

SDAB Hearing Video Conferences

For the best experience participate using a computer, laptop, iPad or tablet.

**Phone instructions are also provided for those without computer, laptop or iPad access.*

Ensure that your computer/device has a speaker to hear the session and a microphone to participate.

Use headphones with a microphone, if you have them - built-in microphones will work but can pick up the audio from everything around you and may cause an echo/feedback.

Note: If you do not have a webcam, you can participate through audio only, just let the staff know when you join the hearing that you do not have access to video.

Joining the hearing by iPad or Tablet

1. If you are using a tablet to join the video conference hearing, please download the Cisco WebEx app in advance of the hearing.

iPad/iPhone

To download the iPad or iPhone app:

- i. Tap the App Store icon on your iPad or iPhone and use the keyword "webex" to search for the app.
- ii. Download the Cisco Webex meeting app following your device's instructions.

Android Device

To download the android app:

- i. Open your devices app store icon and use the keyword "webex" to search for the app.
- ii. Download the Cisco Webex meeting app following your device's instructions.

2. On the day of the hearing, join the hearing **at least 20 minutes before** the scheduled start time. The hearing will be open to join at least 30 minutes before the scheduled start time. If you received a notice from the SDAB, your notice will contain the information needed to join the meeting. If you did not receive a notice you can email the SDAB at sdab@edmonton.ca to request the meeting access code and password information.
3. Open the Cisco Webex Meeting app on your tablet or iPad
4. Allow Webex meet to access your device information, video and audio.
5. Select **Join a Meeting**.
6. Enter in the meeting information included on your notice from the SDAB.
7. Enter your name, email address, meeting password, and click **Join Now**.
8. The meeting coordinator will be notified when you join the hearing. The meeting coordinator will greet you, test out your audio and video and ask for your personal

information. Make sure to provide information for all people that are in the room with you.

9. The Meeting Coordinator will mute your microphone until the Presiding Officer opens the hearing, and again until it is your turn to speak to an item.
10. Please note that during the hearing your camera will be disabled until it is your turn to speak, at which time, the Host of the meeting will adjust your role and advise you to turn your camera on. You can turn your camera on by selecting the icon at the bottom of your screen to start your video.
11. Please remain within the SDAB Hearing until it concludes. If you depart from the hearing during the middle, the hearing will pause while attempts are made to reconnect with you.
12. If you need to leave the hearing prior to the conclusion, please email sdab@edmonton.ca to advise that you have departed the hearing.

Joining the hearing by computer or laptop

1. Join the hearing **at least 20 minutes before** the scheduled start time. The hearing will be open to join at least 30 minutes before the scheduled start time. If you received a notice from the SDAB, your notice will contain the information needed to join the meeting. If you did not receive a notice you can email the SDAB at sdab@edmonton.ca to request the meeting access code and password information.
2. When using your computer or laptop there are a variety of options on how to join the hearing. Detailed instructions on these options are included below.
3. Open Google Chrome. Other internet browsers will not work with Webex.
4. See the following instructions for options for joining a hearing on your computer or laptop.

Option 1 - Running Temporary Application

1. Go to <https://edmonton.webex.com>
2. Enter in the meeting information included on your notice from the SDAB. Select **Join**.

