Using Technology to Conduct P.E.O. Meetings

During this health emergency, the Executive Board of International Chapter has granted a temporary provision to allow local chapters to conduct business by virtual meetings. These meetings may be conducted by video conferencing and/or conference calls.

Remember, every member is a Very Important P.E.O. and should be given the opportunity to participate in the meeting. Notify all members (both resident and nonresident) of the upcoming meeting and choose the option that will best serve the needs and abilities of your chapter members.

Two options are available to conduct an Virtual Meeting:

1. **Video conferencing, such as Zoom**
   Zoom is a cloud-based video conferencing service you can use to meet virtually with others using video. Although other video communication services are also available, Zoom is easy to use and offers basic services at no cost.
2. **Conference call line, such as Free Conference Call**
   You may also host a conference call line to conduct emergency chapter business. Many conference call services are available. Free Conference Call is an option available at no cost to set up calls within the United States. This is NOT a toll-free number. Research did not provide a similar "no cost" service within Canada.

HOW TO SET UP A ZOOM CALL

Zoom is a free (basic features) option for video chatting.

1. Anyone can sign up for a free account at Zoom.us.
   a. The call host needs an account, but those joining in on the call do not need one.
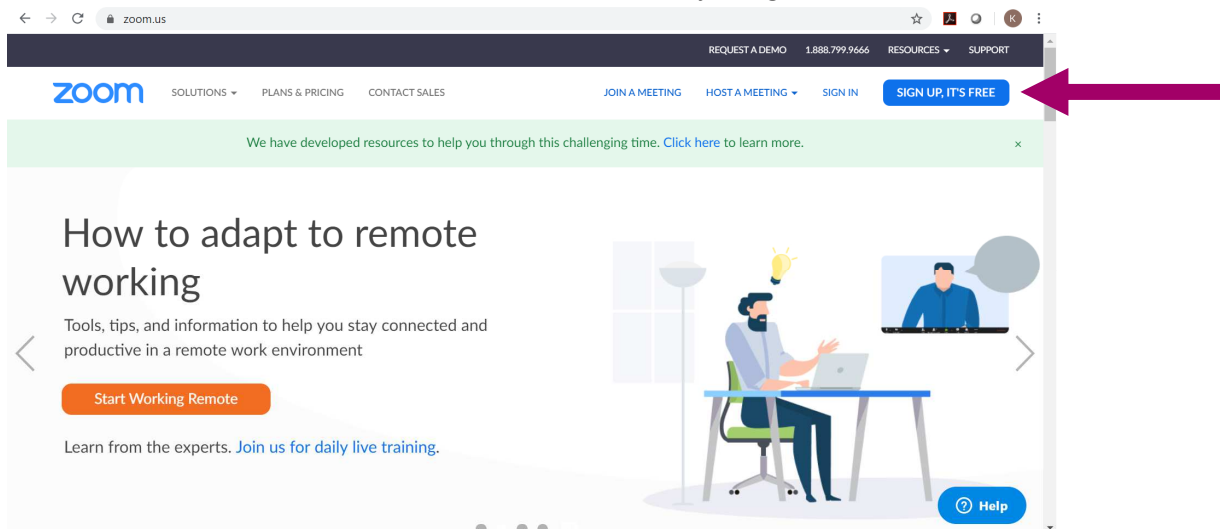
2. Once signed in, the call host should click **Schedule** and fill in the details in order to schedule a call.
   a. After saving, they will see **Join URL,** which is the link participants will need to click on to join the meeting at the specified date and time.
   b. Hosts will also see a link to copy the invitation. The host can then paste this into an email or a text to invite members to the call.
3. At the set date and time, participants join the video conference by clicking on the link sent by the host.

Notes

1. Users will be prompted to download Zoom after clicking on the meeting link. Follow the prompts to download and continue.
2. Users will need to allow Zoom access to their computer's microphone and camera. Upgraded plans (which a user may choose to purchase) have options to call in to a Zoom meeting from a phone. Although this is a good option to allow members to join with just phone access, be aware of the added cost.
3. With a free account, a Zoom meeting can last up to 40 minutes. If the time expires, the host can send a new link to continue the Zoom meeting for up to an additional 40 minutes.
4. Remember your sisters who do not have the technology or technical expertise to join video conferencing. Consider calling those members and having them on speakerphone near a computer so they can participate in the meeting.
5. Although Zoom offers recording options, recording of a P.E.O. Emergency Meeting is not permissible.

ZOOM SUPPORT SITE

If you are uncomfortable or encounter issues, view the support information Zoom offers online at:
https://support.zoom.us/hc/en-us

VIDEO MEETING ETIQUETTE

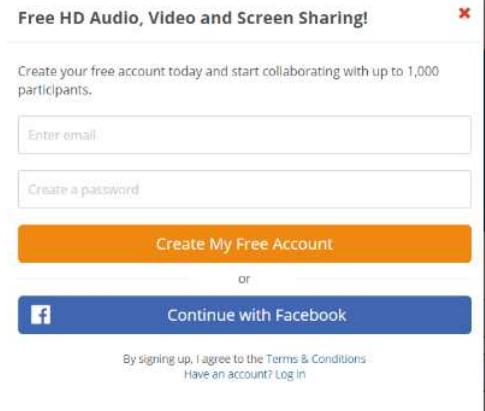A few suggestions to keep in mind when participating in a video meeting:

