

## Procedures and Tips for Using Zoom for the Annual Meeting

1. **Before the meeting:** Make sure Lakeport has your correct email address (if you are receiving announcements from “Lakeport Cluster,” we have your email; if not, send your email address to [board@lakeportcluster.org](mailto:board@lakeportcluster.org) and Ali Long at [along@scs-management.com](mailto:along@scs-management.com)).
  - If you already have Zoom installed, please make sure you have the latest updates so installing those doesn’t delay your signing in to the Annual Meeting.
  - If you are using a computer, tablet, or smart phone and have never used Zoom before, we recommend you download the free Zoom app from the Apple App Store or Google Play before the meeting (you will be prompted from the emailed invitation if you don’t have it). Once downloaded, the app displays as an icon with a white camera on a blue background. Also read through the Tips for Using Zoom below that tell you how to mute/unmute, control video, use the “Raise Hand” feature if you want to speak, and use Chat if you encounter a question or problem.
  - If you are planning to dial in using a phone instead of using the Zoom app (not recommended), you’ll need to email our SCS property manager Ali Long at [along@scs-management.com](mailto:along@scs-management.com) in advance with the phone number you will be using to call in so she can admit you to the Annual Meeting as well as the email address you will be monitoring during the meeting so she can send your ballots to vote via email.
2. **Emailed invitation:** You will receive an invitation to the Annual Meeting that will include a link to the Zoom meeting (and a call-in telephone number, meeting ID, and passcode for those dialing in). The Annual meeting starts at 7:00 pm, but we’ll start admitting owners to the meeting at around 6:40 p.m., and it would be helpful if you join early to avoid a bottleneck.
  - If you are using a computer, tablet, or smartphone, click on the link in the email.
  - If you are calling in via phone, dial the number in the email and enter the meeting ID and passcode if prompted.
3. **Waiting Room:** You will first be admitted to a “Waiting Room,” where you can read information on using Zoom at the Annual Meeting.
4. **Before the meeting starts:** Prior to 7:00 p.m., you will be admitted to the meeting itself, where you can unmute and talk with other participants until the meeting officially starts. If you haven’t already done so, please turn on your camera. To make it easier to record attendance, please add your house number to the front of your name: 1) open the Participants window, 2) hover over your name and select the Rename option (you may have to right-click to see it), 3) insert your house number at the front of your name (e.g., 1905 John Doe), and 4) select OK. Otherwise, you may get a chat message from “SCS-Ali Long” requesting your address so she can record your presence on the attendance sheet.
5. **Mute:** *Once the meeting starts, please be sure your device is muted* to eliminate distracting noises (or a host will do that for you). Look on your screen for a circle with a microphone icon and click on it to turn Mute on and off. When you’re muted, the icon will have a diagonal bar across the microphone.
6. **Discussion:** We’ll open the meeting to questions and comments at various points. If you want to say something, use the Raise Hand feature in Zoom. Please be succinct and remember to unmute and then mute again when you have finished speaking.
7. **Votes:** We will hold two anonymous votes (approval of minutes and election of board members). When it’s time to vote, a Zoom Poll box will be displayed for you to enter your vote and then click on the Submit icon. If you are dialing in, you will need to vote via email: 1) Open an email sent to you during the meeting from Alexandra Long with the Subject “Lakeport Annual Meeting Votes,” 2) click Reply, 3) enter your votes, and 4) then click Send.
8. Please use the Chat feature to communicate only with Board members or SCS-Ali Long (our property manager).

### **Tips for Using Zoom**

You can use a laptop or other computer, tablet, smartphone, or even just dial in (although the latter is not recommended because you won't be able to see the PowerPoint or other participants and it will be more complicated to vote). Note that if you want to talk, your device should have a microphone, and using a camera is preferred (though not necessary). For those not familiar with Zoom, here are features for each type of device:

**Computer** – *to access the tool bar, usually at the bottom with the following features, just click the screen:*

- o **Audio:** Click the microphone icon, usually in the lower left corner. **Be sure to mute when through speaking.**
- o **Video:** Control by clicking on the camera icon, usually in the lower left corner.
- o The **Raise Hand** feature is accessed as follows: 1) open the Participants window in the middle of the tool bar at the bottom, 2) click the Hand/Raise Hand icon, usually at the bottom right of the Participants box (you may first need to click the three dots on the bottom right to see the Raise Hand feature).
- o **Chat:** Click on the Chat icon in the bottom bar to open the box, select the person you want to chat with from the "To:" list, type your message in the text box at the bottom, and click Send.
- o **Other:** When you join, choose full screen. Also click on the Participants icon to open it as a separate box (and to access Raise Hand) and move so it doesn't block the PowerPoint when it appears.

**Tablet** – *to access the tool bar at the top with the following features, just tap the screen:*

- o **Audio:** Tap the microphone icon in the tool bar to Mute and Unmute.
- o **Video:** Control by tapping on the camera icon in the tool bar.
- o The **Raise Hand** feature is accessed by tapping "More" in the upper right corner and then tapping "Raise Hand."
- o **Chat:** 1) Open the "More" option in the upper right corner, 2) Select Chat to open the Chat box, 3) select the person you want to chat with from the "Send to" list, 4) type your message in the text box below, and 5) click Send.
- o **Other:** Set up your tablet at eye level, either using a tablet stand or prop it against a stack of books with something low in front to hold the tablet upright.

**Smartphone** – *to access the tool bar at the bottom with the following features, just tap the screen:*

- o **Audio:** Tap the microphone icon in the lower left corner to Mute and Unmute.
- o **Video:** Control by tapping on the camera icon in the lower left.
- o The **Raise Hand** feature is accessed by tapping "More" in the bottom right corner and then tapping "Raise Hand."
- o **Chat:** 1) Open the "More" option in the bottom right corner, 2) select Chat to open the Chat box, 3) select the person you want to chat with from the "Send to" list, 4) type your message in the text box at the bottom, and 5) click Send.
- o **Other:** Since the phone screen is small, you will need to swipe left to see other people in the meeting besides the speaker. Continue swiping to view all participants. Instead of holding the phone below you, prop it up vertically using a smartphone stand or against something at eye level and don't move it except to vote, raise your hand and speak, or chat. Be sure you have updated your settings to allow Zoom to use your microphone (scroll to the bottom to select Zoom and then turn microphone on).

**Dial in:**

- **Audio:** Press \*6 to mute and unmute.
- The **Raise Hand** feature is accessed by pressing \*9.
- The PowerPoint, video, and chat are not available.

**Other tips:**

- **Power:** Be sure your device is charged or plugged in for the meeting (it's scheduled for two hours).

- **Multiple participants in same household:** It's best to use only ONE device for the meeting (e.g., have all owners at the same device), but if more than one device is used, be sure to use them in different rooms so the audio does not reverberate. **IMPORTANT:** Only one owner can vote in the Annual Meeting.
- **Audio: Always mute unless you are speaking,** and try to minimize background noise (TV, kids, pets, kitchen noises). When you do want to speak, you'll need to remember to unmute (and then mute again once you're done). Cell phone earbuds or a headset are recommended (they have a good microphone, and it's easier to hear).
- **Camera:** You will look best if the camera is at eye level, lighting is in front of you, and you are seated and centered on the screen (especially challenging with smartphones). Be aware of what's in your background and that people can see everything you do.