



Property Standards Committee

Remote Electronic Video Conference Hearing Guide

Background

The Property Standards Committee may conduct its hearings by electronic video conference using Webex, an on-line digital platform. Hearings are open to the public and are recorded on Webex.

During an electronic video conference hearing, Committee Members, parties and interested persons will participate in the hearing remotely by video, using a video camera enabled device such as a computer, tablet or smartphone. The Committee Secretary will provide all Parties with the video conference connection details.

If you need a disability-related accommodation to participate in the video conference hearing, please let the Committee Secretary know as soon as possible to ensure they can work with you to determine a suitable accommodation.

To join a video conference hearing using Webex

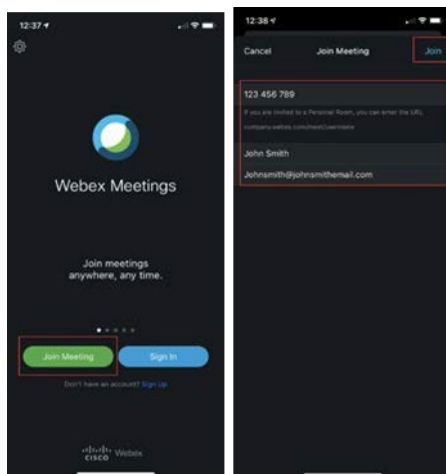
Use Webex on a Computer

1. Click on the link provided by the Committee Secretary.
2. On the login page, enter your name and email address. Click Next, followed by clicking Join Now.
3. If you are directed to a "Run the temporary Webex application" screen, click "Run".
4. If this is the first time you have used Webex on this computer, a Terms of Service box may also appear. Click "Accept" to enter the hearing.
5. You will need to connect your audio and video once you join the hearing.

Use the Webex App on a Smartphone or Tablet

You can join the hearing on your smartphone or tablet using the Webex App available in the Google Play Store or Apple App Store.

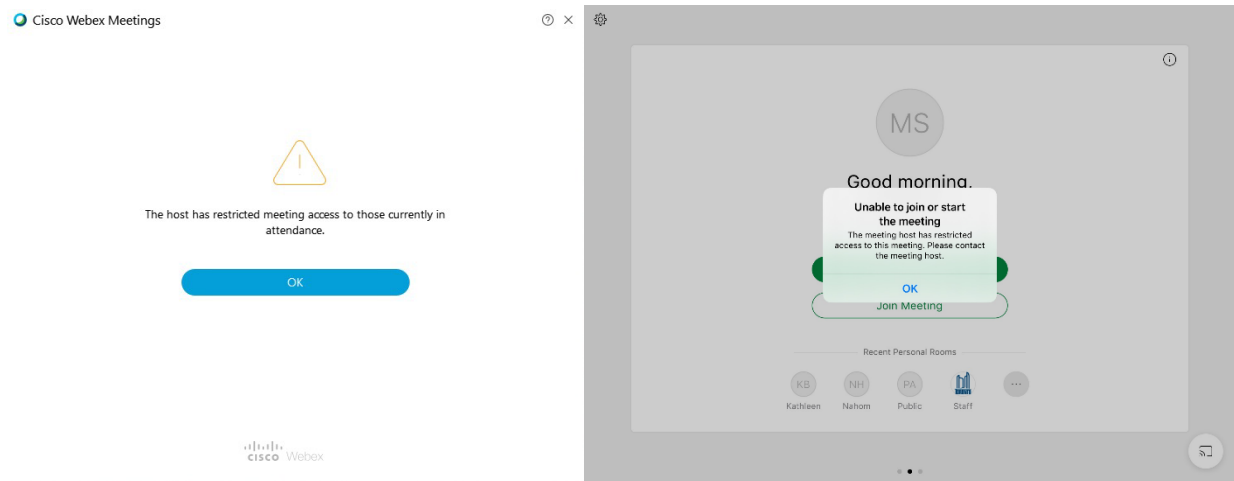
1. Download the app from your Google Play Store or Apple App Store.
2. Upon completion, open the App and click on Join Meeting.



