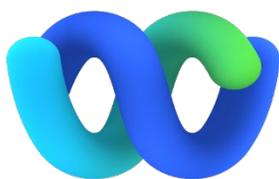


Multi-Tenant House Licensing Tribunal

Participating in Electronic Meetings



webex
by **CISCO**

Prepared: June 5, 2024

Contents

Background	3
What to expect in an electronic meeting	3
Joining the electronic meeting	3
Joining the Webex Hearing.....	4
Using the Webex App on a Smartphone or Tablet	4
Calling into a Hearing on a Telephone	4
Using Webex on a Computer	5
Setting Up Audio for a Computer Connection Only	5
Step-by-Step Instructions.....	6
a) Call Using Computer	6
b) Call Me.....	7
c) I Will Call In	7
Accessibility.....	8
Sharing Content	8
Share only a Specific Application	8
Share Multiple Applications.....	9
Meeting Etiquette	9
Tips and troubleshooting during the meeting	10
Privacy	10

Background

Multi-Tenant House Licensing Tribunal (MTHLT) hearings are being conducted in person or virtually through Webex, an on-line digital platform. Panel members will participate either in-person or virtually by video and audio using Webex Webinar. Licensees and the public can participate in the hearings virtually by video or audio using Webex Webinar, by telephone (audio only), computer, tablet, or smartphone. During the hearing, staff will be the Webex Host and Presenter, coordinating all the Webex functions in the background for virtual participants.

The parties will be provided with a Notice of Hearing detailing the hearing date, time, and location. An agenda for each hearing will be posted on the MTHLT website for public access.

Each hearing entails a timed process structured to last for up to 3 hours.

What to expect in an electronic meeting

1. The electronic meeting room opens 30 minutes before the scheduled start time. You may join the meeting at this time to test your connection.
2. Upon joining the meeting, your mic should remain muted until your presentation time.
3. The Chair will call your name when it is your turn to speak. At this time, you will be able to unmute your microphone and will have the option to turn on your video.

Tip: For the best sound quality, use a headset with a microphone. Try to limit background noise so that Members can hear you clearly and without feedback.

Joining the electronic meeting

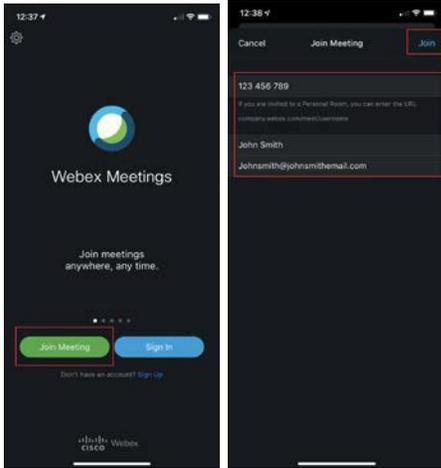
Connect to the electronic meeting using a phone, computer, or mobile device. Mobile devices, like smart phones or tablets, require you to download the Cisco Webex application. The Webex Application is available for download in the Google Play or Apple App Store.

If this is the first time you're joining a meeting on your computer, Webex automatically downloads the app. Click the installer file to install the app and follow the instructions.

If you're joining from a Linux computer or Chromebook, you aren't prompted to install anything. The meeting simply opens in your browser.

Use this link to test Webex meetings on your device: <https://www.webex.com/test-meeting.html>.

