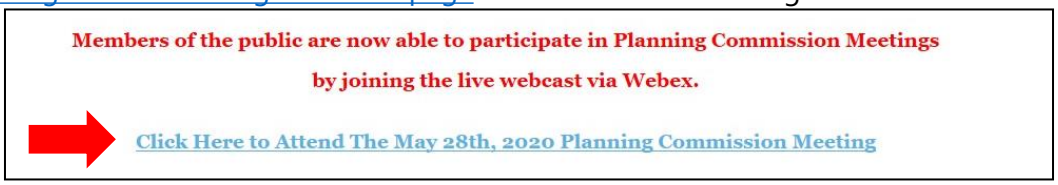
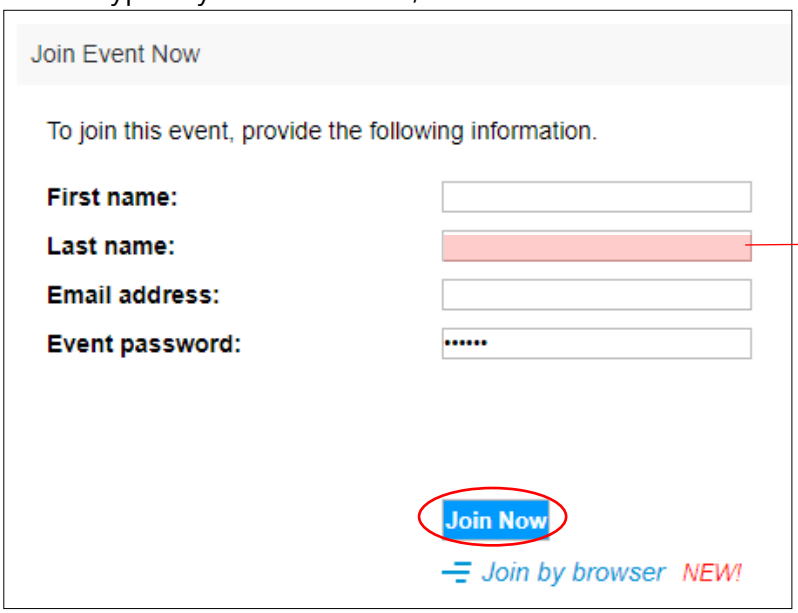
Join a City of Clovis meeting with WebEx using your computer

1. Visit the Planning Commission Agendas webpage and click on the meeting link

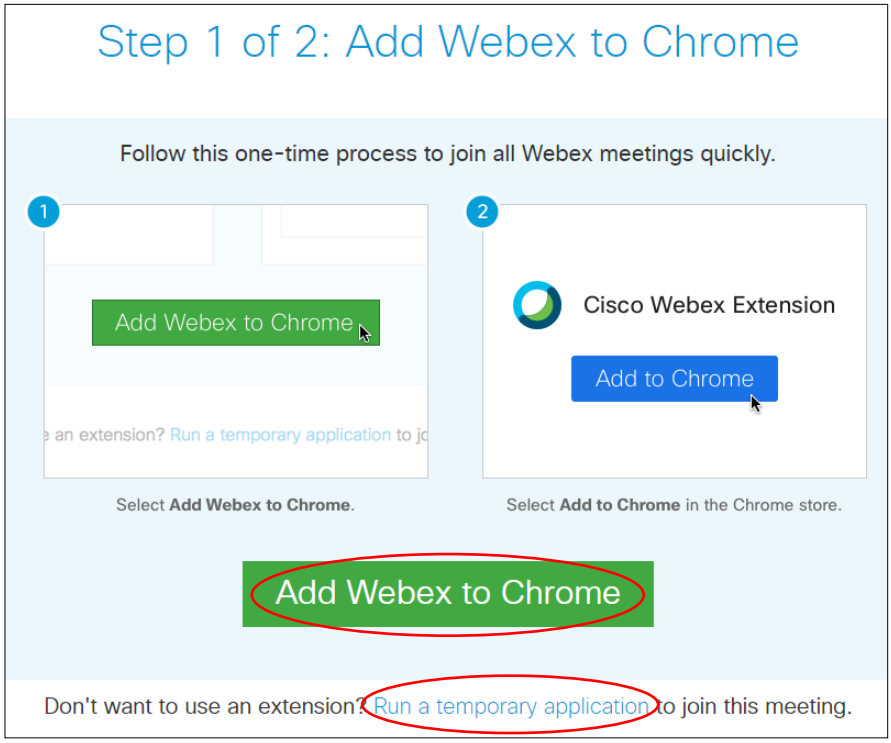


2. You will be asked to type in your **First Name**, **Last Name** and **Email address** before joining the meeting.



Please include the item number that you would like to comment on with your last name.
EXAMPLE: "Smith – Item 1"

3. Click the **Join Now** button.
4. You may be asked to add an extension to your browser, you can do so, or you can run a temporary application.

