CHIEF FINANCIAL OFFICER
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STATE OF FLORIDA

USER GUIDE

FOR VIDEO CONFERENCE MEETINGS OF FLORIDA'S
BOARD OF FUNERAL, CEMETERY, AND CONSUMER SERVICES

The Florida Department of Financial Services, Division of Funeral, Cemetery, and Consumer Services is using GoToMeeting by LogMeIn for scheduling the telephonic and video conference meetings of Florida's Board of Funeral, Cemetery, and Consumer Services. The logo for this software application is:
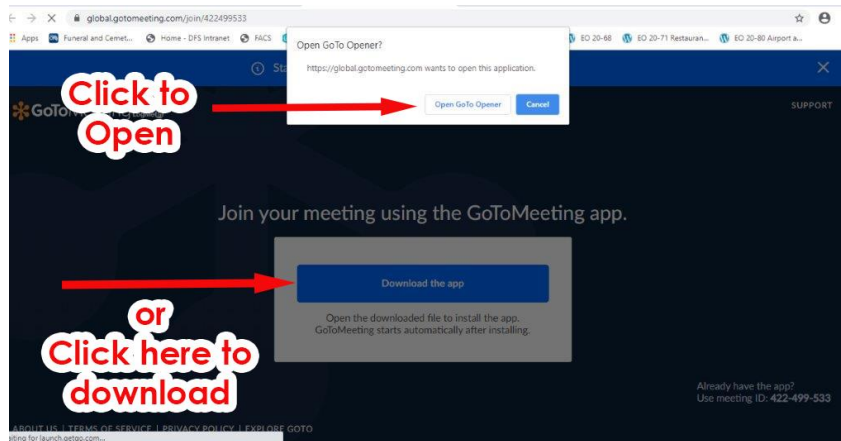
GoToMeeting
by LogMeIn

Information in this document includes the following with regard to joining a video conference meeting of the Board of Funeral, Cemetery, and Consumer Services:

- Getting Started
- Meeting Options
- Setting Preferences

For additional information regarding GoToMeeting, please visit: www.gotomeeting.com.

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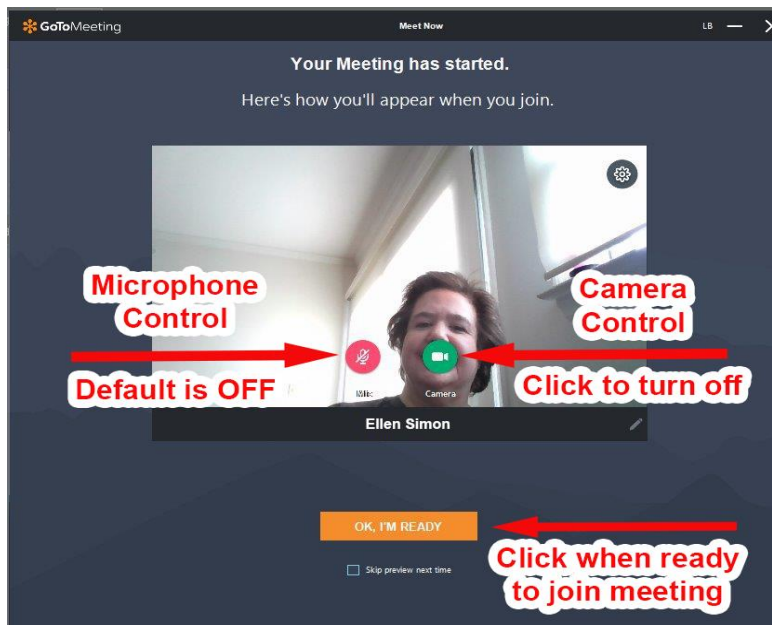July 13, 2020

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STEP 1: Sign in to Meeting

When you sign in to GoToMeeting, you may be required to download the GoToMeeting application. If the application is already downloaded, click "Open GoTo Opener" to join the meeting.


