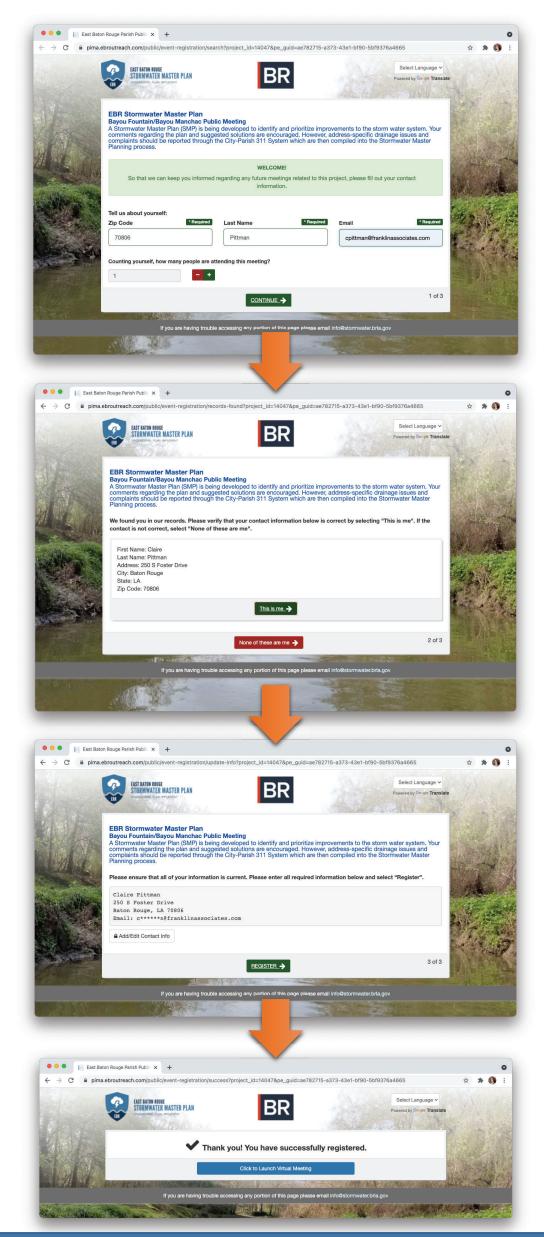


## **Virtual Meeting Registration & Login**



## **Online Public Meeting**

## Frequently Asked Questions

#### What To Expect

<u>Upon Joining the Meeting:</u> Select Play on the video. Confirm your volume is up and the video is not muted.

<u>View the Meeting:</u> Watch the presentation. Join the Podium will not be enabled at this time.

Join the Podium: After the Podium has been enabled, click Join the Podium to submit a question or comment to the project team. Your virtual podium comment will be entered into the official project record, may be read aloud or displayed on screen, and will be responded to either live or post-event by the project team.



<u>Comments Displayed:</u> To moderator will display comments in the order in which they are received.

If you are continuing to have issues after troubleshooting, please email <u>ebrpimaadmin@hntb.com</u>.

## **Online Public Meeting**

## Frequently Asked Questions, continued

#### **Troubleshooting**

<u>Problem: Video is Not Playing</u> Solution: If video does not play automatically, click Play button.



#### Problem: I See a Grey Screen

Solution: The video stream is likely being blocked by your IT group. Please contact your administrator to authorize the streaming of services from the website. Open a new browser tab, go to <u>youtube.com</u>, and click the button to "allow content".

Problem: I Still Don't See Something on My Screen

Solution: Click refresh on your internet browser. It is recommended that Google Chrome be used for the optimal experience. (https://www.google.com/chrome/).



<u>Problem: I Submitted a Comment after Joining the Podium, and I Don't See</u> My Comment in the Stakeholder Comments

Solution: All comments submitted via Join the Podium will be initially reviewed by the project team and will appear on the screen once this review is completed.

## **Online Public Meeting**

### Frequently Asked Questions, continued

#### Problem: I See the Video, but I Do Not Hear Anything

#### Potential Solution:

If you are using a computer, the wrong audio output device might be selected. – You can specify the audio device you want to use for your speakers in your computer's settings.

- a) Open the computer's Sound settings.
- b) On the Playback tab, select the speakers that you want to use.
- c) Click Set Default, then click OK.

If you are using a Windows computer, then your speaker setup might need adjustment. – Windows Vista and Windows 7 allow you to configure the Sound Control panel to allow for multiple speaker arrangements.

- a) Open the computer's Sound settings.
- b) On the Playback tab, select the speakers that you want to use. If it is not displayed, then make sure it is plugged in.
- c) Click Configure.
- d) "Audio Channels", try using a different audio channel setting.
- e) Click Test to ensure your arrangement is working correctly.
- f) Click Next > Next > Finish.

If you are using a Windows computer, then your audio sample rate settings might need adjustment. – On rare occasions, the audio settings in Windows Vista or Windows 7 may not be registering sound at the frequencies that GoToMeeting transmitting sound from.

- a) Open the computer's Sound settings.
- b) On the Playback tab, select the speakers that you want to use. If it is not displayed, then make sure it is plugged in.
- c) Click Configure, then go to the Advanced tab.
- d) Under "Default format," select a different sample rate. Keep trying different options until you are able to hear sound.

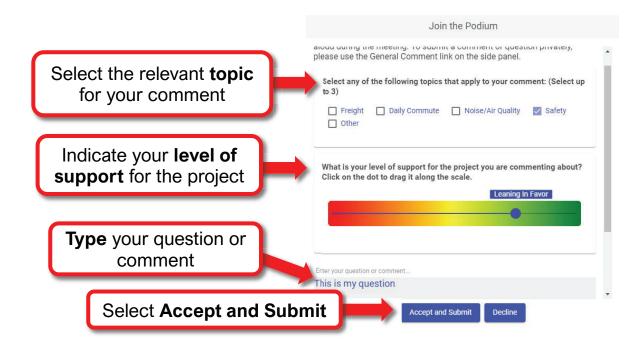
If you are using a Windows computer, you may need to update your audio/video drivers. – Outdated drivers can cause interference with the application. Please ensure that you have installed any available driver updates for both your audio and video cards.

- a) Open the computer's Device Manager.
- b) Expand the Sound, video and game controllers section.
- c) Right-click your device and select Update Driver Software. Then follow the wizard as prompted, then repeat for all devices in the section.

Note: If there are no available updates, then it is recommended that you manually download the driver update by visiting the manufacturer's (Driver Provider) support page and searching by the driver version number listed. You may also check for an update from Microsoft by running Windows Update.

If you are continuing to have issues after troubleshooting, please email <u>ebrpimaadmin@hntb.com</u>.

# Online Public Meeting Frequently Asked Questions, continued



Problem: I Submitted a Comment, and I Don't See My Comment in the Stakeholder Comments

Solution: Only comments submitted with Join the Podium will appear on the Stakeholder Comments.

General Comment: Comments submitted with the general comment form will be submitted to the project team, but will not become apart of the public hearing official record.



If you are continuing to have issues after troubleshooting, please email ebrpimaadmin@hntb.com.