



Your Guide to Using ZOOM

1. Overview of the virtual Hearing process

Zoom will be used to conduct both the Directions Hearing and the Public Hearing.

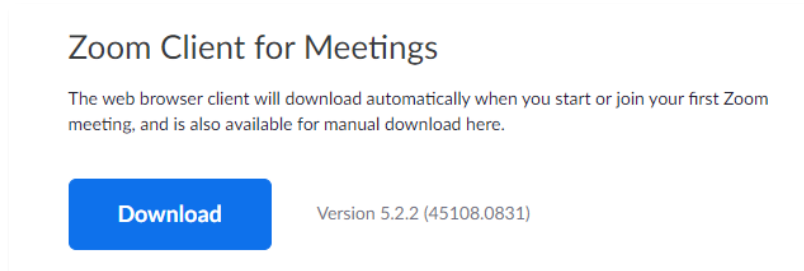
2. Download and Install the Zoom application

If you haven't used Zoom before, you will need to download and install the Zoom application. It is recommended that you download the Zoom application and test your audio and video configuration and internet connection quality before the Hearing, in case you run into any technical difficulties and need time to resolve the problem.

When you click on the Zoom link it will give you an option to use Zoom through your web browser or through the Zoom Client application. Each of these options is explained below.

2.1 Download for desktop computer or laptop

Download the 'Zoom Client for Meetings' from the Zoom website: <https://zoom.us/download>



2.2 Download for mobile device

If you plan to use a mobile device to join the hearings, Zoom is also available to download on Android and Apple devices via the Apple Store and Google Play.

2.3 Running Zoom on your web browser

If you do not want to download the client, you can use the web version of Zoom through the browser (e.g. Google Chrome, Microsoft Edge or Apple Safari) of your desktop or laptop computer.

3. Join the Hearing

There are two ways you can join the Hearing from your computer or device:

- using a link
- manually

Please make sure you join at least 15 minutes before the scheduled start time to make sure everything is working.

When you sign into Zoom to join the Hearing, you will be asked for your email address and name. Please use your first name and last name so the IAC and the technical support team can easily identify you for this purpose. If you are representing an organisation, include the organisation name after your name.

3.1 Join using a Link

To join the Hearing using a link, follow these steps:

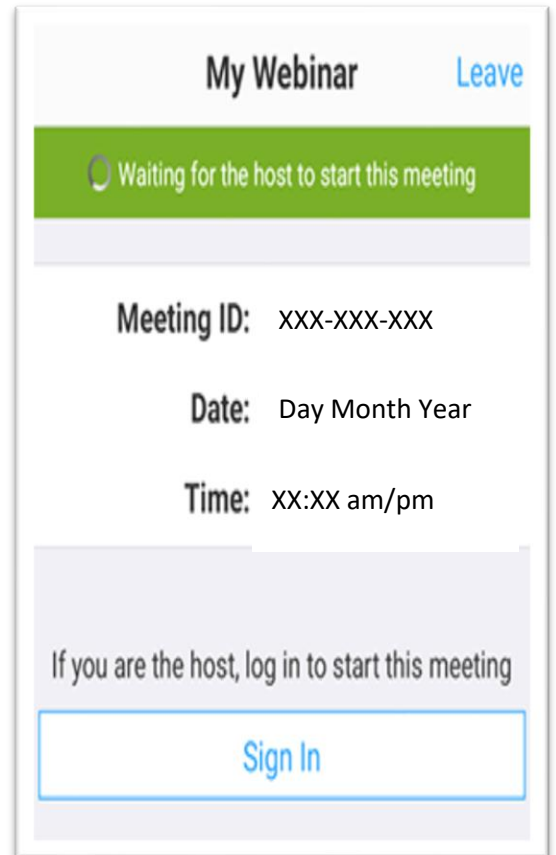
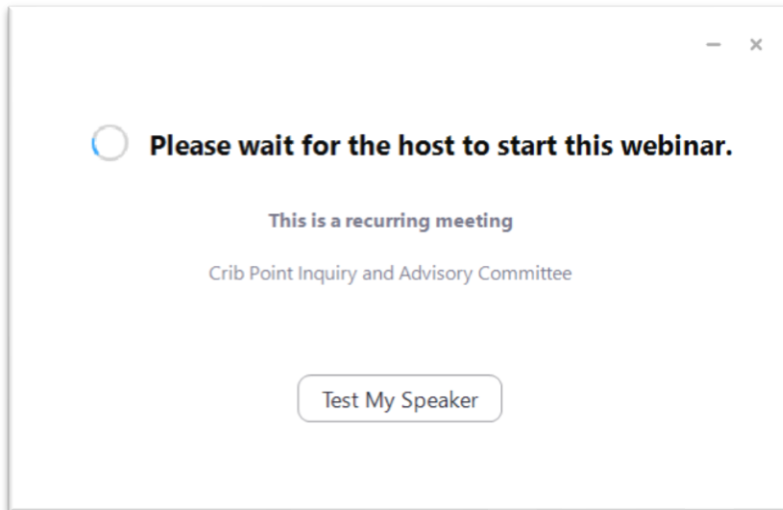
- a) Click the link provided on the Engage Victoria website. Depending on your default web browser, you may be prompted to open Zoom
- b) Enter the Meeting ID (which is provided on the Engage Victoria website) and your display name
- c) Click Join

To join the Hearing manually, follow these steps:

- a) Find the 9-digit Meeting ID and passcode on the Engage Victoria website
- b) Sign into the Zoom Desktop Client or Mobile App
- c) Click or tap **Join a Meeting**
- d) Enter the 9-digit Meeting ID, and click **Join** or tap **Join Meeting**. Enter the passcode and select **Join Meeting**
- e) If prompted, enter your name and email address, then click **Join Webinar** or tap **Join**.

