

# Guide to Participating in SAPC's Online Annual General Meeting (AGM)

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## Introduction

- This year's AGM will be online and will use Zoom video conferencing.
- Zoom security features will be used for SAPC's AGM.
- For security reasons, only members and invited guests may attend.
- The meeting agenda and other meeting material will be posted on the SAPC website. Participants are asked to review the material before the meeting.
- The AGM will be recorded.

## Preparing to Participate

### Registering for the AGM

- A person with an active (non-lapsed) SAPC membership will be able to register for the AGM by either:
  - clicking the Register button in their email invitation, or
  - logging in to the SAPC website, going to the Meetings calendar, selecting this year's AGM, and clicking Register.
- Registrations will close two days before the AGM.

- Registered members will get a registration reminder email TWO days before the meeting. This email will have the confidential link (meeting ID and password) to join the meeting. Keep track of that email.

***For the security of our meeting, please do NOT share this registration reminder email or meeting link with anyone else.***

- Two members living at the same address may attend the meeting together on a shared computer, but each should register individually to speed up our attendance taking.

### Technology Requirements

- To participate by computer, you will need an iPad, a smartphone (iPhone or Android device), a Mac desktop or laptop computer or a Windows desktop or laptop computer. Your computer must have speakers or headphones and a microphone.
- As there has been no demand to connect by telephone in past years, and as one cannot vote if participating by telephone, this option is discontinued. Attendees must participate by computer per the previous bullet.

### Preparing Your Computer

- Immediately after getting your registration confirmation email, open it and click the Zoom meeting link in the email.
- If you do not already have the Zoom app or program installed on your computer, you may be asked to install it. Accept this request and install the software. (Technically, you do not have to install Zoom software to attend a Zoom meeting but Zoom works better if you do install it in advance.)
- If you already have the Zoom app or program installed on your computer/device but have not used it in a while, you may wish to open that program well in advance of the meeting and, if needed, update the Zoom software/app on your device.
- When you start Zoom, if you are asked to enter your name, enter both your first and last name. (Needed for attendance at the AGM.)
- At this time, Zoom does not require you to have a Zoom account to use Zoom. You may decline the Zoom suggestion to “Sign Up” or “Sign In”, however if it becomes mandatory (in future), you can set up a free Zoom account.
- If given the opportunity to test your Zoom by testing your video and audio, joining by Video, etc., use this opportunity to test and adjust your settings and device.
- Close Zoom.

As an alternative to the above step 2, you may install Zoom as follows:

iPad or iPhone	Desktop computer (Windows)	Android device
Download app <i>Zoom Cloud Meetings</i> from Apple App Store	Using your browser (e.g. Google Chrome or Internet Explorer), go to <a href="https://zoom.us/download">https://zoom.us/download</a> , and download <i>Zoom Client for Meetings</i> . This will save <i>ZoomInstaller.exe</i> to your computer. After saving this file, run it to finish the software installation.	Download the Zoom app from Google Play. Ensure it is the one from Zoom.US, not some imitation software.

## Getting Help in Advance

If you need help getting started with using Zoom, please immediately email one of the following for assistance:

- [Technology@PickleballStalbert.ca](mailto:Technology@PickleballStalbert.ca) (Ray)
- [Director1@pickleballstalbert.ca](mailto:Director1@pickleballstalbert.ca) (Tamas)
- [Info@pickleballstalbert.ca](mailto:Info@pickleballstalbert.ca) (Carol)

Please include your phone number in the email and provide as much detail about your problem as you can. We will work with you to try to resolve any issues you have in the two weeks before the AGM, to help you be prepared to join and participate in the AGM. Note that NO such help will be available during the AGM because we will all be busy facilitating different components of the AGM.

## Attending the AGM

### Getting Connected

1. TEN minutes before the meeting start time, open your registration reminder email and click the meeting link.
2. If given the choice to do any of the following, agree to it (accept it or pick “yes”):
  - a. to open Zoom
  - b. to allow Zoom to access your camera or microphone
  - c. to test your video or audio (and then carry out your testing)
  - d. to “Join with Video”
  - e. to subsequent “Join with Internet Audio”

You do not have to accept future Zoom notifications.

3. As a security measure, upon joining, you will be placed in a virtual waiting room. The Technical Coordinator will allow you to join the meeting from the meeting room once the coordinator has verified your name from a list of those registered. The coordinator may also allow you entry subject to subsequent verification by our Attendance Taker.
4. You will be muted at the beginning. (See the *Using Zoom* section for more information on muting and unmuting.)

