

How To

# Participate in Virtual Hearings

**LEGISLATIVE REAPPORTIONMENT COMMISSION**

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# Public Participation in Commission Hearings

The Legislative Reapportionment Commission will hold hearings in preparation for the 2021 Legislative Reapportionment. All Pennsylvania residents are encouraged to participate. You can find a list of the public events schedule at <https://www.redistricting.state.pa.us/commission/hearings>



## Joining and Participating in Commission Hearings

### Watch the Commission Hearings

All public meetings held by the Legislative Reapportionment Commission will be recorded and livestreamed for the public to view.

**If you do NOT plan to testify, Zoom participation is not necessary,** and you should simply watch the hearing on the livestream at <https://www.redistricting.state.pa.us/commission/livestream>.

If you are not able to watch the live meeting, recorded meetings can be at <https://www.redistricting.state.pa.us/commission#news>.

## Register to Provide Testimony at a Commission Hearing

Virtual hearings of the Legislative Reapportionment Commission will require you to pre-register if you wish to provide public testimony, or feedback on a matter of concern. Registrants will need to fill out a brief form and provide a summary of their comments.

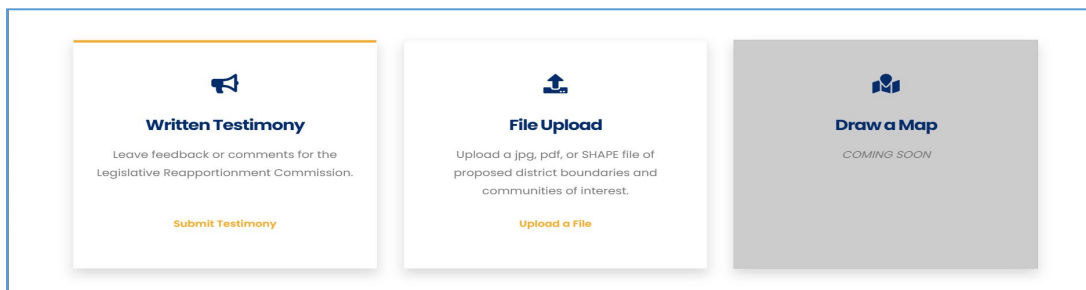
Testimony must be submitted 48 hours prior to the start of the hearing. Materials received after this date and time will not become part of the record, and will not be considered by the Legislative Reapportionment Commission.

**Due to limited available time, the Commission may not be able to accept all registrations. Registering to testify does not guarantee you a chance to speak or speak at specific times. Time constraints, technical issues, changes to committee schedules, etc. could affect your ability to testify.**

1. You must select the specific hearing for which you would like to testify. Go to <https://www.redistricting.state.pa.us/commission/hearings> and select the date and time that you wish to participate. Make sure to review the details of the hearing to confirm that you are registering for the correct hearing.
2. After submitting your registration, if you are selected to testify, you will be contacted by the Commission, via email, and provided with instructions to connect remotely to the hearing. Please make sure that you check your spam or junk mail folder if you cannot locate a confirmation email from the Commission.

**If you do not receive a response confirming your registration to speak at the hearing, you are still welcome to submit comments to the Commission through the website at <https://www.redistricting.state.pa.us/comment>**

3. Optionally, you may choose to post your testimony or supporting documentation to the public website. Visit <https://www.redistricting.state.pa.us/comment> and click on the “Written Testimony” icon to submit testimony, or to provide feedback on a matter of concern to the Commission.



4. Fill out form completely, and make sure your name, telephone number, and email address are correct. **All submissions are subject to content moderation, and will be reviewed before being**

made public. Questions for the Commission should not be submitted, and will not receive a response.

## Provide Testimony to the Commission at a Hearing

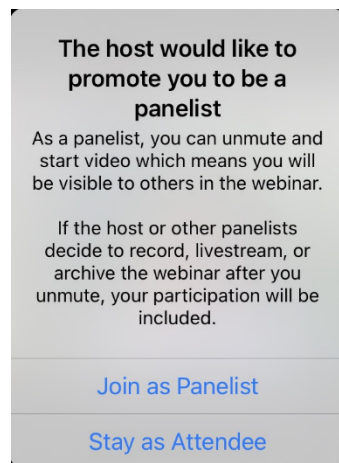
Maintain proper protocols for testifying, which include ensuring testimony is respectful, and any objects appearing in the background of the video feeds are appropriate and professional. Zoom backgrounds that include a slogan or any other material, including material that is campaign-related, offensive, or otherwise defamatory, will not be permitted.