4. Waiting for the Hearing to commence

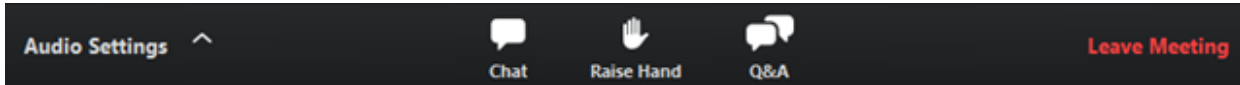
If the Hearing has not yet started you may receive a message to wait for the IAC (the host) to start the Hearing (webinar) or a message that lists the time and date of the Hearing. Please refer to the Engage Victoria website and Hearing timetable for the Hearing commencement times.



5. During the Hearing: Controls

5.1 Controls for attendees

By default, you will have controls similar to those shown in the image below.



5.1.1 Audio settings

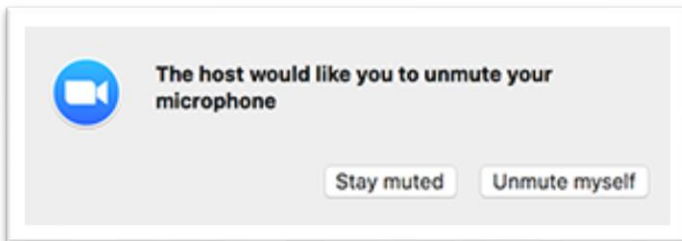
This control allows you to change your audio settings such as switching from using your computer's audio to a headset.

5.1.2 Speaking

Generally, nobody should interrupt someone who is presenting their submission or asking a witness questions. The IAC will let you know when you can speak.

Should you need to raise something with the IAC, click the chat function and send a message advising that you have a question. The IAC will be alerted to this and will let you know when you can speak.

If the IAC invites you to speak, you will receive the following notification:



Select '**Unmute myself**' to speak. Once you press this button, all participants in the Hearing will be able to hear you.

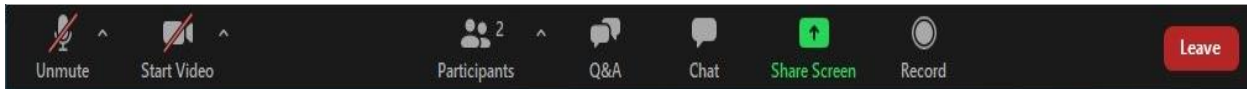
5.1.3 Leave the Zoom Hearing

Click '**Leave Meeting**' to leave the Hearing at any time. If you leave, you can rejoin if the Hearing is still in progress.

5.2 Controls for Presenters

Throughout the Hearing, the IAC may select different people to act as a participant (a presenter). This gives the presenter access to more controls during the Hearing. For example, if you are given presenter access by the IAC (e.g. you are a witness or a submitter on your allocated submission day) you will have access to additional controls that allow you to become an active member of the Hearing for the duration of your allocated time.

“Presenters” will have controls similar to those shown in the image below.



Your microphone should be muted and your camera switched off until it is your turn to speak.

If you are presenter and you need to raise something with the IAC, select ‘Raise Hand’ (found by selecting the ‘presenter icon) in the control bar. The IAC will be alerted to this and will let you know when you can speak.

Lower your hand by selecting the hand icon again once you have finished speaking.

5.2.1 Share Screen

During your presentation, you are able to share the following content:

- Entire desktop or phone screen (this may include images, a PowerPoint presentation or a document)
- A specific application
- A portion of your screen
- Whiteboard
- Device audio
- Content from a second camera
- iPhone/iPad screen
- Videos

Note : For more information visit - <https://support.zoom.us/hc/en-us/articles/201362153-Sharing-your-screen>

6. How to Participate by Telephone

If you do not have access to a computer or mobile device or you cannot connect to a network for video and computer audio, you can join the Hearing by telephone.

6.1 Join the Hearing

1. On your phone, dial the teleconferencing number provided on the Engage Victoria website. If you are dialing in from Victoria, then +61 3 7018 2005 is the recommended number.
2. Enter the meeting ID number when prompted using your dial pad
3. If the Hearing has not already started, you will be prompted to press # to wait
4. You will be prompted to enter your unique participant ID. This only applies if you have joined on the computer or mobile device or are a panelist in a webinar. Press # to skip.
5. You may be prompted to enter the meeting passcode, followed by #. This passcode is included in the Hearing information on the Engage Victoria website.
6. To minimise background noise, please keep your microphone on mute unless you need to speak.

6.2 During the Hearing

Should you need to raise something with the IAC, enter *9 on your phone's dial pad. The IAC will be alerted to this and will let you know when you can speak. Before speaking, you will need to enter *6 on your phone's dial pad. Pressing *6 again to go back on mute.

7. Technical Support

7.1 Online Support

For more information on the functionality of Zoom webinars please visit: <https://support.zoom.us/>

7.2 Technical Assistance by Phone

If you require technical assistance or have questions about the Zoom videoconference technology, please contact the dedicated assistance phone line on 03 9078 9726.

This phone line will be active from 11 September between 9.00am and 5.00pm, Monday to Friday, to the end of the Public Hearing.