

City of Carmel-by-the-Sea

Zoom - Webinar and Meeting FAQ

How is Zoom Webinar different from Zoom Meetings?

We are transitioning from Zoom Meeting to Zoom Webinar format for Public Meetings to continue to enable both in-person and remote attendance, and to facilitate more efficient and secure management of the hybrid meeting format. In Zoom Webinar format, attendees can view the City Council as panelists during the meeting. Attendees can still use the "raise hand" feature to signal their desire to speak, but they cannot unmute themselves. When an attendee is recognized, the meeting clerk or host will grant them permission to unmute for their allotted speaking time, typically 3 minutes. The speaker will be automatically muted again once they have finished speaking or when the 3-minute time limit is reached. Attendees will not be allowed to screen share or turn on their video.

But it seems that Zoom Meetings might be more "public friendly" than Zoom webinar?

The features of Zoom Meeting and Zoom Webinar are similar in many aspects. There are, however, some key differences that drive the choice of Zoom webinars for large meetings:

- **Zoom Meetings** - provide a collaborative environment which can be ideal for small, interactive group meetings. Participants can easily share video, audio, and screens/applications, fostering a dynamic exchange of ideas.
- **Zoom Webinars** – are designed to be comparable to auditoriums or other public events where a large audience is anticipated. The host and any designated panelists can share their video, audio, and screen. Webinars allow view-only attendees, however, the attendees have the ability to actively participate by raising their hand to request to speak. The hosts can unmute the attendees for engagement during the comment period of the meeting.

Furthermore, it's worth noting that there are differences in security measures between Zoom Meetings and Webinars. These distinctions ensure that each platform is tailored to meet specific needs and prioritize the safety and enjoyment of both hosts and attendees.

What are the security differences between Zoom Meetings and Zoom Webinars?

- **Video Controls:** In **Zoom Meetings**, although the Host can set the default to be that an attendee connects with video initially turned off, the attendee has the ability to turn the video on at any time. The host can block an individual attendee's video capability only after the attendee has joined. In large meeting scenarios, people are constantly joining and dropping. Attackers looking to "bomb a meeting" create a churn of connections that

cannot be practically managed, ultimately breaking through and creating the disruption. **Zoom Webinars** allows for attendee video and audio to be initially disabled, and later enabled and unmuted as appropriate.

- **Audio Participation:** Public meetings are conducted following published agendas, with designated agenda items for public comment. Use of the "Raise Hand" feature in Zoom Webinar allows for public attendees to be recognized and their audio enabled.

Will I have to register to attend the meeting? Do I have to give my real name and email?

Members of the public who wish to participate in the meeting via Zoom Webinar won't need to pre-register. The meeting link and telephone dial-in number will both be included on the first page of the agenda, along with the Webinar ID and passcode, which you may need to enter manually to join via web browser, Zoom app, or dial-in telephone.

When you join the webinar, you will be prompted to provide your name, allowing the host to recognize you if you wish to make a public comment by raising your hand. However, you can choose to rename yourself as well. While your email address must be entered to gain access to the webinar, rest assured that it remains private and won't be visible to other attendees.

Why can't I type my public comment into the chat, or send a chat to the host during the meeting?

We welcome written public comments in advance of the meeting through either email or traditional mail. The email address for submitting your comments to the City ahead of the meeting can be found on the first page of the agenda. In-person public meeting etiquette encourages attendees to refrain from disruptive private conversations or public outbursts within the meeting room. To maintain decorum, there won't be a Q&A or chat feature enabled during Zoom hybrid meetings.

What should I expect as a Public Webinar Attendee?

As a Webinar attendee:

- You will not have your webcam or microphone transmitting when you join.
- You will not see the list of all attendee names.
- You will be asked to use "Raise Hand" button to be recognized to make a public comment.
- Dial-In Users (phone only): will need to press *9 (star-nine) to raise your hand.
- When you raise your hand the chair or the host will recognize you by saying "*[name] we will now unmute you to make a public comment*".
- You will be given permission by the chair or host to un-mute your microphone and speak publicly after you are recognized.
- When your comment is over or the time limit is up, the host will lower your hand and you will not be able to unmute yourself.