Joining the Webex Hearing



Using the Webex App on a Smartphone or Tablet

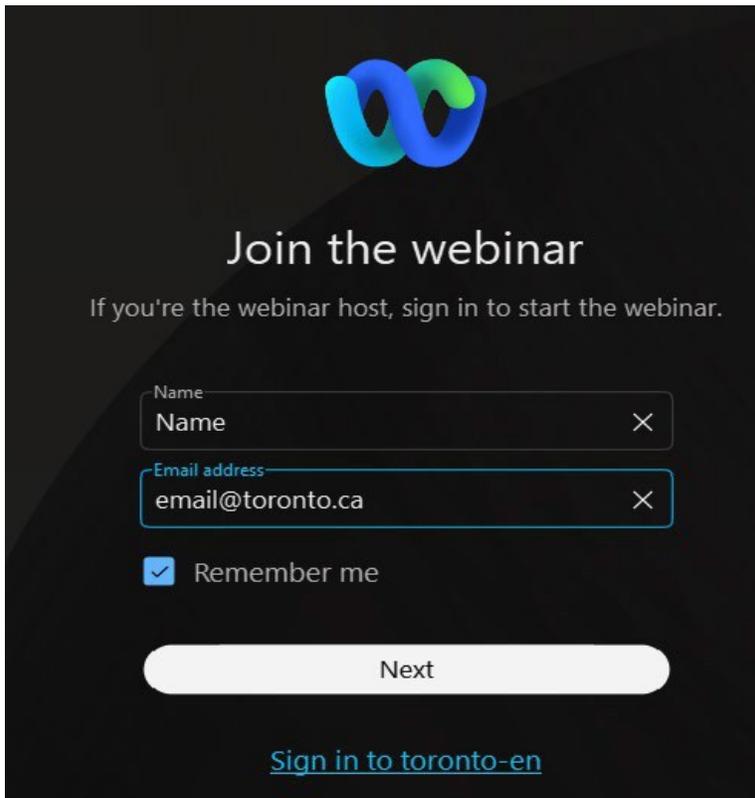
You can join using the Webex App available in the Google Play Store or Apple App Store. Follow the steps below to join a meeting.

1. Download the app from the Google Play Store or Apple App Store.
2. Upon completion, open the App and click on **Join Meeting**.
3. Enter the meeting ID number (available to you in your email invitation or in the public facing agenda) and if requested, the Meeting Password.
4. Enter your name and email address.
5. Click on **Join**.
6. Webex will connect to the microphone and speaker of your smartphone. If you are using headphones, Webex will connect to your headphones and microphone.

Calling into a Hearing on a Telephone

If you do not have a computer, smartphone or tablet, you can connect to the meeting by calling in directly. Follow the steps below to join the meeting:

1. Retrieve the email invitation for the hearing. The details on calling into the hearing will be listed in the invitation.
2. From the phone you would like to use for the meeting, call the local phone number.
3. You will be prompted to select a language, for English enter 1#.
4. Enter the Access Code followed by #.
5. Follow the prompts on the phone to skip the Attendee ID # on Webex.



Join the webinar

If you're the webinar host, sign in to start the webinar.

Name
Name

Email address
email@toronto.ca

Remember me

Next

[Sign in to toronto-en](#)

Using Webex on a Computer

1. Click on the link in the Notice of Hearing or Agenda.
2. On the Webinar Information page, enter your name and email address. Click Next, followed by clicking Join Webinar.
3. If you are directed to a "Run the temporary Webex application" screen, click "Run". 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

Tips

- a) To reduce lag or audio issues, close all unneeded applications, browser sessions and avoid streaming video and music before joining.
- b) Connect or call into the hearing no later than 30 minutes prior to the commencement of the hearing. This ensures that any potential connection issues can be resolved prior to the scheduled start of the meeting.
- c) Your audio will automatically be muted on entry.

Setting Up Audio for a Computer Connection Only

After connecting to the hearing using a computer, you will be presented with options to set up your audio connection. You must connect a microphone either to your computer or using your phone. The host of the hearing will unmute you so you may speak on your item. Once your item is completed, you will be placed back on mute.

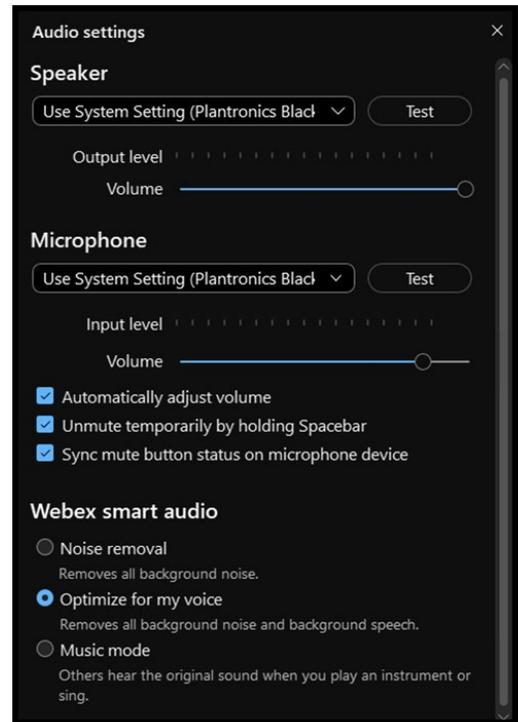
Audio Options	Definition
a) Use Computer Audio	Webex will connect to the microphone and speakers of your computer (or a headset if one is connected) for the meeting. If you have a headset, this option is recommended.
b) Call Me At	Webex will connect to your audio if you provide a phone number. Only use this option if you do not have a headset.
c) Call In	Webex will provide you with a phone number, access code and attendee ID to call into the hearing. You must enter your Attendee ID # when using this option. Webex will assign you an Attendee ID when calling in.