If you have been selected to testify, log in to Zoom 15 minutes before the hearing starts with the link provided by the Commission, and turn off camera and microphone until your name is called by the Chair. You will be connected to the hearing in Attendee View until you are called upon to speak.

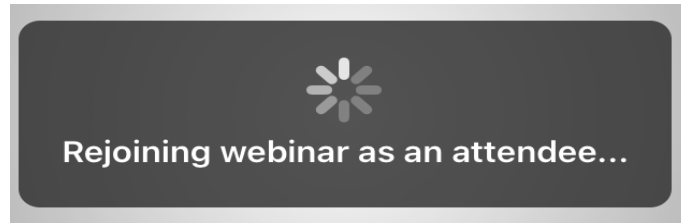
**The Chair may limit public testimony at any point during the hearing due to time constraints. A specific time slot cannot be guaranteed, so please be prepared to testify at any point during the hearing.**

### Step-by-Step Instructions:

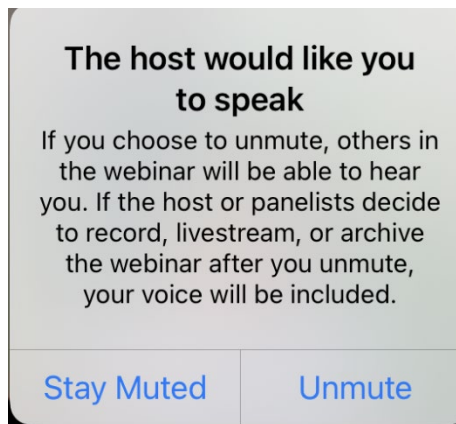
1. When it is your turn to testify, the Chair will call your name. At this time, the host will transfer you from “Attendee” to “Panelist View” in Zoom, and allow you to be unmuted by the host. Click “Join as a Panelist.”



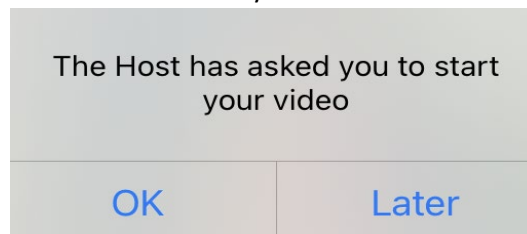
During this transition, your Zoom window will temporarily disappear and indicate it is “Rejoining” the hearing.



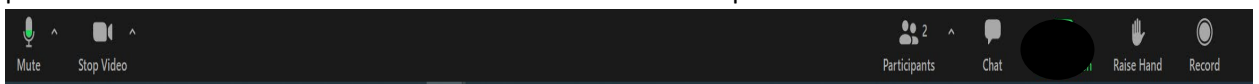
This will give you permission to speak, and you will receive notice that you must unmute yourself to be heard. **When prompted, you must click the blue button labeled “Unmute”.**



2. You must click the “Start Video” icon. In order to provide testimony via Zoom, the Commission requires that your camera is enabled and that you are visible.

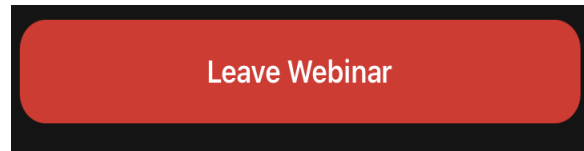


3. When you have rejoined as a panelist, the audio & video controls will appear on the lower portion of screen. You will have access to these controls as a panelist.



4. After your remarks, you will be reverted to an attendee and will no longer be able to speak.

- When you wish to leave the hearing, you may click the red “Leave Webinar” icon in the lower right-hand corner of your screen. If you stay for the remainder of the hearing, you will automatically be disconnected once the hearing adjourns.



**The Legislative Reapportionment Commission and technical staff are unable to assist with any individual connection, Zoom link, or any other technical issues you may experience. Please see the FAQ’s and Troubleshooting instructions below for tips on how to address any common link or other issues you may experience.**

## Getting Started with Zoom

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You do not need a Zoom account to attend a Zoom hearing. You will be prompted to download the software, once you have clicked on the link that you have been provided. You may also wish to create an account, but that is not required to participate.



