



ZOOM USER GUIDE

Virtual information sessions for the Contrecoeur project will be done using **Zoom**.

How to connect to the Zoom Virtual Sessions?

December 2, 2020	December 3, 2020
<p>The Agency invites you to the following virtual information session:</p> <p>Topic : Contrecoeur Project – First Session Date and Time : December 2 at 4:30 p.m. EST (USA and Canada)</p> <p>Join the meeting: https://us02web.zoom.us/j/82710643428?pwd=aXNaT25nVERWaWMzTjISUTQ5OXpwUT09</p> <p>Meeting ID: 827 1064 3428 Passcode: 257795 One tap mobile +12042727920,,82710643428#,,,,,0#,,257795 # Canada +14388097799,,82710643428#,,,,,0#,,257795 # Canada</p> <p>Dial by your location +1 204 272 7920 Canada +1 438 809 7799 Canada +1 587 328 1099 Canada +1 647 374 4685 Canada +1 647 558 0588 Canada +1 778 907 2071 Canada</p> <p>Meeting ID: 827 1064 3428 Passcode : 257795 Find your local number: https://us02web.zoom.us/u/kdiib3osGN</p>	<p>The Agency invites you to the following virtual information session:</p> <p>Topic : Contrecoeur Project – Second Session Date and Time : December 3 at 4:30 p.m. EST (USA and Canada)</p> <p>Join the meeting: https://us02web.zoom.us/j/85650105081?pwd=MzNIOGRMckplMk9aOHNoYlV3TU9FQT09</p> <p>Meeting ID: 856 5010 5081 Passcode : 685981 One tap mobile +16473744685,,85650105081#,,,,,0#,,685981 1# Canada +16475580588,,85650105081#,,,,,0#,,685981 1# Canada</p> <p>Dial by your location +1 647 374 4685 Canada +1 647 558 0588 Canada +1 778 907 2071 Canada +1 204 272 7920 Canada +1 438 809 7799 Canada +1 587 328 1099 Canada</p> <p>Meeting ID : 856 5010 5081 Passcode: 685981 Find your local number : https://us02web.zoom.us/u/kvpBySICF</p>

Agenda of the sessions

- 1) Introduction to Zoom by the moderator, opening remarks from the Director of the Quebec Regional Office and overview of the agenda
- 2) General presentation of the project
- 3) First topic
 - Presentation
 - Question Period
- 4) Second topic (if planned)
 - Presentation
 - Question Period
- 5) Third topic (if planned)
 - Presentation
 - Question Period

6) Final question period, for any questions that do not pertain to the topics. The topics **will follow** each other **directly one after the other, with a 10-minute break between each topic**. Question periods will end when the time allocated is reached or if there are no new questions related to the topic.

Before the session

What devices will you be able to use?

- Your smartphone (with the link and Zoom app)
- Your computer (by downloading the Zoom application (recommended option), or without downloading the application,
- Your tablet (with the link and Zoom app)
- Your phone (phone line)

Join the session:

- Choose your preferred device and join the sessions using the option that suits you in the table above.
- With the computer, the link should allow you to access the session. It may prompt you to download the application, but the session is also accessible directly from your browser with limited functionality.
- The buttons for different functions on Zoom are located differently on the smartphone, tablet and computer.
- **A telephone line will be offered by calling the number above to access the audio for the session without using a computer.** Using this line, you will not be able to see the presentation and write questions or comments in the chat. However, you will be able to ask questions verbally. After calling, you will receive instructions from Zoom to raise your hand with the phone (clicking * and 9) and be able to ask questions.
- For better listening quality and for increased participation, **the Agency strongly encourages you to use the zoom app for smartphones**, if you choose to connect by phone. The app will allow you to raise your hand.

You will first enter a virtual waiting room and the Agency will then admit you to the session.

During the session

Access to video:

- The Agency encourages the use of videos during the session.
- Anyone who shows offensive video images will be removed from the session and will not be able to return to it.

When will you be able to express yourself?

- Several question periods will be offered during the session: one for each of the topics presented during the session and a final question period at the end, designated for any issue that does not fall within the topics discussed by the Agency.

How to express yourself during the sessions?

During the question periods, the moderator will alternate between opening the microphone of participants raising their hands and reading aloud the questions that have been written in the "Chat" section. Responses will be made verbally, but the Agency may add additional information to the "Chat" space.

1) By writing your questions and comments in the "Chat" section:

- You can write at any time during the session in the "Chat" section. The Agency will do its best to answer all the written questions it received during the question period.
- Before each question/comment, please provide your first and last name.
- **The Agency strongly encourages you to put your comments on the [Canadian Impact Assessment Registry](#) so that they are available publicly, that the Agency can refer to them as necessary and that they are adequately considered in the final report.**
- Anyone writing an inappropriate comment or uses an inappropriate tone will be excluded from the session and will not be allowed to return.

2) Verbally:

- At the beginning of the session, the moderator will explain where the option to "Raise your hand" is located in Zoom.
- Your sound will be muted throughout the session to facilitate sound quality during presentations and question periods.
- You are asked to make questions as succinct and precise as possible to allow time for others to also provide feedback or ask questions.
- **After you raise your hand, the moderator will open your microphone when it is your turn to speak. Speaking will follow in the order that hands are raised in the session.**

The Agency asks you to submit your questions to everyone' on Zoom at all times. Questions or comments made by private message to the project manager or the experts present at the meeting will not be answered.

Technical issues:

If you are dropped from the session due to technical problems, you may try to reconnect again as the session will remain open.

The Agency will also remain attentive to any questions related to technical problems sent to the project [email](#) inbox and on Zoom, before and during the session.