

## ZOOM INSTRUCTIONS ANNUAL MEETING OF MEMBERS

Whether you are joining the meeting online or by phone, here are some helpful instructions on how to navigate the Zoom platform.

### How to access participant controls

The participant controls appear at the bottom of your screen if you're not currently screen sharing.



Participants have access to these features:

- **Unmute/ Mute:** Mute and unmute your microphone.  
Audio Controls (click the ^ arrow next to **Mute / Unmute**): Allows you to change the microphone and speaker that Zoom is currently using on your computer, leave computer audio, and access the full [audio settings](#).
- **Start Video / Stop Video:** Turns your camera on or off.  
Video Controls (click the ^ arrow next to **Start Video / Stop Video**): Change cameras if you have multiple cameras, select a [virtual background](#) (if enabled), or access your full [video settings](#).
- **Participants:** See who's currently in the meeting and [invite others](#).
- You can access these options by hovering over your display name and right-clicking:
  - **Rename:** Change your screen name displayed to other participants.
  - **Share My Pronouns/Unshare My Pronouns:** If you have [entered your pronouns in your profile](#), you can choose to [share or unshare your pronouns](#) in the current meeting. This feature requires Zoom version 5.7.0 or higher.
- **Chat:** Access the chat window to [chat with other participants](#).
- **Show Captions:** If enabled by the host, click to start viewing either [manual or automated captions](#).
- **Reactions:** [Meeting reactions, nonverbal feedback, and Raise Hand](#) allow you to communicate issues or feedback to the host or presenter without disrupting the meeting. These reactions are shown on your video panel and next to your name on the participant's panel.
- **Leave:** Leave the meeting while it continues for the other participants. Only the host can [end the meeting](#).



## How to vote on resolutions for online participants

To vote on resolutions during the AMM, we will be using the polling feature. When a poll is launched, simply click on the option of your choice and your vote will be recorded.

## How to join a meeting or webinar by phone only

1. Dial an in-country number. For Canada, please use one of the following numbers:

Canada: +1 204 272 7920 or +1 438 809 7799 or +1 587 328 1099 or +1 647 374 4685  
or +1 647 558 0588 or +1 778 907 2071 or +1 780 666 0144

2. You will be prompted to enter the [meeting ID](#) - the nine (9), ten (10), or eleven (11) digit ID provided to you by the host, followed by #.
3. If the meeting has not already started and [join before host](#) is not enabled, you will be prompted to enter the [host key](#) to start the meeting, or to press # to wait if you are participant.
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 will be included in the meeting invite provided by the host.

If you join by computer or mobile device later, you can enter the Participant ID to bind your phone and device session together and show your video when you speak on the phone. To enter your participant ID once you are in the meeting, enter **#Participant ID#** on your phone.

## Phone controls for phone participants

The following commands can be entered via DTMF tones using your phone's dial pad while in a Zoom meeting:

- \*6 - Toggle mute/unmute
- \*9 - [Raise/lower hand](#)

## How to vote on resolutions for phone participants

To vote on resolutions during the AMM, we will be using the polling feature. For those joining by phone, when a poll is launched, you will be asked to raise your hand using \*9 so we can record your vote.

