

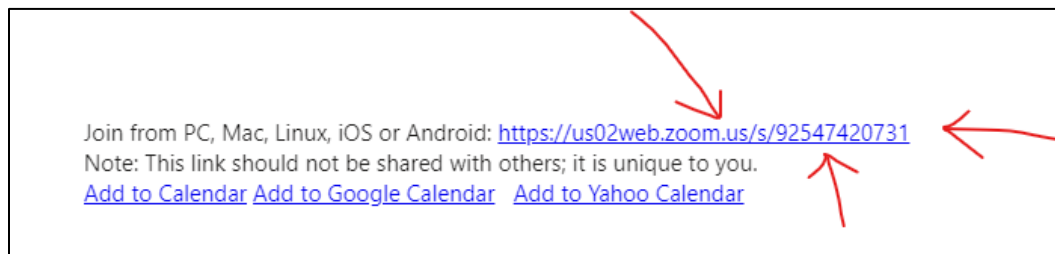


How to Join Your Online Support Meeting

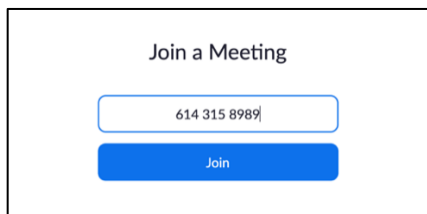
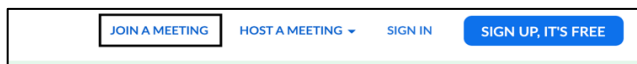
*Welcome! We're looking forward to seeing you in the online support meeting.
Here's how to participate:*

1. You have three options for joining the meeting:

1. When you registered, meeting information was emailed to you. Click on the link in your email.

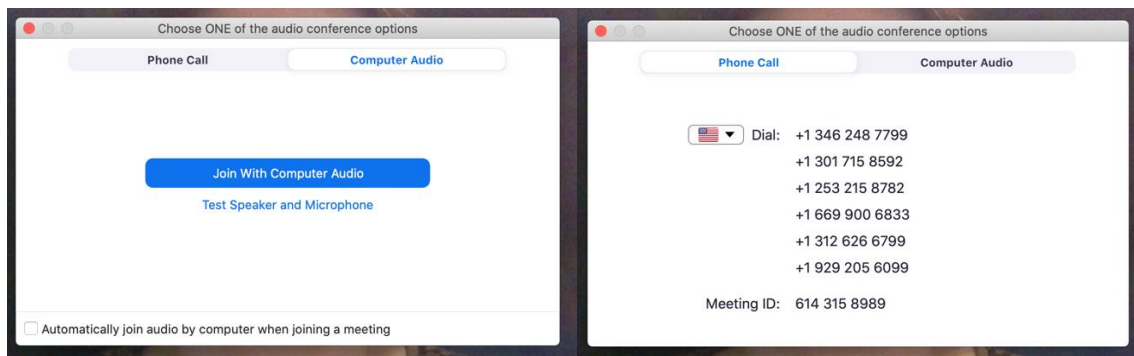


2. Or visit zoom.us. Select "Join a Meeting" in the upper right menu. Enter the meeting ID, which is at the bottom of your confirmation email for that specific meeting, and also at the end of the link for that meeting (in this example, it's 92547420731).



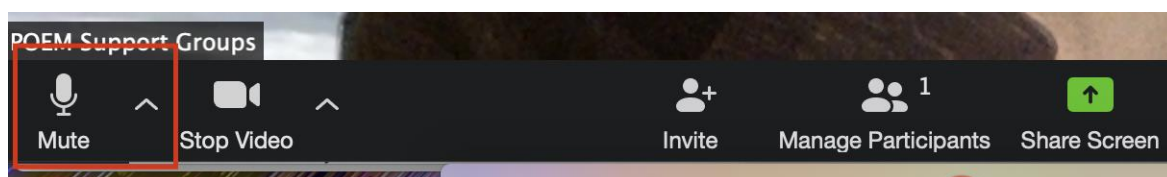
3. Please join the meeting using video. If you must attend the meeting via phone only, call the number listed under "OneTap Mobile" in your registration email. Enter the meeting ID and ignore any prompts about a passcode.

2. Once you have joined, you will be asked how you'd prefer to listen to and speak during the meeting. Using computer audio with headphones/earbuds is recommended, but you have the option of using your phone if you prefer. You will still need to have video access via your computer.

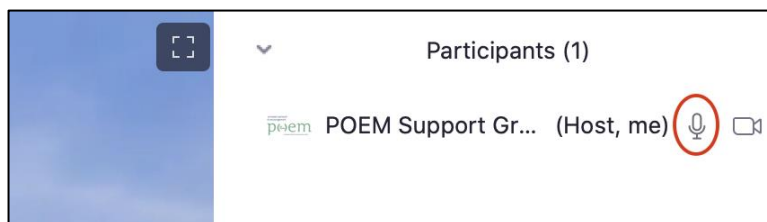


3. Please mute your audio when entering the group, and please unmute when you share at opening check-in. The mute button will appear:

- **at the bottom left of your meeting window (or near your name in the video window)**



- **in the sidebar list of meeting participants**



We all have a role in making the meeting a success! Here are some important ways to ensure a courteous and respectful online meeting space:

1. Please use the above instructions to mute your audio when you are not sharing. Even if you feel as if your background may be quiet, microphones pick up the sounds around you. The buildup of noise from multiple attendees can be really distracting.
 - If you are joining audio by phone, you may easily mute yourself using the following commands on your phone:
 - *6 - Toggle mute/unmute
 - *9 - Raise hand
2. Video participation is strongly encouraged, but it is not required. Seeing each other's faces helps us connect in a way similar to an in-person group.
3. Use earbuds, headphones, or headset if you have them available. This also helps to cut down on noise disruption for you and other attendees.
4. Try your best to find a quiet place to participate. In this format, it is impossible for us to guarantee that there will be no disruption, but we can limit disruptions by joining meetings in environments we expect to remain private. If you have to attend to the needs of an infant or child during a meeting, that's okay! Just mute your sound, turn off your video, and attend to your family.
5. Do not take any screenshots or invite others to the group for any reason during an online meeting.

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