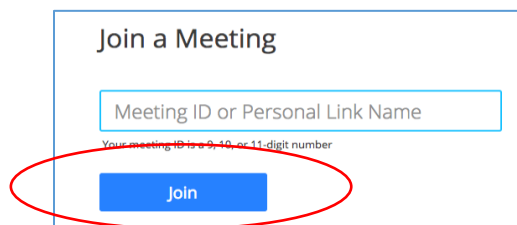
Zoom hearings can be joined from an internet browser, the Zoom application (“App” for your phone or tablet), or mobile phone (see instructions below).

You can download an application (“App”) to your smartphone or device. To download the Zoom mobile application, visit the website at <https://zoom.us/download>

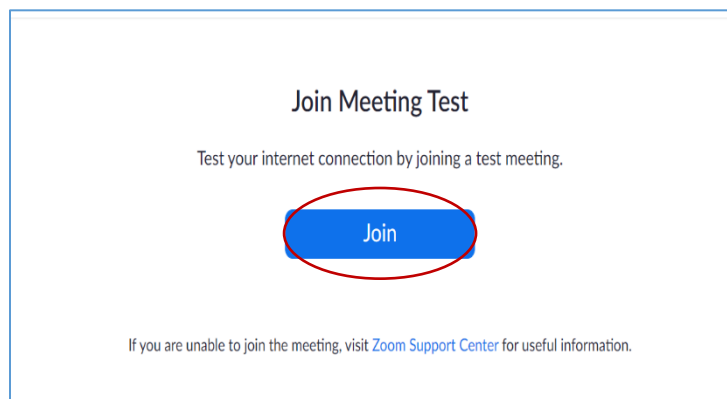
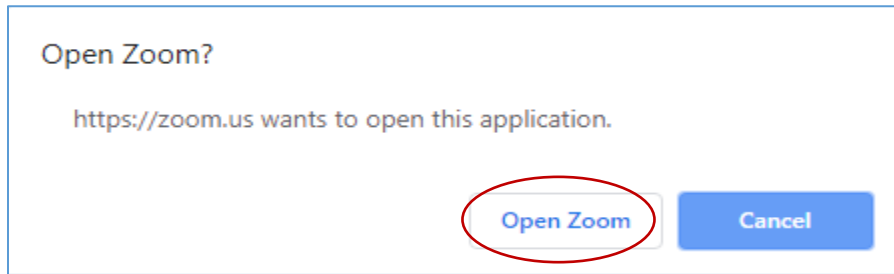
## To Join Without Downloading Zoom

You do not need to download or install any software to join a Zoom hearing. When you click the link provided you will see an option to “Join from your browser” link. Use this option if you do not wish to install software on your device.

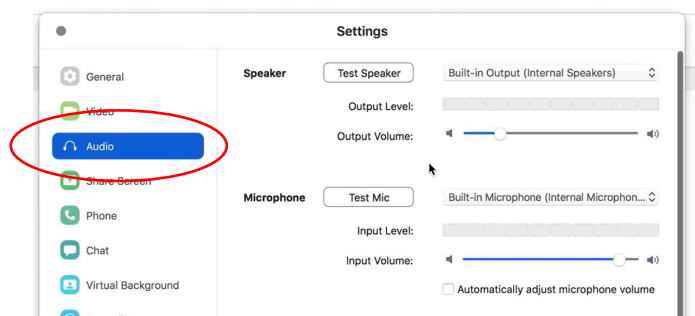
- Open an internet web browser
- Go to [Join Meeting - Zoom](https://join.zoom.us/) <https://join.zoom.us/>
- Enter you meeting ID# provided by the Commission in your email confirmation.
- Click Join



5. Click Open Zoom Meetings (PC) or Open Zoom US (Mac). You need to click this option every time you try to launch Zoom from a web browser.



**If you haven't used Zoom before, please test how Zoom will work on your computer, phone, or tablet by going to: <http://zoom.us/test>** This will help you set up your audio and video connections.



