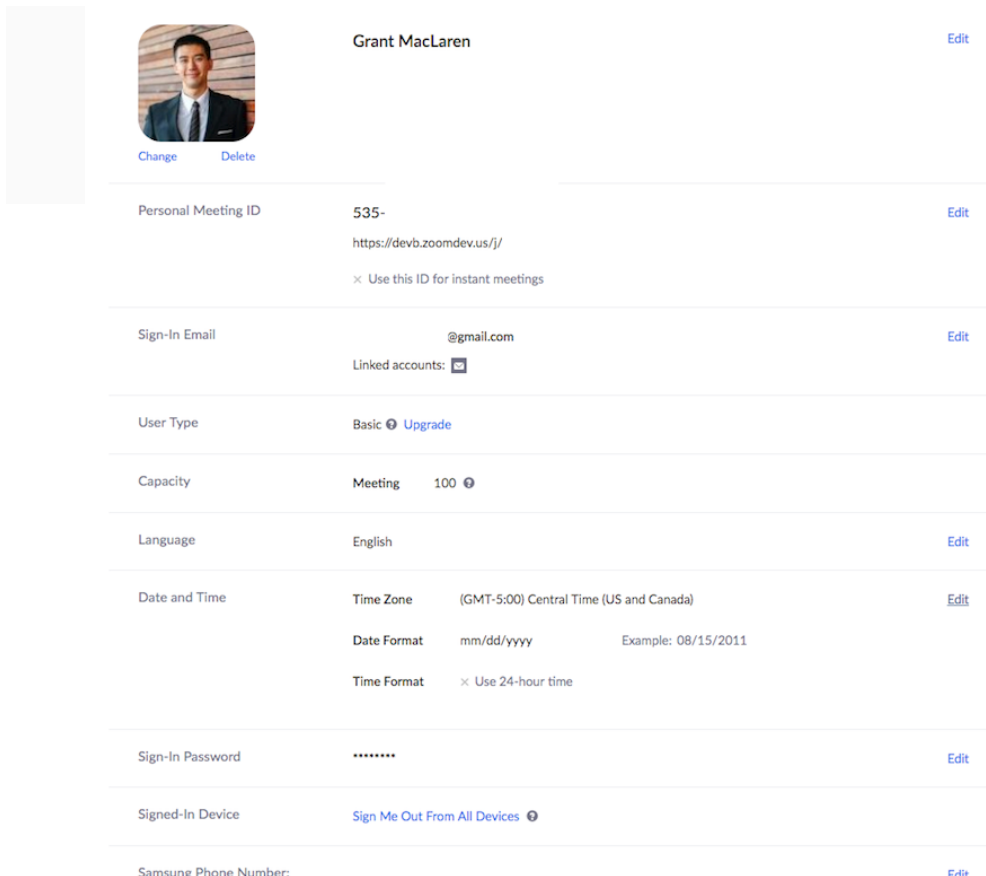# Zoom Instructions for attendance to Public Meetings

1. Creating your own account
2. Updating your profile
3. Downloading the Zoom client
4. Starting a test meeting
5. Joining another user's meeting
6. Meeting Etiquette

1. Creating your own account

To sign up for your own free account, visit zoom.us/signup and enter your email address. You will receive an email from Zoom (no-reply@zoom.us). In this email, click **Activate Account**.

2. Updating your profile

You can update your profile by adding a profile picture, set your time zone, update your password and more. To access your Zoom profile, sign in to the Zoom web portal and click **Profile**.

3. Downloading the Zoom client

You can download the Zoom Desktop Client for Mac, Windows, ChromeOS and Linux, as well as the Zoom Mobile App for iOS and Android from our Downloads page.

4. Starting a test meeting

You can join a test Zoom meeting to familiarize yourself with the Zoom and test your microphone/speakers before joining a Zoom meeting. Visit zoom.us/test and click Join.

5. Joining another user's meeting

There are many ways to join a meeting, but the easiest way is to click the join link that the meeting host provided. You can also click Join in your Zoom client and enter the meeting ID.
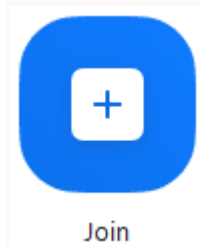
6. Meeting Etiquette

Prior to the Meeting Select where you will sit to join the meeting, for example try not to sit directly near a bright light source and if possible, try to provide a plain background to reduce distractions.

Remember that Council meetings are streamed live to the public, so please be aware of your surroundings, for example try and avoid family photos and make sure there are no confidential items in view of the camera.

Ensure that the device you will be joining the meeting from is fully charged, connected to the internet, has a strong Wi-Fi connection and you have your headset or headphones to hand if required/applicable.

Please join the meeting at least 15 minutes before it is due to start and so that your attendance can be recorded and to check that everything is working. The Democratic Services Officer may also conduct a roll call at the beginning of the meeting to confirm attendees. It is important that your Zoom profile name matches the details you sent to the Democratic Services team so they can easily identify you and allow you into the meeting from the waiting room.

Upon joining the meeting, please ensure that your microphone is muted, and your camera is on. Muting your audio avoids unnecessary background noise disturbing the meeting. Controls to mute/unmute your audio are displayed on the screen. Please only unmute your microphone when the Chair invites you to address the meeting.

The Chair will commence the meeting and make any necessary introductions. The Chair will then run through the business on the Agenda and invite you to speak at the appropriate time in the meeting.

If you have any questions prior to the meeting, please contact the Democratic Services team using the contact detail included with your Zoom meeting invite