STEP 2: Preview

The first screen you see after clicking "Open GoTo Opener" will be a preview of your own camera view. This will give you the opportunity to see what you would look like if using your camera view during the meeting. GoToMeeting only allows a limited number of camera views to be visible during a meeting. PLEASE NOTE: AS A GENERAL RULE, DO NOT USE YOUR CAMERA FOR THE MEETING UNLESS YOU ARE A BOARD MEMBER OR AN AUTHORIZED DIVISION EMPLOYEE. IF YOU HAVE AN ISSUE LISTED ON THE MEETING AGENDA AND INTEND TO APPEAR BEFORE THE BOARD FOR DISCUSSION ON THIS ISSUE, ONLY TURN THE CAMERA ON AT THAT POINT IN THE AGENDA OR WHEN YOUR NAME (OR COMPANY NAME) IS HEARD. TURN YOUR CAMERA OFF AGAIN AS SOON AS THE ISSUE HAS BEEN ADDRESSED BY THE BOARD.

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STEP 3: View Meeting and Options

Here is an overview of what you will see while in the meeting and options to tailor your experience.
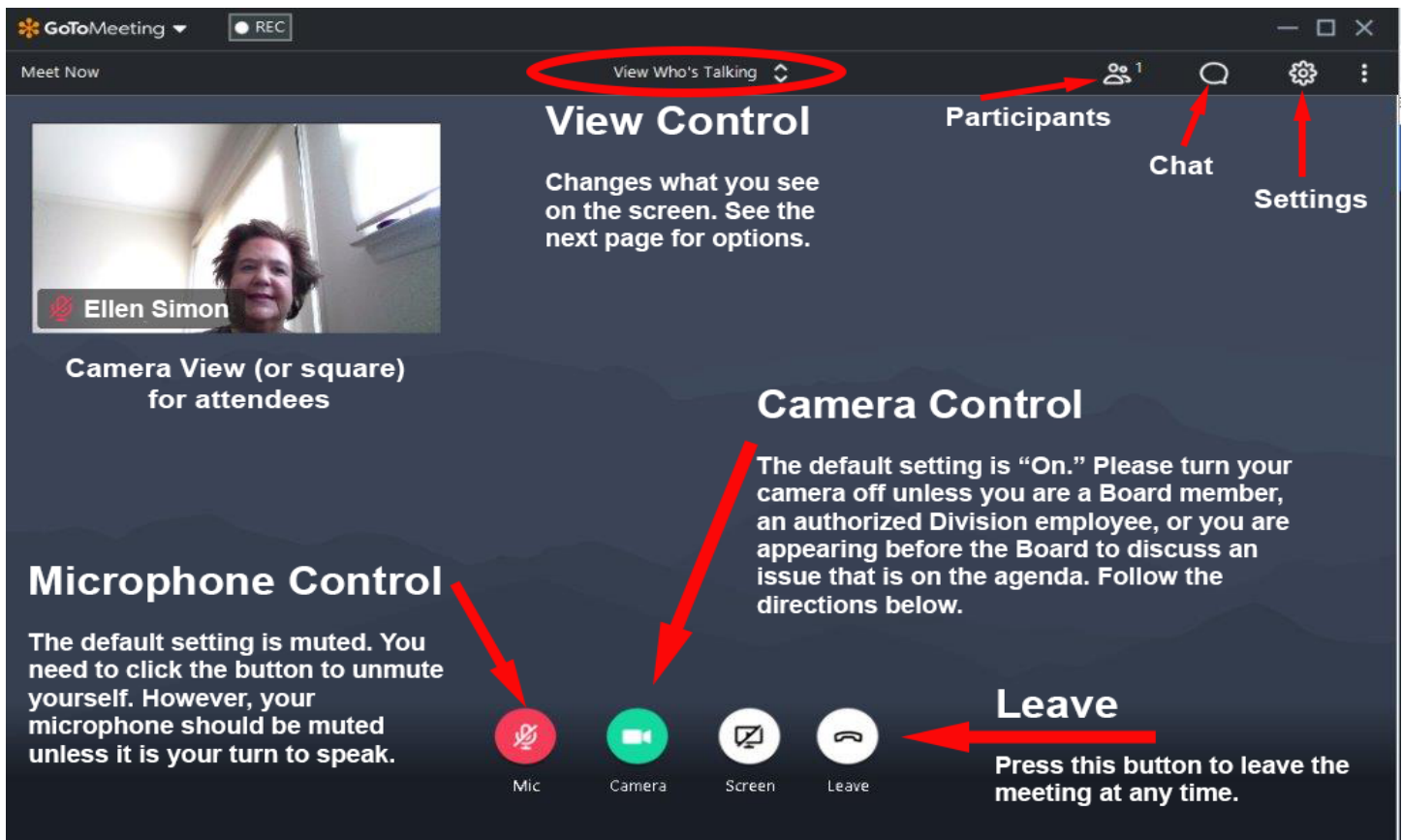
The two most important options are…

Microphone Control:

Your microphone **SHOULD BE MUTED** unless it is your turn to speak.

