

QUICK REFERENCE GUIDE

For participants connecting to a virtual hearing hosted by the Financial and Consumer Affairs Authority (FCAA)

This guide provides instructions for participants of a virtual hearing hosted by the FCAA.

If it is determined by the Hearing Panel (the “Panel”) that a matter is to proceed by way of virtual hearing, the Cisco Webex Meetings application will be used as the platform on which the virtual hearing will take place.

Webex allows participants to join the hearing using video or audio from a desktop, laptop, tablet or smartphone (“device”). Participants will be expected to attend using the video connection; however, if approved by the Panel, participants may attend by telephone. The meeting room code (9 digits), the web address link, and where applicable, the phone number, will be provided by the Registrar and included in the email invitation.

To attend by video, you must have the Webex application installed on your device. Go to the Webex [website](#) and follow the installation instructions for “Webex Meetings”.

Sign-In Process

- From the desktop or mobile application: Open up the Webex Meeting icon located on your desktop or app located on your mobile device. Copy and paste either the meeting room code (9 digits) or the link provided in the information from the Registrar into the Join a Meeting field and select the Join button.
- From email invitation: Click on the “Join meeting” button. It looks like this:

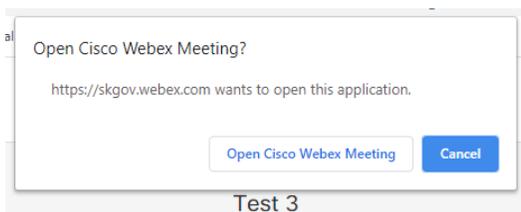
invites you to join this Webex meeting.

Meeting number (access code): 146 339 3624
Meeting password: myZM4Mmp27

Friday, July 24, 2020
11:50 am | (UTC-06:00) Saskatchewan | 1 hr

Join meeting

- On a desktop, click “Open Cisco Webex Meeting” if the following message appears:



- If asked, enter your information and click “next”:

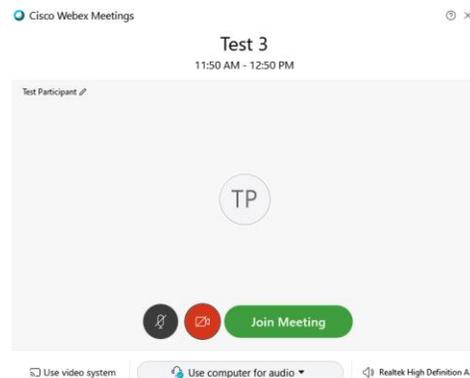
Enter your information

Full name

Email address

Next

- Click the green “Join meeting” button. Feel free to turn off your microphone (mic) at this time.



- You will now be in the meeting. Click anywhere on the screen and hover over the bottom of the window. You will see buttons that look like this:



- Mic button: Turns your mic on or off. Red is off.
- Camera button: Turns your camera on or off. Red is off.
- Share button: Only share documents or your desktop if directed by the Panel.
- Participants button: Shows the list of participants.
- Chat button: This feature will not be enabled in most cases.
- Notes button: A place to take notes.
- Ellipsis (the three dots) button: Shows a couple settings that you can control.
- X button: Leave meeting.
- If you have joined the hearing early, or the hearing is delayed, a message will appear indicating that

the meeting has not started. Wait a few moments and try logging in again.

Breaks

- Should the Panel need to take a break, the videoconference will stay on. You are responsible for turning off your own mic and camera. **Do not disconnect from the videoconference, unless the Panel directs.** Please note that if you do not turn off your mic and camera other participants will be able to see and hear you.

Technology Tips

- For increased quality and to avoid echo, use a headset or headphones with built-in mic. Set up your audio correctly in the application. If you have volume turned up and audio coming through the speakers of your device, it may echo. If other participants are complaining of echo and you cannot hear any echo, it is likely that you are the cause.
- For video, locate yourself in a quiet, distraction free area with good lighting. Use an appropriate camera angle and background (e.g., plain wall).
- Participants should have their mic turned off when they are not speaking. Leave your camera on, unless directed otherwise by the Panel.
- If appearing by telephone, do not place the Panel on hold. Speak directly into the phone. Do not place the phone on loudspeaker, as it will decrease audio quality. When not speaking, mute your phone.
- Ensure devices are fully charged before the hearing, and have a charger nearby.

Technological Issues

- At least 14 days before the hearing, you may contact the Registrar to do a test of the system. That test should occur at least one week before the hearing.
- The Panel is not able to provide technical support. The Webex [website](#) and the help section of the application provide additional tips and advice on how to use the program. Counsel is responsible for assisting clients on technical matters. You may contact the Registrar if you need further assistance.
- In the event that you experience technological issues during an audioconference or

videoconference hearing, please make the Panel aware that you are experiencing issues. If you are not able to communicate with the Panel directly, contact the Registrar.

- If you accidentally log out of the hearing, or otherwise lose your connection, you should quickly attempt to rejoin the meeting. If you are not able to rejoin the meeting, contact the Registrar.
- If at any time, due to delay, distortion, or disconnection, you miss something that was said during the hearing, please let the Panel know immediately so that the statement can be repeated. Likewise, please be patient and prepared to repeat your own statements if asked.
- If the Webex application is not working, the Registrar will contact the parties to try and make alternative arrangements or communicate any directives from the Panel.

Other Important Information

- Do not share the hearing invite, link or password. It is intended for you only.
- Download and test the application prior to the hearing.
- Do not record the hearing or any portion of it without prior express permission from the Panel.
- Do not broadcast or live stream the hearing.
- Do not use a speakerphone.
- Ensure you are in your camera's frame clearly.
- When speaking, look directly at the camera, not at the screen.
- If on a mobile device, plan to be stationary.