- Mute your device when not speaking. It will cut down on distracting background noise.
  - In your settings, you can choose to be automatically muted when you join a meeting. When you're ready to un-mute yourself, simply press and hold the space key if you need to chime in with a brief comment.
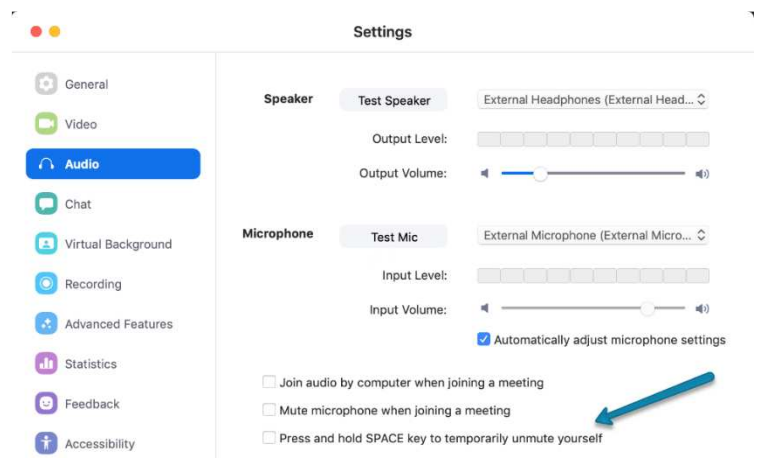
FREE CONFERENCE CALL

Free Conference Call is a suggested service for local chapters to use. It provides a free direct dial number for use in the U.S. Keep in mind that long distance rates will apply unless members can use free minutes from a cell or landline phone. **This is NOT a toll free number.**

- Each call can last up to six hours in length.
- Each call can include up to 1000 participants.
- This service does request a $4-6 **optional** donation to keep services available. You are not obligated to make a donation.
- Although Free Conference Call offers a video option, we suggest you use Zoom for video conferencing.

SET UP ACCOUNT AND RECEIVE NUMBER

1. Go to www.freeconferencecall.com
2. To create your account, enter your email address and create a password to begin setup
3. Follow prompts to select the geographical area closest to you. You will be assigned a phone number, conference code, and host code information. This information will be tied to your Free Conference Call account. You do not need to "schedule" a call through the website. Write down this information for future use as it will not change.

NOTIFYING MEMBERS OF THE CALL

1. Notification online
   a. Send an online invitation or email by logging in to your FreeConferenceCall.com account.
   b. Click Invite below your meeting credentials.
   c. Click Copy to Clipboard or Invite by Email to distribute the meeting information on your own.
   d. You may also use the FreeConferenceCall.com for Google Calendar™ extension or Outlook® plug-in. Within email or the invite form, notify participants of the date and time of the conference call and provide the dial-in number and access code. At the scheduled time, everyone calls the dial-in number.
   e. Be sure to tell your members that it is not a toll-free number. Encourage members to use a cell phone or landline with a free calling option.
2. Notification by creating an email
   a. Send emails to all members in your chapter and include the Free Conference Call dial-in number, access code, date and time of the call.
   b. Be sure to tell your members that it is not a toll-free number. Encourage members to use a cell phone or landline with a free calling option.
3. Notification by phone
   a. Simply call your members to share the Free Conference Call dial-in number, access code, date and time of the call. At the scheduled time, everyone calls the dial-in number.
   b. Be sure to tell your members that it is not a toll-free number. Encourage members to use a cell phone or landline with a free calling option.

HOW TO HOST THE CALL

When it is time to host, or begin the conference call, complete the following:

1. Dial the dial-in number.
2. When prompted, enter the access code, followed by **pound** or **hash (#)**.
3. Press **star (*)** to enter the host PIN, followed by **pound** or **hash (#)**. **(Only the host enters the PIN.)**

HOW TO JOIN THE CALL

When it is time to join a conference call, complete the following:

1. Call the dial-in number provided. A link to local in-country dial-in numbers is also available in the email, if an email invitation was sent from the host.
2. When prompted, enter the host's access code, followed by **pound** or **hash (#)**.

ELIMINATE STATIC OR ECHO ON A CONFERENCE CALL

Static or echo on a conference call is caused by using or placing a mobile device too close to a computer or speakerphone. If you continue to experience static or echo on a conference line, the conference call host can press ***5** to mute all participants. They can then press ***6** to unmute their line. Avoid using speakers, headsets, cordless phones, etc. if there is any experience with static or echo. If you do experience static or echo and choose to mute all participants, be sure to make an announcement you are doing so and instruct the callers how to unmute their lines.

DIAL-IN NUMBER GIVING BUSY SIGNAL. HOW TO JOIN?

For U.S. numbers having difficulty connecting to the meeting, send a text message to your conference Dial-In Number.

1. Text **"Help"** to receive a text message with a temporary backup number. Tap the number in your text to dial it; OR
2. Text **"Call Me"** to receive a call that connects you with your call.

Once connected, enter your Access Code as you normally would. **Note:** For U.S. numbers only. Message and data rates may apply.

TRAINING AND VIDEO LINKS

If you are uncomfortable or encounter issues, view the support information Free Conference Call offers online at: https://www.freeconferencecall.com/tutorials