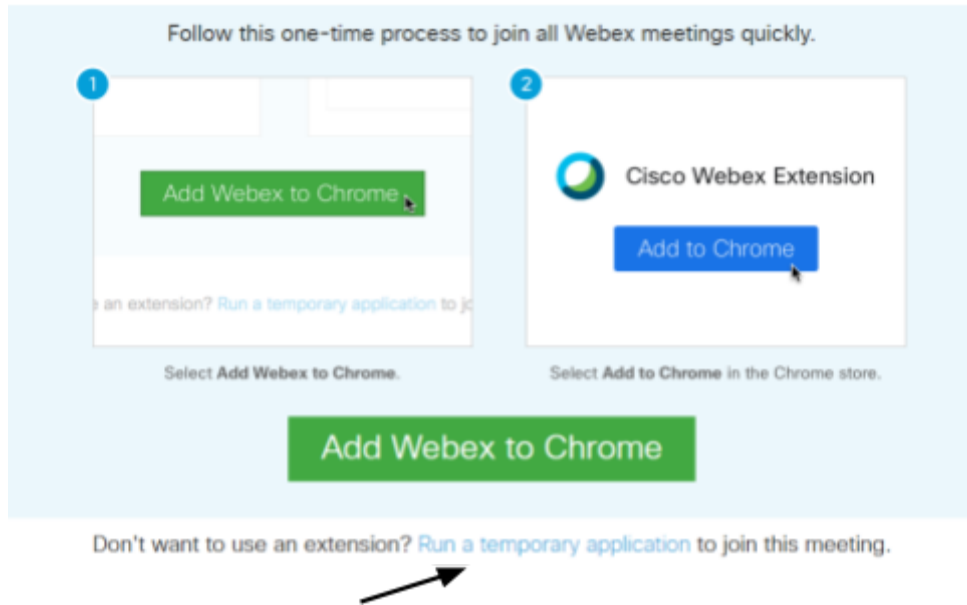
Join a Meeting ⓘ

Enter meeting information

3. Enter your name, email address, meeting password, and click **Join Now**

- The following window will appear, at the bottom of the screen select **“run temporary application”**. At any time during the setup, if you are asked to allow Webex access to your device information, video and audio - allow it.

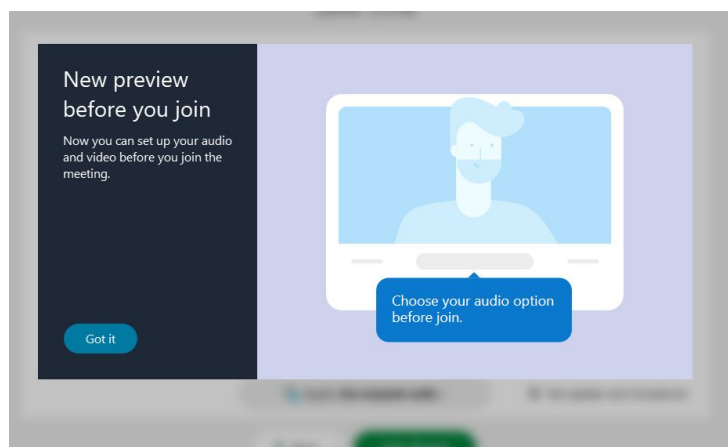
Step 1 of 2: Add Webex to Chrome



- This window will pop up in your bottom left corner of your screen. Click on it to run the temporary application.



- When this dialog box opens up, choose **“Run”** if it asks.
- After it completes installing, the window below will open, choose **“Got it”**.



8. A new window will open. Ensure the audio is **“Use computer audio”** and then click **Join Event**. As a reminder when you first join a SDAB hearing your video will be disabled.
9. The meeting coordinator will be notified when you join the hearing. The meeting coordinator will greet you, test out your audio and video and ask for your personal information. Make sure to provide information for all people that are in the room with you.
10. The Meeting Coordinator will mute your microphone until the Presiding Officer opens the hearing, and again until it is your turn to speak to an item.
11. Please note that during the hearing your camera will be disabled until it is your turn to speak, at which time, the Host of the meeting will adjust your role and advise you to turn your camera on. You can turn your camera on by selecting the icon at the bottom of your screen to start your video.
12. Please remain within the SDAB Hearing until it concludes. If you depart from the hearing during the middle, the hearing will pause while attempts are made to reconnect with you.
13. If you need to leave the hearing prior to the conclusion, please email sdab@edmonton.ca call 780-496-6079 to advise that you have departed the hearing.

