City of Kingston Zoom meeting – Members of the public guide

The City of Kingston is now conducting all committee meetings virtually through Zoom. Members of the public will still have the ability to watch meeting proceedings and participate, where appropriate, as detailed below.

All committee meeting will be streamed live, available via links on the City website.

Members of the public will also be able to participate in committee meetings through Zoom. A link for members of the public to register to participate in a meeting will be available on the event calendar on the City website for each respective meeting. Upon registering for a meeting, members of the public will be e-mailed a link for the meeting itself. Registration will be available until the start of the meeting.

To participate in a meeting via telephone, members of the public must register by calling 613-546-4291 extension 1170 and leave a message with their name, phone number and the agenda item(s) them wish to speak to; City staff will then contact the member of the public to confirmation their participation and provide meeting details. Registration will close at 4 p.m. the day of a meeting.

Members of the public will be able to provide comments and ask questions during committee meetings in the same manner as in-person committee meetings. The Chair of the meeting will open the floor to public comments – any member of the public that wishes to speak will need to click the ‘Raise Hand’ button to request to speak. The raise hand button is on the right hand side of the Zoom meeting screen under the ‘Participants’ tab.

Once the Chair recognizes a member of the public, the Meeting Host will unmute the member of the public, who will then have up to 5 minutes to provide comments or ask questions. Once the member of the public has finished speaking, the Meeting Host will mute their microphone.
Troubleshooting guide
I can’t hear the meeting participants and/or the meeting participants can’t hear me.
1. Hover the mouse over the bottom left corner and click on the arrow next to the Mute button.

2. A list of options will appear – click the bottom option, Audio Settings.
3. A dialogue box will appear like the one below. Make sure that the check box outlined below in red “Automatically adjust volume” is selected. If it is not selected, check the box. This will ensure that the volume of your speakers and microphone are adjusted automatically by Zoom.

4. If clicking the automatically adjust volume button does not improve the volume, manually move the speaker and/or microphone slider button until you can hear the meeting or you can be heard in the meeting.
The raise hand button is not available on my screen

1. To enable the raise hand button, click on the ‘participants’ button on the bottom of the Zoom meeting screen

2. A pop-up box should appear on the right side of the Zoom meeting screen, with names of all the meeting participants. Click on the ‘Attendees’ tab – at the bottom will be the ‘Raise Hand’ button.