

Frequently asked questions:

Do I need a WebEx account to join a meeting?

You don't need a Webex account to join meetings when using the WebEx link that is provided to you. The information you may need to join the meeting is provided on the day of the meeting on the Study Webpage (<https://www.toronto.ca/OurScarboroughCentre>). For instructions on how to join the meeting refer to the participation guide.

Why is there no audio?

If you're using your computer for audio, the speaker volume may be low. Adjust your speaker and microphone settings. Also, low bandwidth can also cause poor quality audio. Check audio and video bandwidth. Consider dialing into your meeting for audio. For instructions on how set up your audio refer to the participation guide.

Can I test my audio and video before the meeting?

Yes, you can join the meeting 10 minutes earlier to ensure your audio and video devices work as expected before the meeting.

How do I download the app?

When you click the join link on the Study Webpage (<https://www.toronto.ca/OurScarboroughCentre>), the Webex Meetings app automatically downloads. You can also download it from webex.com in advance. For instructions on how to join the meeting refer to the participation guide.

What if I got disconnected during the meeting?

You can always re-join the meeting using the same link on the Study Webpage (<https://www.toronto.ca/OurScarboroughCentre>), Meeting ID and phone number.

What if my internet connection is interrupted and I lose part of the conversation?

Consider connecting the audio through your phone to still be able to hear the speakers even if your internet connection is interrupted. A meeting summary and the recording of the meeting will be available on the Study Webpage (<https://www.toronto.ca/OurScarboroughCentre>). If you have issues accessing the information, contact the City Planning Staff or the Councillor's Office.

Can I comment or ask questions after the meeting?

Yes, you can always send your comments and questions to the City Planning Staff or Councillor's Office before, during and after the meeting. The contact information can be found on the notice that was sent to you and on the Study Webpage (<https://www.toronto.ca/OurScarboroughCentre>).

Frequently asked questions:

What if I did not get a chance to ask my question during the meeting?

You can always send your comments and questions to the City Planning Staff or Councillor's Office after the meeting. The contact information can be found on the notice that was sent to you and on the Study Webpage (<https://www.toronto.ca/OurScarboroughCentre>). A member of the project team will contact you with answers to your questions.

Will the meeting be recorded? How can I have access to the recording?

Yes, the meeting will be recorded. You can visit the Study Webpage (<https://www.toronto.ca/OurScarboroughCentre>) or contact the City Planning Staff to access the recording of the meeting.

How will Staff decide the order of participants who ask questions?

When you use the raise hand function, you will be automatically placed in a queue based on the order of who raised their hand first. The Host will unmute and call your name when its your turn to ask your question.

When the Q&A function is available in the meeting, the questions will be answered based on the order in which they were received. The Host will read your questions and may skip the ones that have already been answered.