Option 2 - Installing the Webex Google Chrome Extension

1. Go to <https://edmonton.webex.com>
2. Enter in the meeting information included on your notice from the SDAB. Select **Join**.

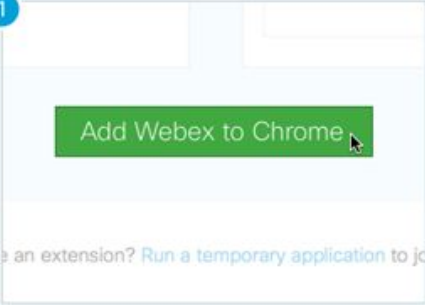
Join a Meeting ⓘ


Enter meeting information

3. Enter your name, email address, meeting password, and click **Join Now**
4. The following window will open. Choose **“Add Webex to Chrome”** At any time during the setup, if you are asked to allow Webex access to your device information, video and audio - allow it.

Step 1 of 2: Add Webex to Chrome

Follow this one-time process to join all Webex meetings quickly.

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Select **Add Webex to Chrome**.
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Select **Add to Chrome** in the Chrome store.


Add Webex to Chrome

5. The following window will open. Choose **“Add to Chrome”**

[Home](#) > [Extensions](#) > Cisco Webex Extension

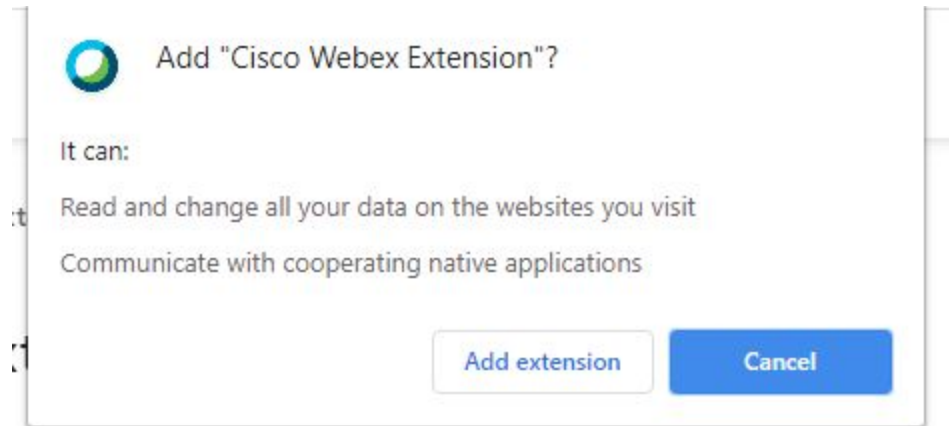
 **Cisco Webex Extension** [Add to Chrome](#)

Offered by: [webex.com](#)

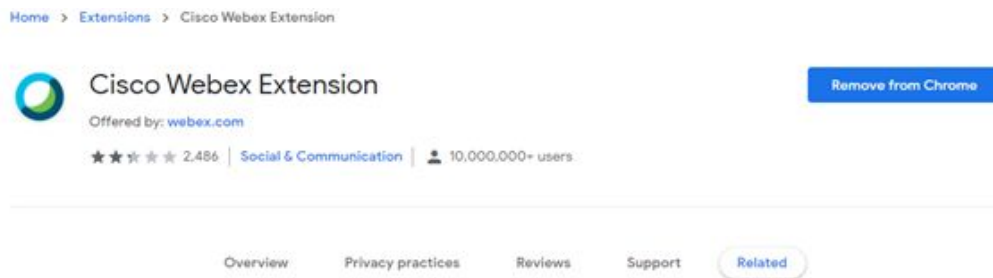
★★★★★ 2,486 | [Social & Communication](#) |  10,000,000+ users

[Overview](#) | [Privacy practices](#) | [Reviews](#) | [Support](#) | [Related](#)