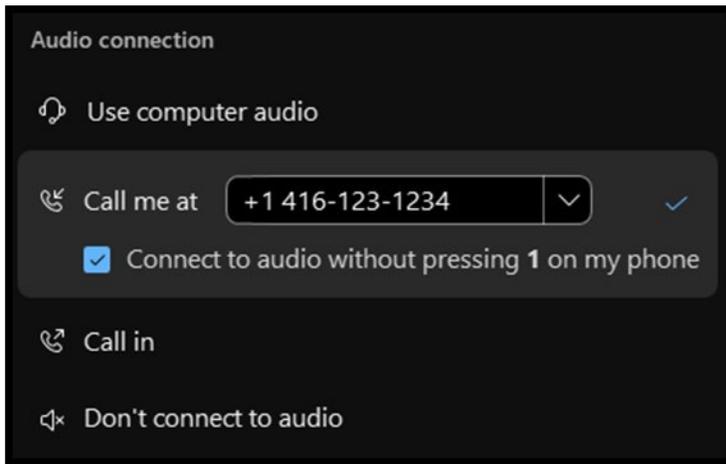
Step-by-Step Instructions



a) Call Using Computer

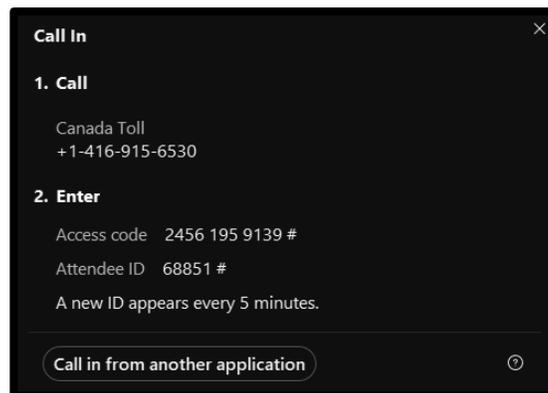
1. Select the **Audio:** button to confirm **Use Computer Audio** is selected.
2. Select the **Test speaker and microphone** button to select the microphone and speaker you would like to use for your audio connection. **NOTE:** If you are using an audio device connected to your laptop (USB headset or headphones with a microphone) they must be connected prior to entering the hearing. You can also test the volume prior to connecting your speaker option.
3. Select your microphone option from the drop- down list.





b) Call Me

1. In the Audio Connection window, select: **Call Me At**.
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 **Connect to audio without pressing "1"** is selected.
5. Click off the **Audio Connection** window.
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.



c) I Will Call In

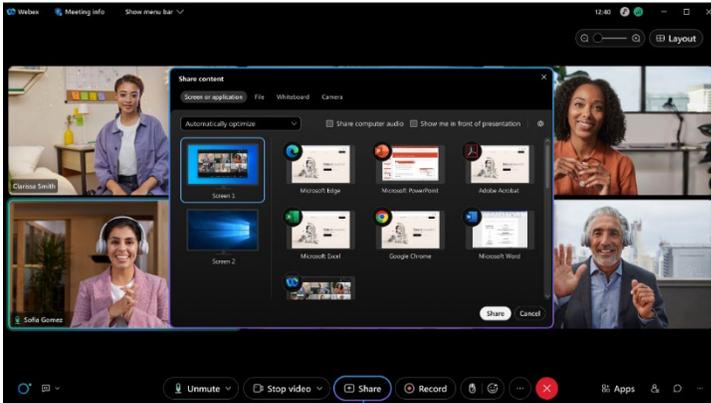
1. In the Audio Connection window select: **Call In**.
2. From the phone you would like to use for the meeting call the local phone number.
3. You will be prompted to select a language, for English enter **1#**.
4. Enter the **Access Code** followed by #.
5. Enter your **attendee ID** followed by # and Webex will connect you to the audio portion of the meeting.

