



**Town of Lexington**

**Board of Appeals**

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**Lexington Board of Appeals  
Public Meeting Participation via Zoom Virtual Meeting Guide**

Thank you for your interest in the Lexington Board of Appeals, an upcoming public meeting, and projects under review. In efforts to encourage public participation during this time of social distancing the Board of Appeals will be using a virtual meeting platform known as Zoom. The Zoning Office has prepared this Zoom Virtual Meeting Guide for members of the public.

Zoom allows for the Board of Appeals to conduct a meeting as they would if meeting in person. Applicants and their project teams can present a project using plans, and members of the public are able to watch the meeting and then ask questions or provide comments on the project. To help ensure that all voices are heard, in addition to the public participation portion of a public hearing, the Zoning Office staff will be collecting questions and comments from members of the public. If you have questions or comments that you would like to provide for a specific project – please provide them in writing to [jkrakauer@lexingtonma.gov](mailto:jkrakauer@lexingtonma.gov) with the project address in the Subject Line. Questions and comments received via email will be addressed at the Board of Appeals meeting.

If at any time you have questions, need assistance, or having difficulties, please contact Julie Krakauer [jkrakauer@lexingtonma.gov](mailto:jkrakauer@lexingtonma.gov) or during the meeting the Chat option.

Please note, this guide provides a series of screenshots for the purposes of providing visual examples. The web links, codes, phone numbers shown in these screenshots are examples and not for the actual meeting you will be attending. Please refer to the Board of Appeals agenda for the correct meeting code.

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## Zoom Questions and Answers

The Board of Appeals, like many municipalities across the Commonwealth, will be using a virtual meeting platform known as Zoom. Zoom can be accessed via computer, laptop, tablet, smartphone, landline, or other communication device. Below are several questions that you may have about Zoom or participating remotely.

- **Do I need an account to join a Zoom Meeting?**

No, utilize the information provided on the Board of Appeals' meeting agenda. Depending on the device you choose to access the meeting you will be provided guidance as to how to access the meeting.

- **How can I access the Zoom Meeting?**

Information for the virtual meeting is accessible on the Board of Appeals' meeting agenda. Please scroll through the page to locate the meeting date you wish to join. Each meeting has a different link and call in phone number so it is important to choose the correct meeting date.

- **When will the meeting portal open?**

While Board of Appeals' meetings will start at 7:00pm, the Zoom virtual meeting portal will open at 6:50pm to allow people get settled, troubleshoot, etc. It is recommended that you log-on between 6:50-7:00pm in the event that issues arise.

- **Do I need to have webcam installed on my device to join a Zoom meeting?**

No, webcams are not required. Webcams are only useful if you want to be viewed by others. Without a webcam you will still be able to listen and speak during the public presentation portion of the meeting.

- **Sound Check**

Upon entering the virtual meeting portal, it is recommended that you do a sound. This will ensure you can hear the meeting and also be heard (if your device has a microphone) – information is provided below in this document.

- **How can I test audio prior to the start of a meeting?**

To help determine which device to use for a meeting Zoom provides a quick tutorial for Testing Computer or Device Audio <https://support.zoom.us/hc/en-us/articles/201362283-Testing-computer-or-device-audio>.

- **What if audio is not working on my device after troubleshooting?**

If it has been determined audio is not working on your device, please visit Zoom's link for this common issue <https://support.zoom.us/hc/en-us/articles/204484835-My-Audio-is-Not-Working-on-iOS-or-Android>

- **What if my house or location is noisy?**

All attendees are muted and will remain on mute until the Host (Jennifer Gingras) recognizes an attendee to speak using the hand raise tool (information provided below).

- **What if I cannot view the meeting via Zoom? Will LexMedia be posting the meeting?**

LexMedia will be doing a live recording of the meeting, which will also be posted for public review after the meeting. LexMedia's website (<https://www.lexmedia.org/programming/on-demand/>)

- **What if the audio starts to echo during the meeting?**

To identify the reasons for an audio echo please visit <https://support.zoom.us/hc/en-us/articles/202050538-Audio-Echo-In-A-Meeting>

## Zoom Meeting

Once it has been determined which device you will use for the Zoom meeting, please follow the next two steps to access the Zoom virtual meeting portal.