3. Enter the meeting ID number provided by the Committee Secretary and if requested, the Meeting Password.
4. Enter your name and email address.
5. Click Join.
6. Webex will connect to microphone and speaker of your smartphone. If you are using headphones, Webex will connect to your headphones and microphone.

Tips

1. To reduce lag or audio issues, close all unneeded applications, browser sessions and avoid streaming video and music before joining.
2. Join the hearing **15 minutes prior to scheduled start time** of the hearing. This ensures that any potential connection issues can be resolved prior to the scheduled start of the meeting.
3. Your audio will automatically be muted on entry.
4. If you attempt to connect to the meeting early or the hearing before yours is running late, you will not be able to connect right away and will receive a restricted meeting pop up such as the ones shown below. Please email psc@toronto.ca to let the Committee Secretary know you are waiting.



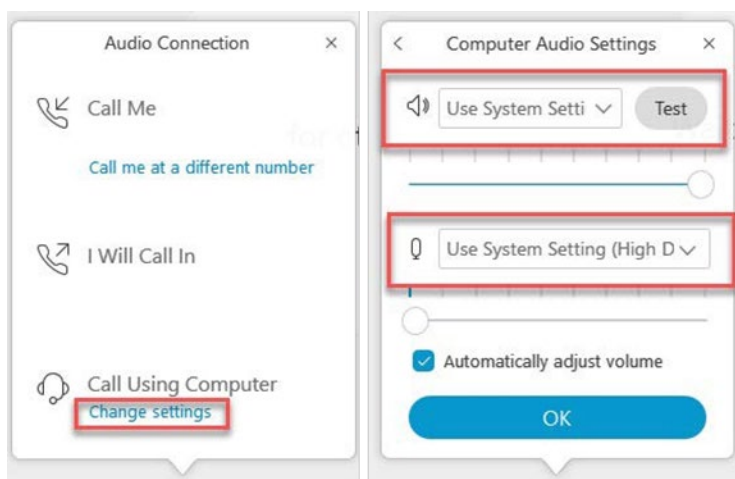
To Connect Audio on Your Computer

After joining the hearing using a computer, you will be presented with options to set up your audio. You may use a microphone connected to your computer (or headset) or use your phone.

Call Using Computer

Webex will connect to your computer's microphone and speakers (or a headset if one is connected). If you have a headset, this option is recommended.

1. In the Audio Connection pop-up select: Change Settings under Call Using Computer.

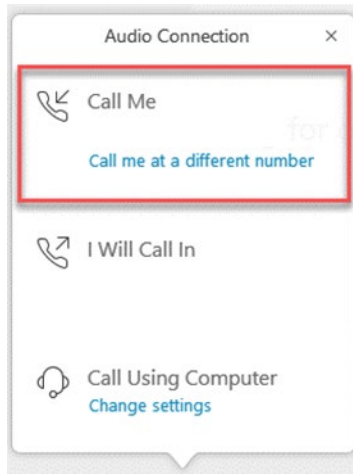


2. Select the speaker option you would like to use for your audio connection. NOTE: If you are using an audio device connected to your laptop (USB headset or headphones with a microphone) they must be connected prior to entering the hearing. You can test the volume prior to connecting your speaker option by clicking on Test.
3. Select your microphone option from the drop-down list. NOTE: Leave "Automatically adjust volume" selected.
4. Click OK.

Call Me

Webex will call your phone, if you provide a phone number. Only use this option if you do not have a headset.

1. In the Audio Connection pop-up, select: Call Me.



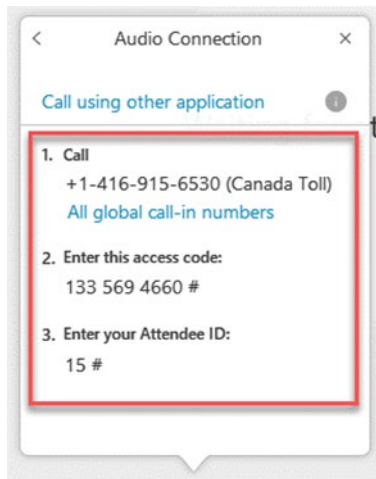
2. Confirm the country code selected is for Canada +1.
3. Enter the area code and phone number of the phone you would like to use for the meeting.
4. Confirm "Join the teleconference without pressing 1" is selected.
5. Click Connect Audio.
6. You will receive a phone call from Webex, answer the call. NOTE: Phone calls will usually be from American phone numbers.
7. Webex will immediately identify themselves at the beginning of the call and connect you to the audio portion of the meeting.

