

Many of you may already be used to the Zoom video conferencing app or similar conferencing software. If so, then much of this may be familiar to you. If not, read on to find out how to join us on the day and get the best out of the ScotWays 2020 Virtual AGM. Even if you are familiar with it, please read on to find out how we'd like you to participate.

Joining the Meeting.

In the joining email you have been sent, click the link to be taken straight to the AGM. You will arrive in a waiting room and will be let into the meeting by the host.

There are three ways of joining the meeting:

- You can use the Zoom app that you can download to your desktop or laptop computer or your mobile device, or
- You can join by web browser. Please note that Zoom do not support all web browsers and the functionality may be different to the downloaded app or even another web browser.
- You can join by telephone and listen to the meeting if you are unable to join by computer. You can find out how to do that on the Zoom website (<https://support.zoom.us/hc/en-us/articles/201362663-Joining-a-meeting-by-phone>). NOTE that you will be charged if you join by phone at the rate set by your telephone provider. Make sure to use the number that is most local to you.

Find out about joining a Zoom meeting and try a test meeting at the Zoom website (<https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-meeting>)

During the meeting.

Controls

These vary depending upon the device you use to join the Zoom call. On a laptop or desktop computer they are mostly at the bottom of the screen, on a tablet or phone they tend to be at the top. Take a moment to familiarise yourself with where they are on your chosen device.

Typically the controls will look like this. You may not see all of these and you will not need all of them.



Some controls may be hidden behind a More icon, particularly on tablets or mobile phones.

Zoom and the 2020 Virtual AGM



Mute

When you first arrive, your microphone will be muted. As we have so many people attending, please keep your microphone turned off when you are not speaking to the AGM. If you forget to turn it off and accidentally broadcast background noise, ScotWays may mute your microphone remotely.



Unmute



Stop Video

There will be lots of people at the AGM and you will not be able to see them all on the screen at once. We will be sharing presentations too and these will further restrict the number of people you can see at any one time.



Start Video

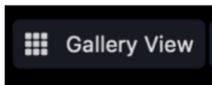
Your computer may not have a camera anyway, but if you do have one and don't want to use it during the AGM to let people see you, that's fine.

Getting the best out of the meeting

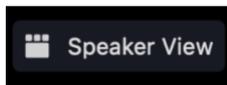
Get a comfy chair, your favourite drink and a few snacks – it's all self-service this year. Adjust your device screen so that you can see it easily. Set the view to 'Speaker View' (top right of your screen, tablet, left hand side) as this will make your device always show you the person that is speaking, making it easier for you to follow the action. Gallery view tries to show you everyone in a grid on screen - not easy in a large meeting.



Switch to
Active Speaker



Gallery View

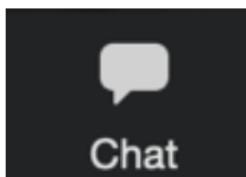


Speaker View

Make sure your microphone is off, relax and enjoy the talk and AGM.

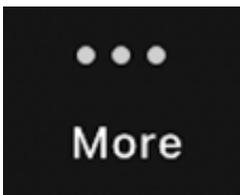
Participating at the meeting.

The talk.



Chat

During the talk you may want to ask a question of the speaker. Please open the chat panel by clicking on this icon, type your question and hit the return key. At the end of the talk our Chair, John Elliot, will ask some or all of the questions posed to our speaker.



More

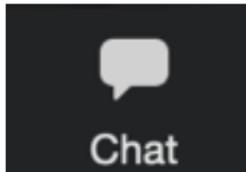
On a tablet this may be hidden behind the more icon.

Zoom and the 2020 Virtual AGM

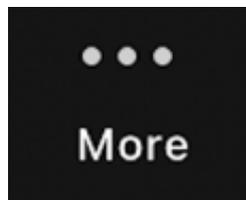
The AGM

With polls, reports and short talks, there is much more potential for you to want to participate. As with any AGM, the Chair, John Elliot, will manage audience participation assisted by ScotWays staff who will be monitoring the meeting from behind the scenes.

Questions with the chat panel.



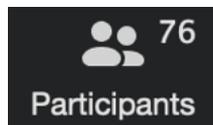
As during the talk, please open the chat panel by clicking on this icon, type your question and hit the return key. Our Chair, John Elliot will ask some or all of the questions posed to the speaker. ScotWays staff may also directly answer questions asked this way.



On a tablet this may be hidden behind the more icon.

Questions raising hands.

You may not have time to type a question so, for these moments, you can raise your hand.



Click the participants icon at the bottom of your screen and a box will open that shows everyone attending the meeting and a line of icons. Click on the blue hand marked 'raise hand'. The hand icon will appear.

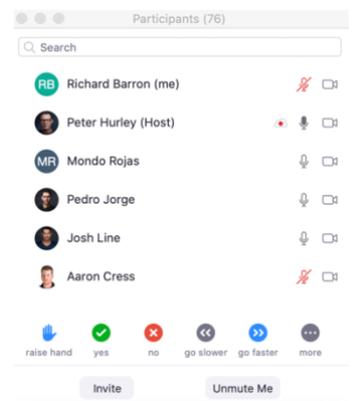
Chair John Elliot will be able to see your raised hand and will ask you to speak as long as time allows. Remember to unmute yourself so we can all hear you!

Polls

We have to make some decisions at the AGM. To do this we will be using the Zoom Poll feature. When it is time to vote, a poll window will open on your screen with the question and all the possible answers. Choose your answer and click submit. The window will disappear.

After the poll has been closed, the results will be shown to everyone attending. Please remember only members can vote. Supporting organisations and visitors cannot vote. After the meeting any close votes will be scrutinised to make sure only members voted. Should this result in a different outcome to that shown at the AGM, members will be informed.

If you are viewing the AGM over a web browser, it is possible the poll window may not appear. If this is the case, type your response in the chat panel (Yes, No, abstain) and our staff will note your response and add it to the vote.



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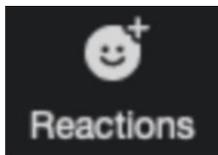
Problems?

If you have audio or video feed issues, wait a moment in case it is not just you. No improvement? Close Zoom and re-join us again. If you still have problems and can access the chat panel, type your question and our staff will try to help. If you cannot access the chat panel and restarting Zoom and re-joining the meeting doesn't help, then I'm sorry but you will not be able to join the AGM.

For any other comments, questions or problems, type them in the chat panel and one of our staff will try to help. You will recognise our staff as they will have "ScotWays Staff" after their name.

Please note, if your question involves something technical, there may be a delay in replying if our audio/visual technician is busy.

I want to show how much I'm enjoying the AGM and talk.



You can show your appreciation for the speaker by clicking the Reactions icon and choosing the clapping hands. These will then appear on your video feed (even if your camera is turned off) for 5 seconds.

