



# FREQUENTLY ASKED QUESTIONS ABOUT ZOOM FOR GOVERNMENT (ZOOMGOV) HEARINGS

## THE BASICS

### DO I COME TO THE BOARD'S OFFICE FOR A ZOOMGOV HEARING?

- No. All Zoomgov hearings will be held remotely. Do not come to the Board's office.

### ARE ZOOMGOV AND ZOOM THE SAME?

- Essentially, yes. Zoomgov is designed specifically to accommodate sensitive government business, but participants will not see the difference.

### DO I NEED A ZOOM ACCOUNT TO PARTICIPATE IN A ZOOMGOV HEARING?

- No. You do not need your own account to connect to a Zoomgov hearing.

### IS THERE A FEE TO PARTICIPATE IN A ZOOMGOV HEARING?

- No. There is no cost for participants.

### HOW DO I CONNECT TO A ZOOMGOV HEARING IF I AM A MEMBER OF THE GENERAL PUBLIC OR THE PRESS?

- The hearing will be available for public viewing via YouTube. Please see the hearing notice on the Board's website for the link.

### IF I AM A PANELIST, HOW SHOULD I WATCH THE HEARING WHEN OTHER PANELS ARE PRESENTING?

- Panelists can either stay in the Zoomgov webinar with camera off and mic off, or panelists can leave the Zoomgov webinar and view the hearing via YouTube.

## GETTING READY

### I JUST GOT MY NOTICE. SHOULD I DO ANYTHING AHEAD OF TIME TO GET READY?

- Make sure you have the Zoom "client" installed on your computer. It's a small, free application file to run the program. You can download it here: <https://zoom.us/download>.
- If you plan to use a smartphone or tablet, you will need to install the latest version of the Zoom Cloud Meetings app. The app is available for free on both the Apple App and Google Play stores.
- You can test the Zoomgov audio and video on your device before the hearing date. Visit <https://zoom.us/test> for more information.

## IS THERE A WAY TO DO A TEST BEFORE THE ACTUAL HEARING?

- Yes. We strongly encourage you to test the Zoomgov audio and video on your computer, smartphone, or tablet before the hearing date. Visit <https://zoom.us/test> for more information.
- Please join the hearing at least 30 minutes prior to its scheduled start time to address any last-minute technical issues.

## DO I NEED A COMPUTER TO PARTICIPATE IN A ZOOMGOV HEARING?

- No. You can also connect to a Zoomgov hearing by smartphone or tablet, or by using a regular telephone.
- Your computer will need a video camera, speakers, and a microphone if you plan to participate by computer.
- For more information on how to connect to a Zoomgov hearing, visit [www.zoom.us](http://www.zoom.us).

## DO I NEED SPECIAL SOFTWARE TO PARTICIPATE IN A ZOOMGOV HEARING?

- The first time you use Zoomgov from a computer you will be asked to download a small, free application file to run the program. You can download it here: <https://zoom.us/download>.
- If you are using a smartphone or tablet, you will need the latest version of the Zoom Cloud Meetings app. The app is available for free on both the Apple App and Google Play stores.

## DO I NEED SPECIAL TECHNOLOGY TO PARTICIPATE IN A ZOOMGOV HEARING?

- No, but it's helpful if you make the most of the technology you do have.
- If you use WiFi, make sure you're in close range and that you are not sharing bandwidth with too many other devices.
- If you can, use a good quality headset (headphones with mic) to help ensure you can be heard and that you can hear others as clearly as possible.
- Know how to manage the volume so you can hear the Board members and the other panelists.
- Know how to adjust the brightness of your screen so you can see well.

## DOES IT MATTER WHERE I AM WHEN I PARTICIPATE IN A ZOOMGOV HEARING?

- Yes. Be somewhere with minimal distractions where you can talk and listen.
- Your picture quality will be best if you are inside, with good lighting.
- Avoid windows, lamps, or anything directly behind your head.

## HOW DO I CONNECT TO A ZOOMGOV HEARING IF I AM A PANELIST?

- You can connect by computer, smartphone, tablet, or regular telephone.
- On a computer, go to <https://zoomgov.com/> and click "Join a Meeting," and enter the Meeting ID and Passcode.
- On a smartphone or tablet, use the Zoom Cloud Meetings app and click "Join", and enter the Meeting ID and Passcode.
- If you do not have access to a computer or smartphone, use a telephone to dial the number provided and enter the Meeting ID and Passcode when prompted.
- For more information on how Zoomgov and Zoom work, visit [www.zoom.us](http://www.zoom.us) and the quickstart guide at <https://support.zoom.us/hc/en-us/articles/360034967471-Quick-start-guide-for-new-users>.

## WHERE IS MY MEETING ID AND PASSCODE?

- The Meeting ID and Passcode are in the email you received from [Hearings@stb.gov](mailto:Hearings@stb.gov).

## WHAT IF I LOST MY PANELIST EMAIL?

- If you cannot find your Zoomgov information, please contact [Hearings@stb.gov](mailto:Hearings@stb.gov) or reach out to the contact indicated in the hearing notice.

## ZOOMGOV HEARING

### WHAT SHOULD PANELISTS DO THE DAY OF THE ZOOMGOV HEARING

- Log on to the hearing at least 30 minutes early to ensure that you are able to connect.
- If you have difficulty connecting by computer, smartphone, or tablet, call the telephone access number provided with your Meeting ID and Passcode.
- It's best to stay connected to a power source. If you cannot, make sure your device is fully charged, and have a power cord and outlet nearby, just in case.
- Have a pen and paper handy in case you need to write things down.
- Have copies of any document that you sent to the Board, or to the other party, ready to look at during the hearing.
- Use the chat feature in the Zoomgov window for **technical issues only**.

### WHAT HAPPENS WHEN I JOIN THE HEARING AS A PANELIST?

- When you first join the hearing, you will be placed in a waiting room. If you connected by computer, smartphone, or tablet, you will see a message that says "Please wait, the meeting host will let you in soon".

## DO I HAVE TO BE ON VIDEO?

- All panelists should be connected by video during their panel. The Board members will be able to see you and you will be able to see the Board members and the other panelists.
- If you have technology limitations, inform the Board as soon as possible.
- To see the other panelists, choose "gallery view" if connected to Zoomgov on your computer, smartphone, or tablet.
- To see just the person speaking, choose "speaker view" if connected to Zoomgov on your computer, smartphone, or tablet.

## DOES THE BOARD HAVE ANY TIPS FOR PARTICIPATING IN A ZOOMGOV HEARING?

- Yes. Mute your microphone when you are not speaking. Even background noise can be heard.
- Make sure the camera is at eye level. You may want to put your device on a stack of books so you can be hands-free and look directly at the camera while talking. Only have your camera on during your panel.
- Don't leave the hearing during your panel, even for a short time.
- Avoid moving around with your device during your panel.
- Wait for the Chairman to call on you.
- Avoid speaking to someone not in the hearing.
- Do not speak over other panelists.

## WHAT IF I GET DISCONNECTED?

- If you get disconnected, call into the hearing using the dial-in number provided in your notice.

## WILL A RECORDING BE MADE AVAILABLE

- All hearings are being recorded by the Board, and transcripts may be ordered from the Court Reporter. Both the recording and the transcript will be posted on the Board's website.

## WHAT DO I DO IF I HAVE A QUESTION THAT IS NOT ANSWERED HERE

- Please send an email to [Hearings@stb.gov](mailto:Hearings@stb.gov). If the matter is urgent, please call Rachel Campbell at 202-245-0357.