I Will Call In

Webex will provide you with a phone number, access code and attendee ID so that you can call to connect your audio. Webex will assign you an Attendee ID # to enter when calling in.

1. In the Audio Connection pop up select: I Will Call In.
2. Call the local phone number from the phone you would like to use for the meeting.
3. You will be prompted to select a language, for English enter 1#.
4. Enter the Access Code followed by #.

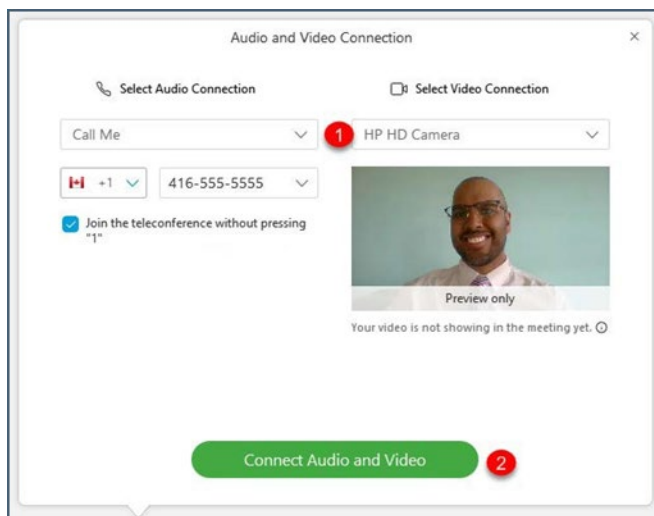
5. Enter your attendee ID followed by #, Webex will connect you to the audio portion of the meeting.



To Connect Video

After connecting your audio, you need to connect your video camera.

1. After selecting your audio option, select your Video Connection. From the drop down, select the camera option you would like to use.
2. A preview of your camera will appear on screen, click Connect Audio.



To Change the View of the Hearing

You can change your view to either the active speaker or grid view. You can find these buttons by hovering your mouse in the top right corner.



1. Active Speaker View
2. Active Speaker with thumbnails of other speakers
3. Grid View (recommended)
4. Full Screen

Displaying Materials during the Video Conference Hearing

During the hearing, Clerk's staff will be the Webex Host, coordinating all the Webex functions in the background.

Parties will be permitted to share their screen during the hearing and are responsible for displaying any materials they wish to reference during the hearing. Upon direction from the Chair, the party will display the requested materials by sharing their screen in Webex.

All materials to be shared during the video conference hearing must be provided in pdf format to the Committee Secretary in advance of the hearing.

To Leave a Hearing

1. Click on the red X at the bottom of the Webex screen.
2. Click on Leave Meeting.

Some Tips for Video Conferences:

- To ensure the best possible audio quality, please use earbuds or a headset.
- Avoid clothing with stripes or busy patterns. Dark, solid colours are best.
- Make sure the area behind you is organized.
- Ensure there is no personal or confidential information on display.
- Avoid backlighting (bright sunlight from windows) and background noise (e.g. fans). Remove any distractions.

- Mute your microphone when not speaking. Small noises can be big distractions (shuffling paper, tapping fingers, typing and clicking pens).
- Avoid moving too much and be mindful of your body language.
- Be aware of the transmission delay. Do not ask "Can you hear me?" Pause for others to comment.
- Unless in gallery view, WebEx will switch to display the active speaker. This process can take 2-3 seconds for the video to switch. If your microphone is not muted, it is possible that noise will be picked up and you will unintentionally become the active speaker.