6. The following window will open. Choose **"Add extension"**



7. The following window may appear. If it does appear, close this window to return to the Webex install process.

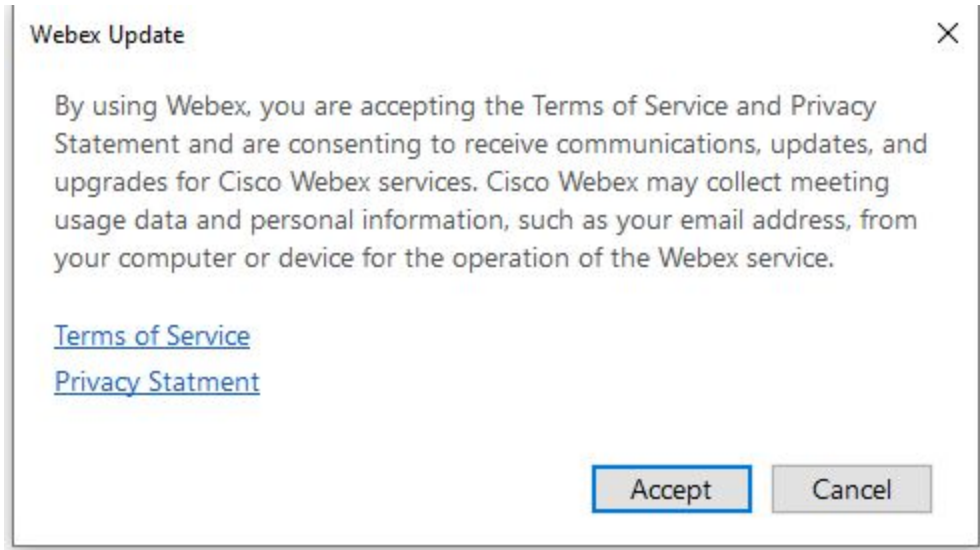


8. This window will now display. Click on the program on the bottom right hand side of your screen to install the Cisco Webex add-on.

Step 2 of 2: Install the Cisco Webex add-on



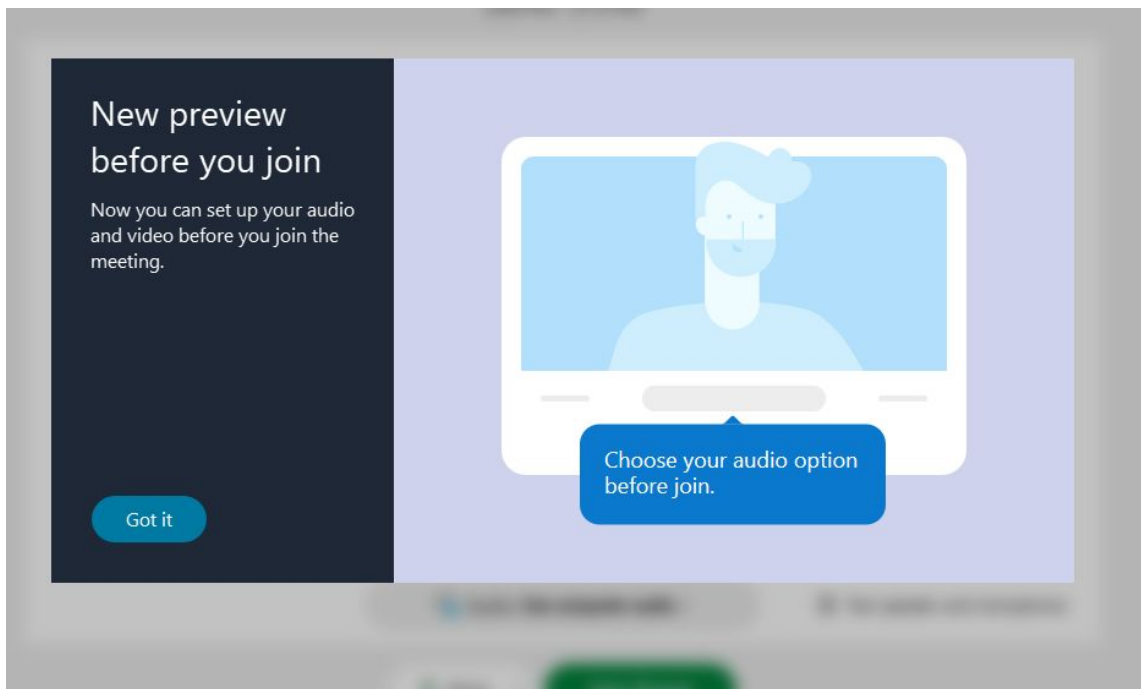
9. The following message will appear. Choose **Accept**.