Accessibility

Webex supports the use of screen readers and provides keyboard shortcuts to improve accessibility.

You should advise Tribunal staff if you have specific requests for accessibility accommodations.

Sharing Content



Share only a Specific Application

When you share a specific application, others can't see anything other than the shared application. For example, if you have your browser and PowerPoint open and you choose to share PowerPoint, they can't see the browser tabs. But if you have several PowerPoint presentations open, you can switch between them. If you move another application in front of the one you share, participants can still only see your shared application.

Note: If you accidentally click on an application that's not shared, they'll still see only the application being shared.

Share an application, whether you have it open or not:

- To share an open application, click Share  and select an application from the list.
- To share an application that you don't have open, select Share  > Other Applications, then click Share  next to the application.

Share Multiple Applications

Share multiple applications from the Share content menu.



Click Share content

- **Windows**—hold Ctrl and select multiple applications.
- **Mac**—hold Shift and select multiple applications.

Meeting Etiquette

A successful electronic hearing is contingent upon steps taken before, during and after the hearing. Below are some best practices that should be followed to ensure your electronic hearing is smoothly run and effective for all participants.

- Dress appropriately. Dress as if you are attending the hearing in person.
- Arrive early to your electronic hearing. Show up at least 15 minutes early to address and resolve any potential technical issues. Please test your software, speakers, and microphone.
- Be flexible and expect a degree of informality.
- Come prepared. Familiarize yourself with pre-filed documents and their location; be prepared to access and share documents and files you will depend on ahead of the meeting to avoid disruptions or delays.
- Find a private, well lit, and quiet room. Participants should find a room that is free of distractions, interruptions, and telephone calls.
- One person speaks at a time. Be direct and frame questions to specific speakers.
- Mute your microphone. When you join the hearing, your microphone will be muted automatically. Do not unmute your microphone unless requested or required to speak.
- Unmute your microphone. When you are ready to speak, remember to unmute your microphone and speak clearly and slowly.
- The Electronic Hearing will be facilitated by Staff, acting as the Host; providing assistance to the Chair (including marking, recording, and downloading Exhibits) and the participants.
- To object, respond or comment, raise your hand using the "raise hand" Webex icon function. Wait for acknowledgement or respectfully interrupt the proceeding when appropriate to do so.
- No speaker phone. For quality audio, avoid using the speaker phone function, on either a landline or mobile, to prevent feedback and audio disruptions.
- Be personable as you would in person.
- Stay focused and avoid multi-tasking.
- Be open, honest and respectful.
- Have a phone or email available in case you get disconnected.
- No audio or visual recording. You are not permitted to audio or video record any portion of a remote hearing. The Tribunal will maintain an official recording of the proceeding. To request a copy, contact the administrative staff.

Tips and troubleshooting during the meeting

- Find a location where you have strong internet reception. Slow internet, Wi-Fi, or data connections can affect your electronic meeting experience or prevent you from making a clear presentation.
- Avoid performing unnecessary "bandwidth heavy tasks" while in your meeting e.g., streaming content like music or video.
- Close any unnecessary applications during the meeting.
- Meeting hosts start meetings at least 30 minutes before the scheduled start time to allow sound checks and technical testing. Join the meeting early to ensure you're able to connect.
- If connecting using a smartphone or tablet, you will need to allow Webex application access to your device's microphone.
- If connecting by computer, ensure your microphone connected. If you do not have a microphone, "switch audio" connection from your computer to your phone using the "Audio & Video" menu in the Webex window.
- Instructions for switching your audio while in a meeting are available here: <https://help.webex.com/en-us/871cgu/Switch-Your-Audio-During-a-Cisco-Webex-Meeting-or-Event>
- Instructions on how to share content in Webex are available here: [https://help.webex.com/en-us/article/5ddww5/Share-Content-in-Webex-Meetings-and-Webex-Events-\(Slow-Channel\)](https://help.webex.com/en-us/article/5ddww5/Share-Content-in-Webex-Meetings-and-Webex-Events-(Slow-Channel))

Privacy

Many Committee, Board, and Advisory Body meetings are broadcast live over the internet for the public to view. If you speak at the meeting you will appear in the video broadcast. Audio recordings are archived and continue to be publicly available. For inquiries about this collection or information submitted to the MTHLT, please contact the Tribunal Operations Manager at 416-392-5546.