To watch a video about how to join a Zoom meeting, click this link:

<https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-meeting>



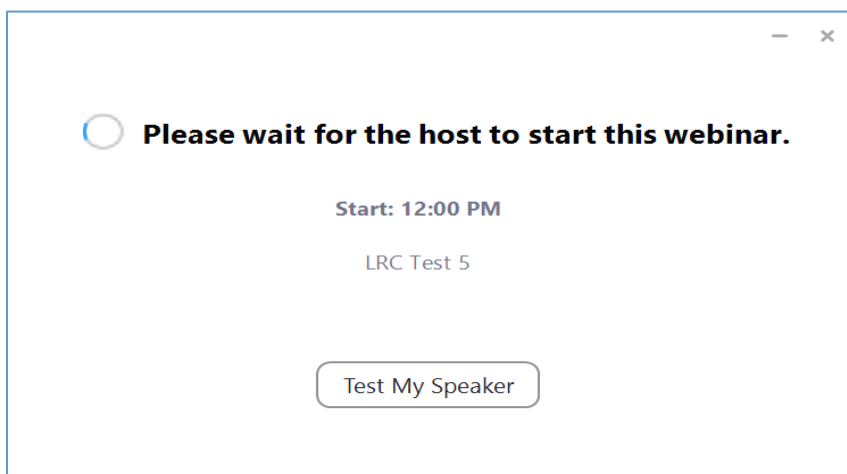
## Getting Connected to a Hearing with a Zoom Link

### To Join by Video:

- 1 We recommend connecting at least 15 minutes before the start of the hearing. Click on the email “Join Webinar” link that will be provided to you via email and includes the Zoom Meeting ID number. **\*\*NOTE\*\*** This link is unique to you and should not be shared with others.
- 2 This will open Zoom and prompt you to “Launch Meeting” (if you have installed Zoom on your device), download and run Zoom, or join from your browser.
- 3 If prompted, enter your name and email, then click the “Join Webinar” icon. **\*\*\* NOTE: You must use the same name and email address you used when registering for the hearing.**



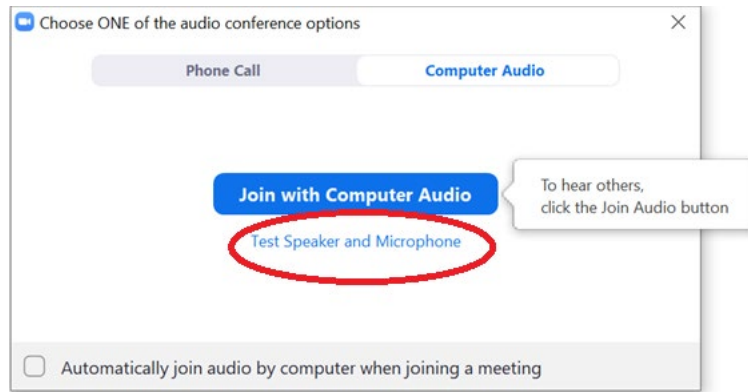
- 4 When you are connected to Zoom, you will enter the virtual waiting room and wait for the host to allow you in. You will see the message below until the hearing starts.



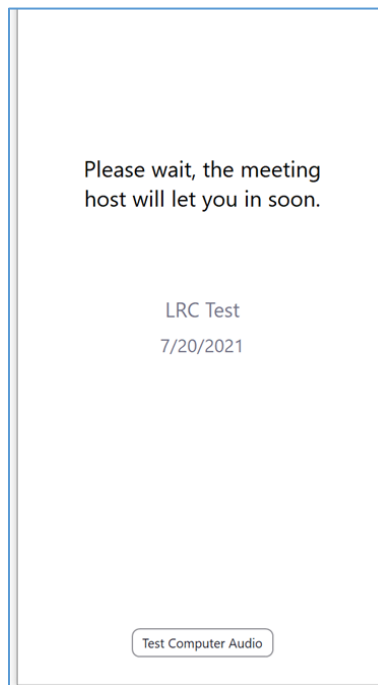
If you have not previously installed Zoom on your computer, you may want to allow a few minutes for additional setup.

## Waiting for the Host to Start Hearing

The start time will be indicated in your confirmation email. You will be joining the hearing in “Attendee View.” In this view, you will be able to adjust microphone and speakers in Audio settings. This is a great time to test your speakers! Simply, click the “Test my Speaker” icon.



If you have joined a meeting prior to the scheduled start time, you may see the following message, although no further action is needed.



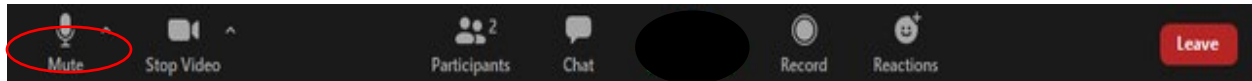
## Participants have access to these features

As you join, confirm that your audio and video are running correctly.