### Taking Attendance

- At some point in the online meeting, a pre-appointed SAPC board member or delegate will take attendance by reviewing a list of those registered against a list of online participants.
- If anyone has not used their full name in their Zoom setup, the Attendance Taker will ask that person to identify themselves.
- The attendance taker will then ask if there are any members who are attending as a pair to please raise their hand. Each person with a raised hand will be asked in turn to provide the name of the second attendee (the one NOT identified by name via Zoom.)

## Asking Questions

- When the floor is open for questions or discussion, indicate your desire to speak by raising your hand so it is clearly visible to your camera.
- Wait until called upon by name.
- Alternatively, open the Chat window and type your question in the chat message bar. Just like a text, hit enter to transmit your question or comment.

## Voting

- Zoom polling will be used for most votes. Simply respond to any question you see on the screen within one minute.
- Two members in the same household may share a computer Zoom session to attend, but only one vote will be recorded per session. If each member wants to vote individually, each must attend with their own Zoom session.
- If Zoom polling is not available, voting will be by “show of hands.” For this meeting, we will use a physical show of hands. To vote when a verbal question is given, raise your hand in front of your face so it clearly visible to your camera. If two members are sharing a camera, both should raise their hands.
- If any member asks for a secret ballot (e.g. for a contested board position vote) or if there is a similar number of people voting yea and nay on a show of hands vote, these votes may be conducted by a separate poll available to all members, even those who don’t participate in the online portion of the AGM. This poll will be issued via our Wild Apricot membership system, will come to eligible voters via email, and will be open for five days after the online portion of the AGM.

## Using Zoom

- Please learn at least how to mute and unmute your microphone using Zoom. You will need to unmute to provide a verbal response during attendance taking or if you wish to ask a question or engage in a directed conversation.
- Please also turn off all background noise such as TVs, move to a quiet room, and keep your microphone muted until you plan to speak.
- To improve your picture, close drapes and turn off lights behind you, or change your position to ensure your face is well lighted. Sit up close to the device so your face(s) fill the screen.
- If you generate feedback (screeching sound) with your setup, then your microphone is picking up too much sound from your speakers. Reposition your speakers or microphone if possible or use headphones rather than computer speakers.

Feature	iPad or iPhone	Desktop computer	Android
To see a Zoom menu or tool bar	tap the Zoom window	wave cursor over window	
To mute or Unmute	Tap <i>Mute</i> or <i>Unmute</i> in top toolbar, right corner	<ul style="list-style-type: none"><li>• Select <i>Mute</i> or <i>Unmute</i> (bottom toolbar, left side) OR</li><li>• press Alt-A OR</li><li>• if muted, press and hold space bar to temporarily unmute.</li></ul>	

Feature	iPad or iPhone	Desktop computer	Android
To change the view	Tap <i>Switch to Gallery View</i> or <i>Switch to Active Speaker</i> button on left	Click <i>Gallery View</i> or <i>Speaker View</i> in the top right corner (may not be shown until more participants join)	
To open the list of participants	Tap <i>Participants</i> in top toolbar, right corner	Click <i>Participants</i> in menu at bottom of screen	
To open the Chat window (for “texting” during the video conference)	Tap <i>More</i> (icon with three dots) in top toolbar, right corner, then tap <i>Chat</i>	Click <i>Chat</i> in menu at bottom of screen	
To see more on your screen	Turn your device sideways (landscape)	Maximize the Zoom window	

Trouble Shooting

Others Can’t Hear Me

1. First try to unmute your microphone as described in a previous section.
2. Try leaving the meeting, quitting Zoom, and rejoining. When you are given an option to test your audio, take the test. It may reveal your computer is set to use the incorrect microphone or headphone device.
3. If the above still don’t help:

iPad or iPhone	Desktop computer	Android device
Go to Setting app. On the left pane of Settings, scroll down to Zoom app. Press Zoom. In right Zoom pane, turn on microphone.		Go to Settings > Apps > notifications > App permissions > Microphone, and switch on the toggle for Zoom.
Close all other apps. Double tap home button to see apps currently running. Swipe up to close an app.		Tap the multi-task button (the square icon usually in the bottom-right corner) to view apps currently running. Swipe left or right to close an app.