Camera Control:

The default is "On." Please **TURN YOUR CAMERA OFF** unless you are a member of the Board, an authorized Division employee, or you are appearing before the Board to discuss an issue that is on the agenda.   If you have an issue listed on the meeting agenda and intend to appear before the board for discussion on this issue, only turn the camera on at that point in the agenda or when your name (or company name) is heard. Turn your camera off again as soon as the issue has been addressed by the board.

Other options, detailed next, include:

- View Control
- Participants
- Chat
- Settings

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View Control

View control permits you to limit the number of camera views or "squares" appearing on your computer screen at a single time. Using the scroll-down menu at the top of the screen, you can choose from four different ways to view the Board members and other persons who are attending the meeting. A square appearing on your screen may include a video image (if the person has their camera view turned on), with or without an associated name, or it may include a telephone number, again with or without an associated name.
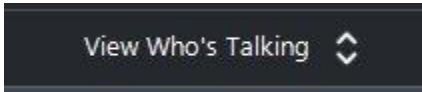

Using this setting, you will see the camera view for the person who is speaking, a square showing your own camera view (if you have it turned on), and no one else on the call.
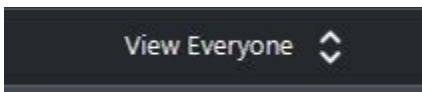
You will see a square for everyone present at the meeting, whether they are present by camera, present on the video call without using their camera view, or present by phone. Depending upon the number of people attending the call, this view could result in numerous squares appearing on your screen.
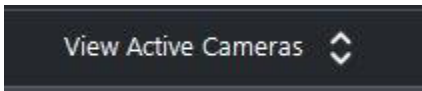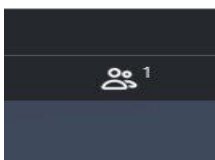

You will only see those squares where other users have activated their cameras.
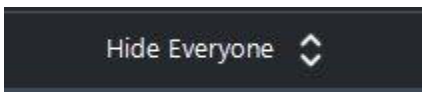

You can opt to hide everyone, and you will see the GoToMeeting logo, along with the meeting ID and link.
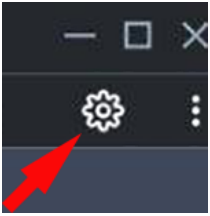
Participants

The number next to the "character" icon indicates how many participants are on the call. Clicking this selection will enable the user to see a listing of all other users present at the meeting, whether they are present by telephone or on the video call. If someone is calling into the meeting, their telephone number will be found under participants, and not their name.

Chat
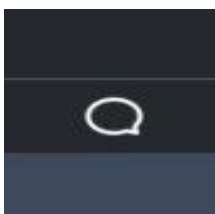
This icon opens the chat feature. **As a reminder, Board meetings are public meetings under Florida law and anything said via chat is subject to a public records request. BOARD MEMBERS ARE DIRECTED TO NOT USE THIS FEATURE.** Others should only use this feature sparingly, if at all, and only for technological issues.   We expect to have a Division employee monitoring the chat feature for such problems and then getting the messages to the meeting facilitator or other Division employee for assistance as necessary.

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Setting Options

Clicking the "gear" will open a dialog box to the right of the screen with many details.

The first is a panel which enables the user to switch between accessing the meeting audio by computer or by phone. If you are getting interference and are unable to hear the meeting well, this switch in audio methods may assist.