- To access the information relative to the meeting (meeting link, phone number, meeting ID), please reference the bottom of the meeting agenda.
  - Click on the Zoom link provided for your meeting on the device that will be used for the meeting; **or**
  - Dial the phone number for the meeting on your smartphone or landline (Noted the major cities are provided next to the phone number for the purposes of time zones – please pick the major city closest to your time zone)

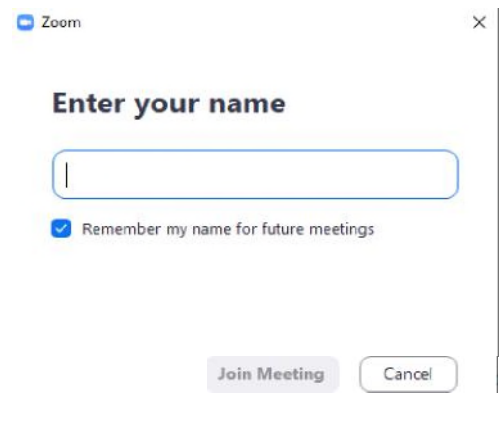
Please note you are able to use multiple devices (for example, tablet for viewing and listening to the meeting and a landline for participating in the meeting during appropriate times. If you do not have a microphone connected to your computer, then calling in will allow you to participate)

## Zoom via Web Link

If you choose to access the Zoom virtual meeting via the web link:

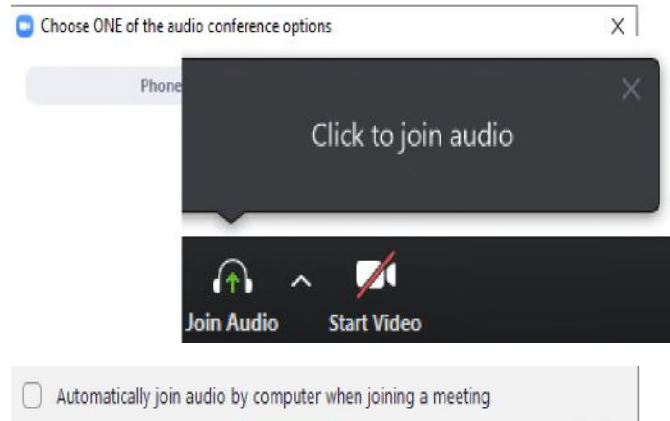
The instructions below can provide guidance as to how to navigate and access the Zoom virtual meeting.

- After clicking on the link, a download of the Zoom platform will automatically begin. After opening the file, you will be prompted to enter your name. You may need to go into your download folder to access the download. Please enter your first and last name and click the “Join Meeting” button.
- If you experience difficulties when trying to download the Zoom platform, please click the “show in browser” text that shows on your screen.

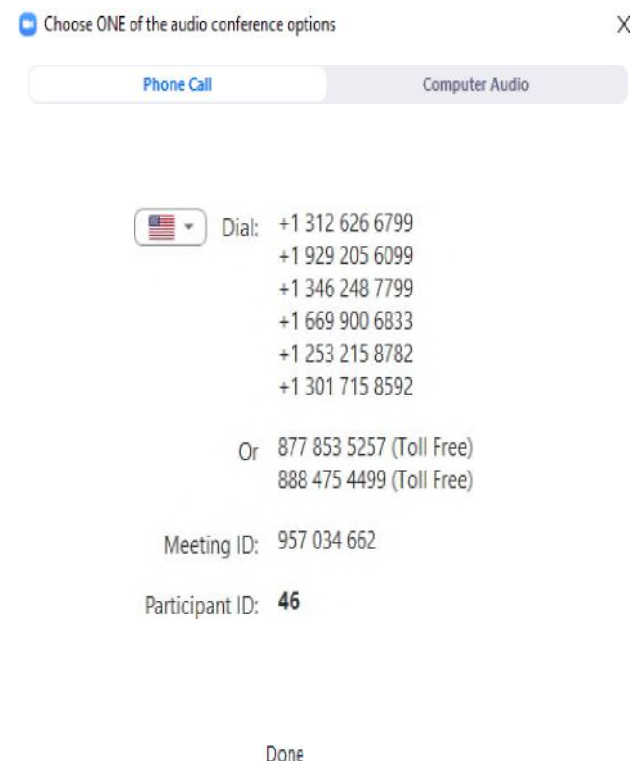


The image shows a screenshot of a Zoom application window titled "Zoom". The window contains a form with the heading "Enter your name". Below the heading is a text input field with a vertical cursor. Underneath the input field is a checked checkbox labeled "Remember my name for future meetings". At the bottom of the form are two buttons: "Join Meeting" and "Cancel".

- Once you have joined the Zoom virtual meeting on your device, you will be asked to allow Zoom permission to access the microphone on the device. You will be prompted to choose an audio conference.

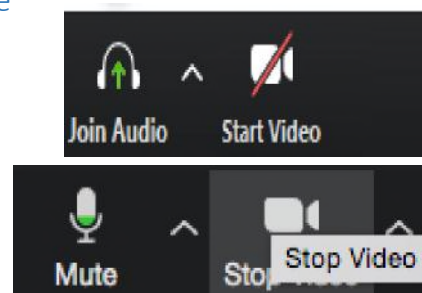


- If your computer has a microphone, click the “Join with Computer Audio” button to connect to the meeting.
- **If you do not have a microphone, select the “Phone Call” tab.**
- To connect via phone, dial one of the toll-free phone numbers, **(877) 853-5257** or **(888) 475-4499**, and follow the prompts to enter the meeting ID and your participant ID. The meeting ID and participant ID shown in this photo are examples only. Please refer to your Zoom screen for your actual meeting ID and participant ID.
- If you are not prompted to select an audio conference option, or if your attempt to connect to the conference fails, click the “Join Audio” button (found in the lower left-hand corner) to try again.