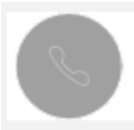


Note: users have had issues using the Internet Explorer browser to access WebEx, we recommend Chrome.

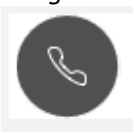
Revised 5/26/2020

5. As an attendee, you will not be able to connect with audio unless the City of Clovis gives you permission.

No Audio Access:

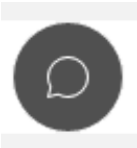


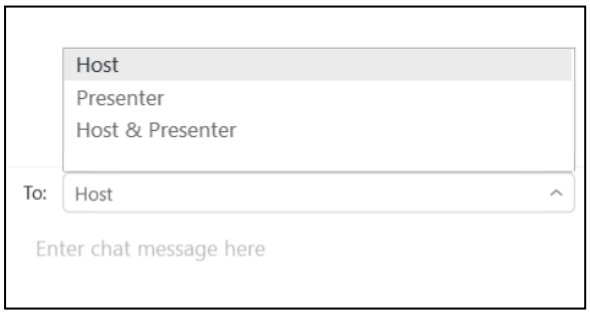
Audio access has been granted:



6. If you have not previously notified the Deputy City Planner that you would like to make a verbal comment, send a message to the meeting Host in the Chat box to request permission to speak.

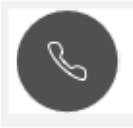
Send message to meeting Host with this button:





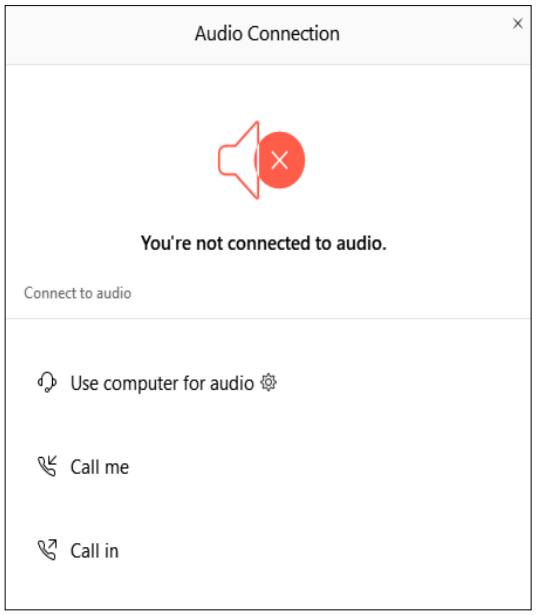
7. When you are given permission to connect with audio, click the **Connect to Audio** button where you can connect via Computer Audio, have WebEx call the number of your choosing, or Call in using provided numbers.

Connect to Audio with this button:



You can connect by using a computer with speakers and a microphone (or headset with microphone) or call in using the provided dial-in numbers.

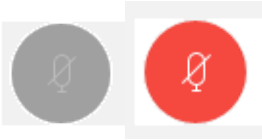
If you do not have a computer audio connection with a microphone, we recommend that you select the **Call me** option – you will need to provide a phone number, WebEx will call you, and you will push 1 to connect.



NOTE: Please only connect with one audio source, if you dial in on your phone please turn off your computer speakers.

8. During the appropriate time, if you have notified the meeting Host that you would like to speak during public comment section for an item, the Host will address you by name and ask you to speak. Your audio connection will be unmuted and you will be able to give your verbal comment.

When your audio is connected and you are muted you will see one of the icons below:



When your audio is connected and your mic is on you will see the icon below:

9. When the meeting is finished, participants can leave the meeting by clicking on the **Leave Meeting** (X) button on the control bar at the bottom of the screen.

Note: If you would like to submit a written public comment to be included in the record, please click on the following link to fill out and submit the form: Public Comment to Planning Commission

The Control Bar

1. **Mute:** Clicking on the button will mute/unmute your audio during the meeting.
2. **Audio Broadcast:** clicking this allows you to stop or pause the sound from the meeting.
3. **Share content:** this setting is disabled for attendees.
4. **Participants:** Clicking on the button will open the participants window.
5. **Chat:** Clicking on this button will open the chat window. If you would like to speak on an item during the public comments section, send a message to the Host in the chat box for permission.
6. **More Options:** The More Options menu allows you to copy the meeting information and configure your audio connections.
7. **Leave the Meeting:** Clicking on this button will allow you to leave the meeting.

Troubleshooting:

WebEx call is going to voicemail: If you selected “Call me”, and the call isn’t going through, make sure your phone is not on “do not disturb” mode and try again.

Incorrect Password for meeting: If you are getting an “Incorrect Password” error, clearing the browser cache may be necessary. You can quickly clear your browser cache by hitting the keys CTRL+F5, then the page will be refreshed.