



Zoom User Guide for Meeting Observers

The College of Health and Care Professionals of BC (CHCPBC) provides members of the public with access to observe open Board Meetings virtually with the Zoom Webinar platform. The following guide was developed to prepare and support observers for the virtual meeting experience.

Prior to the meeting

1. Members of the public who wish to attend a Board Meeting must register as an observer in advance of the meeting using the registration link on the [College website](#).
2. Upon successful registration, observers will receive their meeting credentials via email (Sender: Webinars CHCPBC no-reply@zoom.us). Please do not share the Zoom link or password with others as it is unique to you.

If you do not receive this email, please search "no-reply@zoom.us" in your email inbox or junk mail.

3. For the best experience, observers are encouraged to install the most up-to-date Zoom application on your computer/mobile device in advance of the meeting. Before joining the meeting, please download and update to the latest version of the Zoom software by visiting: <https://zoom.us/support/download>
4. Test your Zoom application in advance (Test Link: <https://zoom.us/test>).
5. Read "[Guidelines for Meeting Observers](#)."

About Zoom Webinar

Zoom Webinar is a view-only platform that allows the CHCPBC staff to broadcast Open Board Meetings to observers. As an observer, you are unable to use your microphone or your camera during the meeting, or to initiate screen sharing. You will see and hear Board members, staff members and other presenters. Only those given permission by CHCPBC can turn on their microphone and camera.



Trouble Shooting

- CHCPBC staff are unable to provide technical support on the day of the meeting. Please test your application in advance and refer to this guide as necessary.
- If you are having trouble joining the Zoom Webinar, please confirm that the email address you used to register for this meeting matches the Zoom account you are using to join.
- If you encounter any technical issues during the meeting, it is possible that the Zoom application you are using is not the most up-to-date version. To resolve any technical problems, exit the meeting and install the latest Zoom software from <https://zoom.us/support/download>. Afterward, rejoin the meeting.

For Your Information

- CHCPBC does not record audio or video of any part of its meetings. The College does not consent to the audio or video recording (including screenshots) of any portion of the meeting, and publication or other use of any such recording is expressly prohibited. Written minutes of the Open Board Meeting serve as the record of the meeting and are published on the CHCPBC website when they are approved by the Board.
- Should you have any questions regarding the operations of this webinar that are not answered in this document, or require any technical support before the meeting, please email sgsa@chcpbc.org. CHCPBC staff may not be able to respond to technical support requests received less than one business day before a meeting.
- When the Board begins a Closed Board meeting and must exclude members of the public per [Bylaw 2.32](#), observers will be excluded from the discussion. CHCPBC will take steps to exclude observers by concluding the live broadcast. As an observer, you will receive additional instructions before the Closed Meeting begins to ensure that you can observe any remaining Open Meeting agenda items once the Closed Meeting concludes.
- CHCPBC has taken many steps to help prepare observers for our virtual environment and provide a positive meeting experience. Your patience and understanding as we work through any challenges is appreciated.