10. A dialog box will open that says "preparing the event", wait until it reaches 100%. If this dialog box does not appear - select the blue and white circle typically located at the bottom of your screen.



11. After it completes, this window will open, choose "got it".



12. A new window will open. Ensure the audio is **“Use computer audio”** and then click **Join Event**. As a reminder when you first join a SDAB hearing your video will be disabled.
13. The meeting coordinator will be notified when you join the hearing. The meeting coordinator will greet you, test out your audio and video and ask for your personal information. Make sure to provide information for all people that are in the room with you.
14. The Meeting Coordinator will mute your microphone until the Presiding Officer opens the hearing, and again until it is your turn to speak to an item.
15. Please note that during the hearing your camera will be disabled until it is your turn to speak, at which time, the Host of the meeting will adjust your role and advise you to turn your camera on. You can turn your camera on by selecting the icon at the bottom of your screen to start your video.
16. Please remain within the SDAB Hearing until it concludes. If you depart from the hearing during the middle, the hearing will pause while attempts are made to reconnect with you.
17. If you need to leave the hearing prior to the conclusion, please email sdab@edmonton.ca call 780-496-6079 to advise that you have departed the hearing.

Joining the hearing by phone

1. Call-in to the hearing **at least 20 minutes before** the scheduled start time. The hearing will be open to join at least 30 minutes before the scheduled start time.
2. If you received a notice from the SDAB, the meeting access code is included on your hearing notice. If you did not receive a notice, you can email the SDAB at sdab@edmonton.ca to request the meeting access code.
3. Dial **780-851-3573**.
4. Enter the meeting access code provided to you, followed by the “#” key.
5. Press the “#” key when prompted, no attendee number is required.
6. The host will be notified when you have joined the hearing.
 - The host controls each speaker’s microphone, and will unmute your microphone to gather your information and to ensure that you can hear the host and that the host can hear you. At this time, you may wish to ask the host any last-minute questions.
5. Please remain within the SDAB Hearing until it concludes. If you depart from the hearing during the middle, the hearing will pause while attempts are made to reconnect with you.

6. If you need to leave the hearing prior to the conclusion, please email sdab@edmonton.ca or call 780-496-6079 to advise that you have departed the hearing.

Helpful Tips

Presentation Materials

Any written materials must be provided to the SDAB in advance of the hearing by your written submission deadline. The SDAB will review these materials in advance of the hearing.

Best Experience

Participate online using a computer, laptop or iPad/tablet for the best experience.

Chat Feature

The Chat feature will be disabled during the hearing.

Speaking

The Chair/Presiding Officer or the host will advise when it is your turn to speak. The Host will unmute your microphone. If you are joining via video - be sure to activate your camera when it is your turn to speak.

Trial Runs

If you wish to run a test prior to the hearing, please contact sdab@edmonton.ca or call 780-496-6079.

Troubleshooting Tips

If for any reason, you are unable to join the hearing via computer or tablet, there is the option to phone into the hearing - follow the instructions above "to participate by phone".

If you are participating online, and your connection is lost, please try to rejoin as before. If you are unable, please join using the phone in instructions provided. For further assistance, please contact sdab@edmonton.ca or call 780-496-6079.