### Audio Controls:

**Join Audio or Mute/Unmute:** Allows you to change the microphone and speaker, leave computer audio, and access the full settings. To mute and unmute your microphone click the ^ arrow next to Mute/Unmute in the lower left corner.

Pictured here:



### Video Controls:

**Start Video/ Stop Video:** Turns your camera on and off, allows you to change cameras if you have more than one, select a virtual background if enabled, or access full video settings. To start and stop video click the ^ arrow next to “Start Video/Stop Video” icon in the lower left corner.

Pictured here:



### Chat Room:

**Chat:** The chat feature provides the ability to send instant messages during the hearing. Chat will be enabled as a way to communicate with the host only. Participants can send private messages to the host.



# Frequently Asked Questions and Troubleshooting

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## ***What should I do if I can't find my Zoom link after I register?***

1. Check your spam, junk, or other email folders. Zoom emails may have been filtered into one of these folders.
2. Check to see if you have a firewall enabled. A firewall may be blocking incoming emails.

## ***How early can I join meeting?***

You can join the meeting any time prior to the start. However, the meetings video feed will not be visible until the Commission and A/V staff start the broadcast. This generally happens 15 – 30 minutes before the scheduled start time.

## ***My internet connection is unstable. What should I do?***

If you frequently have connection or bandwidth issues, we recommend that you use your phone to call into the hearing to testify. See instructions above for “To Dial by Telephone” for information on how to testify. Be sure to use the same number as the one you used to register. The staff will be able to identify you by the last three digits of your phone number. This is the only identification available with Zoom. If the Chair calls your name but cannot determine who you are by the phone number, you will miss the opportunity to testify.

## ***I connected to the hearing but I can't see or hear anything. What should I do?***

1. Make sure you are connected to the correct session. The name should be on the email invitation.

2. Exit meeting and rejoin.
3. Test your computer and audio when prompted.

## ***How do I Mute/Unmute?***

As an attendee, you will automatically join as a “View-only Participant”. Your microphone and camera will both be off and you will not be seen or heard by the other attendees or the host. You can only be unmuted, with permission, by the host. To confirm that you are muted, look for the microphone icon in the bottom left corner. It will have a line through the icon to show that you are muted.

## **Phone controls for participants while in a Zoom Hearing**

**\*6 to Mute/Unmute (after permission from Host)**

## ***I am called to testify and my microphone is not muted but the Commission cannot hear me. What should I do?***

1. Check that your audio settings did not change automatically, which can happen in Zoom. To do so, click the upward arrow (^) next to “Audio Settings” and verify that the microphone is set to the device or headset you intend to use.
2. To confirm that you are unmuted look for the microphone icon in the bottom left-hand corner.
3. Make sure that your speaker volume is turned up.

## ***I am having video issues and others cannot see me. What should I do?***

(this only applies to Testifiers)

1. Make sure your camera is turned on and you have selected the “Join with Video” option.
2. If camera is turned on, make sure nothing is blocking the camera view.
3. If using an external web camera, try connecting it to a different USB port.
4. If you continue to experience difficulties, try restarting your computer/device.

## ***How can I ensure that I sound my best when testifying?***

1. If you are connecting via Zoom, it is important that you DO NOT connect to the livestream. Having both open at the same time will cause significant audio issues.
2. Use a hardwired internet connection. A hardwired Wi-Fi connection is generally more stable than a wireless connection. This will avoid any issues with fading in and out.
3. Test your audio before meeting begins. After joining meeting, click “Test Speaker and Microphone” to ensure speakers and microphone have good sound quality.
4. Attend webinar in a quiet place with little background noise. If you know you will be in a loud environment, consider using a headset with a microphone. This often reduces background noise in comparison to your computer’s built in microphone.
5. Avoid computer activities that will use your bandwidth behind the scenes right before or during your webinar like streaming, cloud back-ups, large down or uploads, etc.

6. Avoid using multiple devices and make sure that no other devices are connected to Zoom. Generally, audio echo’s mean that there is a device that is channeling your audio back. Examples are multiple computers with active audio in the same space, computer or telephone speakers that are too close to each other, or participant having both computer and telephone audio active at the same time.

## ***Is there a way to test Zoom before the hearing?***

If you haven’t used Zoom before, please test how Zoom will work on your computer, phone, or tablet by going to:

<http://zoom.us/test>

This will help you set up your audio and video connections.

To watch a video about how to join a Zoom meeting, click this link:

<https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-meeting>