Please only access the meeting using one method. Using both forms of audio results in strong interference during the meeting call.
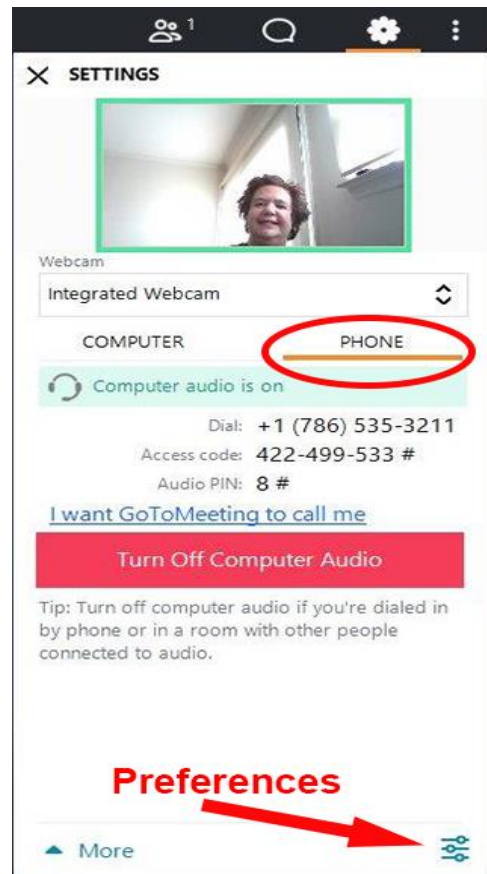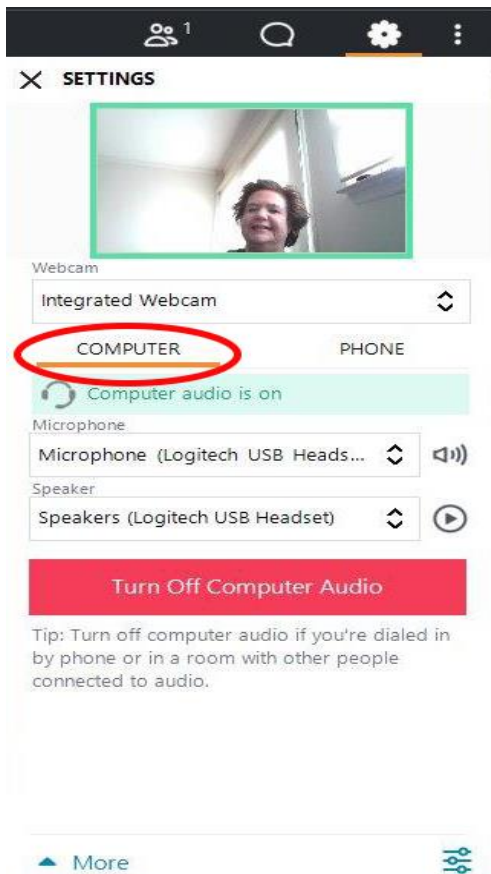
Additionally, on the settings panel, there is a **preferences** grid at the bottom right of the screen.

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Preferences

If you click on the preferences grid on the settings panel, you will be taken to "preferences," with the default showing the audio page. If you want to make sure that others attending the call see your name when you are speaking, you may do so by selecting "General" in the box on the top left of the screen.
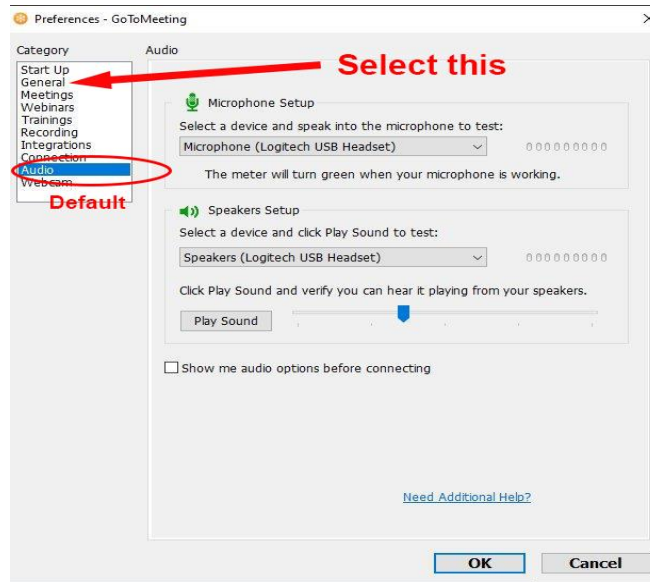
Every user of the link to the meeting may be represented by a square on the screen which includes their name. On this preference screen, you can put your name as you wish it to appear in that square during the meeting simply by typing your name in the box titled "Name" which is found under "Session Identity."

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