### Once in the Zoom Virtual Meeting

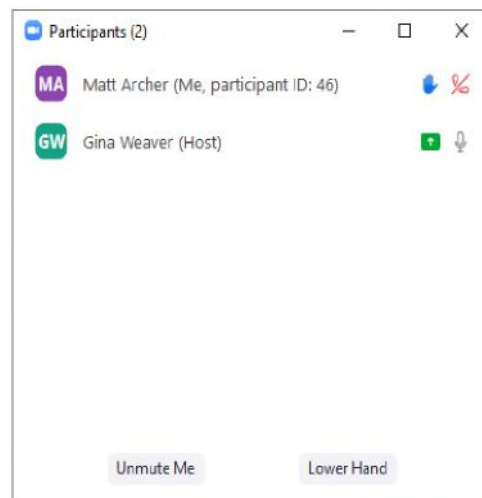
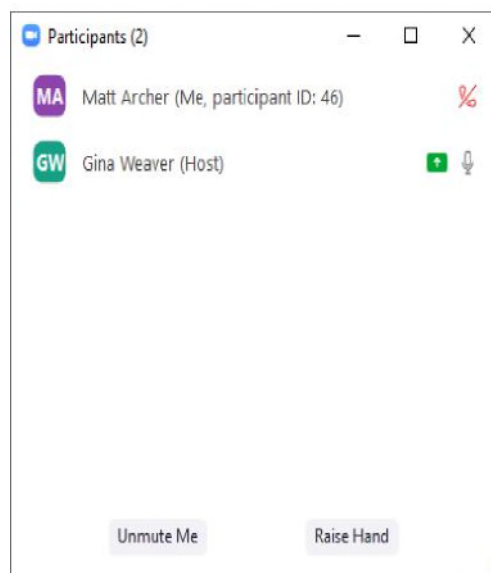
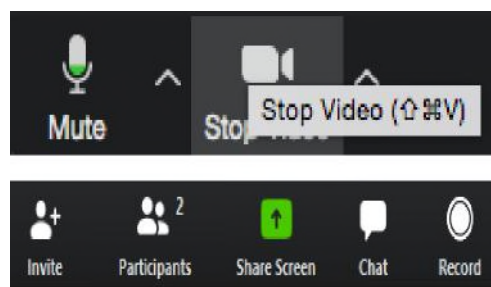
- If your computer has a webcam, click the “Start Video” button to enable video if you would like to be seen.
- Please note that you are not required to have a webcam to join the meeting. You will still be able to listen to video calling and view any screen sharing.



### How to participate, ask questions or give comments in a Zoom virtual meeting:

- Your microphone/phone will be muted upon entering the meeting. This is done to prevent an excessive amount of background noise during the meeting. During the meeting, you can request to be unmuted by clicking the “Raise Hand” button. To access the button, click on the “Participants” button found on the bottom of the screen.
- A list of participants in the meeting will be displayed.

- Clicking the “Raise Hand” button will show other participants that you wish to speak.
- After you raise your hand, you will need to wait for the Chair/Host to recognize the action and unmute you before you are able to speak. After your question or comment has been addressed, please click the “Lower Hand” button. You will then be returned to the muted state.
- If you are having technical difficulties, please use the chat button at the bottom of the screen to notify the host (Jennifer Gingras).



## Board of Appeals Meeting Format

The format of the Board of Appeals meeting will be the same as an in person meeting. Below is a brief review of the format for Board of Appeals Meetings.

- At 7:00pm the Chair of the Board of Appeals will open the public hearing, introduce the members of the Board and staff present, read the agenda, and provide information regarding a virtual meeting.
- The Chair of the Board will then open a public hearing and request a presentation from the Applicant and the Applicant's project team.
- The Applicant's project team will present the project to the Board and members of the public.
- Upon completion of the Applicant's presentation, Members of the Board will provide comments and ask questions.
- Then the Board Chair will open the floor for public comment. Members of the public may speak by selecting the **"Raise Hand"** button and waiting for the chair to call their name and for the Host to unmute your microphone.
- During this time, we ask that members of the public who wish to provide comment identify themselves by first and last name and affiliation for the public record and then provide their comment.
  - Note: The chat space is reserved for questions regarding technical difficulties.
- If time remains the Chair will read questions and comments provided by email prior to the meeting (please note these same comments provided by email will be posted with responses from the Board and Staff on the project's webpage).
- All votes of the Board of Appeals will be taken via roll call, including the adjournment of the meeting.