Mute or unmute all participants currently in the meeting. When asking to unmute, they will get a prompt to accept and unmute.
- **Mute participants on entry:** Automatically mute participants as they join the meeting.
- **Allow participants to unmute themselves:** Do not allow.
- **Allow participants to rename themselves:** Do not allow.
- **Play enter/exit Chime:** Do not allow.
- **Lock meeting:** Doesn't allow other participants to join the meeting in progress.

Managing Raised Hands as a Host

The raise hand feature allows BCC members to raise their hand to indicate that they want to talk. As a Chair, inform your participants how you would like to use this feature at the start of the meeting. For example, Members of the body need to raise their hand to be recognized to speak. Then they will be unmuted to speak. People on the phone only can mute/unmute by pressing *6 and raise their hands by pressing *9.

Members of the public can raise their hands in meetings. Lower their hand if it is inappropriate.

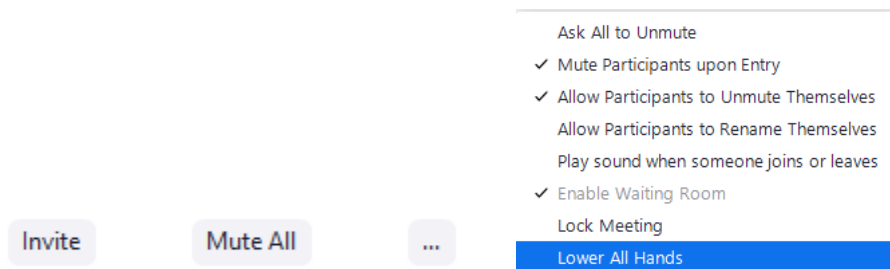
You can see who has their hands raised at any time by viewing the participants list:

1. Click **Participants** in the meeting controls.



Note: The order the Participants are listed in changes. Participants are displayed in the following order.

1. Participants with their hand raised. Participants that raised their hand first are displayed at the top.
 2. Participants without their hand raised.
2. Hover over a participant with their hand raised for these options:
 - **Ask to Unmute:** The participant will receive a prompt to confirm if they want to unmute or stay muted. (If it says Unmute, it will immediately unmute)
 - **Lower Hand:** Lower the participant's hand. Their position in the participants will move down after the participants with their hand raised.
 3. Click the three dots at the bottom of the participants tab, then click **Lower All Hands** to lower all raised hands.



If they need to share something (developer, staff, etc.)

They need to send their materials to a co-host (preferably in advance), and that co-host will share their screen advancing as instructed by the participant.

If they start sharing something inappropriate, the Host can stop their screen share from the menu at the top of the screen.

Special Circumstances

Closed Session

All pre-pandemic guidance on how to go into closed session still applies, but here are a few considerations in the virtual environment:

- If the chair doesn't feel comfortable with the technology, the tech facilitator should remain in the meeting to monitor the technology.
- Ensure all member cameras are on so as to allow for easy identification of the participants.
- Ask participants to verify that they are alone and that nobody other than authorized participants are able to hear the meeting.

To go into closed session:

1. Make sure anyone that you don't want in the meeting is **moved to the waiting room** (in the menu for their individual names).
2. Then **Lock meeting**. This can be found in the security menu.
3. **Pause** the recording.
4. If the chair is comfortable with the technology, designate the chair as host, and the tech facilitator should be put in the waiting room too.
5. When they are done, the chair only needs to allow the tech facilitator back in. They can reclaim host, and then let everyone else back in from the waiting room.

Suspension of Rules

Even though a BCC may suspend the rules to allow a more free flowing discussion, the public participation falls under the public comment process and the ordinance requires registration in order to offer public comment. MGO section 33.01(9)e states that members of the public "who comply with applicable rules, including registering to speak prior to the Sub-unit beginning discussion on any agenda item, on registration forms established by the City, shall be permitted at least three minutes to speak." A committee could suspend that rule to allow individuals to register and join a discussion after the committee has begun its discussion. Those ground rules should be established so that everyone is clear about the procedures and has an opportunity to register if they think they may want to comment during the meeting. The City Attorney does not recommend allowing people to speak without registering at all because it reduces transparency and accountability of the speakers and creates an incomplete record of what information was considered by the body.

The Chair must still manage the discussion so that it does not veer away from the items listed on the agenda, in order to comply with the Open Meetings Law. A discussion may be fairly wide ranging if the listed topic is broad enough but the public is entitled to fair notice of the discussion and if the discussion develops so that comments are being made that have no relation to the agenda item, the Chair should redirect participants.

Under Robert's Rules, which are adopted for BCC's under MGO section 33.01(9), speakers at a meeting must be recognized by the Chair. This is probably even more important when the participants appear virtually as there is not the same opportunity to observe body language and for speakers to interject to get the attention of the Chair or other participants by visual cues. The

public does have the ability to raise their hand just like the members of the body, so it is suggested that they be given instructions how to do that so they can join the cue to be recognized. Again, this rule may be suspended and it may be manageable to allow individuals to speak without being recognized if there is a small number of participants and the body agrees ahead of time to permit that type of engagement, but it becomes more difficult to manage when there are numerous individuals participating in the meeting.

During suspension of rules the public's video should remain off, as well as their ability to share screens and unmute themselves. These are in place for security concerns about zoombombing. If you do experience zoombombing, the individual can be removed and the meeting can continue. If the disruption is so severe and lengthy that the meeting cannot continue, it would have to be adjourned and reconvened after 24 hours' notice.

Interpreter request (including ASL)

The Department of Civil Rights is responsible for scheduling interpreters. Please contact lap@cityofmadison.com or the Department of Civil Rights at (608) 266-4910. When you are able to get the interpreter, have them register for item needed and put (Interpreter) after their name. When that item is considered they will be unmuted to begin interpreting. The public speaking time limit is doubled to allow for the translation at BCC and Common Council meetings.

Meeting Recess

All pre-pandemic guidance on how to go into recess still applies, but here are a few considerations in the virtual environment:

1. The host (tech facilitator) should **mute all** members of the body and **turn off the option for members to unmute themselves**
2. The host should request all members of the body **shut off their video**
3. The host could present a slide or document that says the meeting is recessed and list the expected return time (e.g., Return at 7:00PM)
4. The host should then **pause** the recording (if applicable)
5. The host should resume the recording just before "gaveling" back into session