

Board of Liquor License Commissioners for Baltimore City: Virtual Hearing WebEx Primer

Douglas K. Paige, Executive Secretary
Thomas R. Akras, Deputy Executive Secretary
Staci Russell, Assistant Executive Secretary
April 30, 2020

Contents

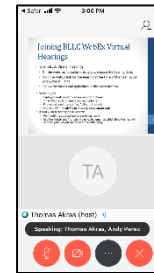
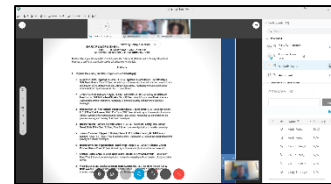
- Joining BLLC WebEx Virtual Hearings
(General Public)
- A Look at WebEx Meetings
(Laptop or Desktop)
- A Look at WebEx Meetings (Mobile)
- **Webex Events** – Ground Rules and Helpful Info

Joining BLLC WebEx Virtual Hearings (General Public)

- To join BLLC Virtual Hearings as a member of the general public:
 - 1. Download the **Cisco WebEx Meetings** software ([Desktop, Laptop, Ipad or similar device](#)) or app ([iPhone / Android](#)) or onto your device.
 - **(Download and test the program well before the hearing date and time.)**
 - On the BLLC website, llb.baltimorecity.gov, choose the hearing date.
 - Click the WebEx link for the hearing at the time of the hearing (or when you will join)
 - **Allow extra time to register for each meeting (10-15 minutes).**
 - Follow the basics and guidelines in this presentation.

- Ways to participate:

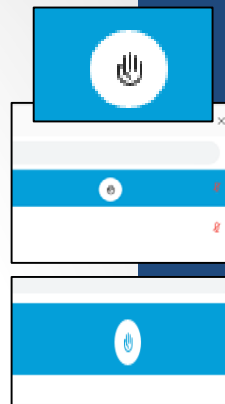
- **Laptop, desktop, or Ipad with camera and microphone.***
- **Smart Phone using camera and microphone.***
- Phone and computer combo.
- Phone only – **no ability to interact, observation only.**
- *** PLEASE NOTE: The BLLC highly recommends using one of the first two above options for best functionality and fullest participation.**



- When you first sign in:
 - Will show as attendee, no video yet.
 - You will be able to see and hear all the activity as each case is called.
 - You will not be allowed to speak or participate. If you wish to do so, follow the next steps.
- If you wish to comment or participate for a case:
 - Wait until the appropriate case is being heard (Cases will be called on the basis of position in the docket.)
 - Use the “raise hand” function to be called upon, at which time the host will unmute you and you can be sworn in and testify.
 - You will be moved from “attendee” to “panelist.” At this time, unmute your audio and your video to fully participate.
 - *If you are not a licensee, applicant, or attorney in a case, we suggest checking in by email before the hearing to let us know you will want to comment, therefore the host will watch for you for that hearing.*

A Look at WebEx Meetings (Laptop or Desktop)

Panelists (Commissioners and Active Case Participants)



Look for the "raise hand" function. It will appear a little different on each platform.

Your name and fellow attendees.

You will see the Docket and each case listed here in the center of the screen.

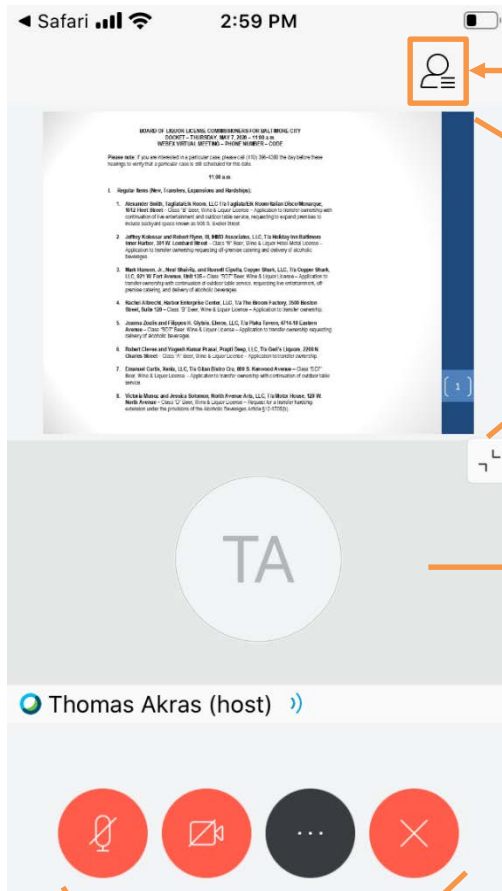
Your video (if active as panelist)

Participants (Should be "on" and blue)

● BLUE = ENGAGED / ON
● BLACK = DISENGAGED / OFF
● RED = MICROPHONE IS OFF (always, unless you are speaking)
● CAMERA IS OFF

YOUR MICROPHONE PARTICIPANTS MORE OPTIONS
 YOUR VIDEO CHAT LEAVE MEETING

A Look at WebEx Meetings (Mobile)



Raise Your Hand and other functions Opens in new window

You will see the Docket and each case listed here in the center of the screen.

Host or active panelist.

Control Panel (Mute / Unmute / Video / etc.)



Webex Events – Ground Rules and Helpful Info

Ground Rules for Hearing Process


- Please mute yourself when you are not speaking. This will minimize feedback and extra noise.
- Please identify yourself and state the spelling of your name, before you speak.
- Please speak slowly and in a clear voice so that the Court Reporter understands exactly what is being said and who is saying it.
- Please note that this event will run live on Charmed TV and a Court reporter will be present. You will be on camera.
- All attendees – applicants, licensees, and members of the public – that wish to provide testimony during the hearings must be sworn in prior to giving testimony.
- There will be no physical evidence taken at these proceedings. Absolutely no amendments to the application may be made at the time of the hearing.
- Any written testimony or other evidence must be received 48 hours prior.

Helpful Reminders to improve Webex Experience

- Be prepared - Read materials ahead of time, test the video conferencing platform ahead of time
- Location matters - Try to find a quiet space with good light and a strong internet connection so you can be seen and heard clearly
- Be present - don't multitask
- Be patient with yourself and others .

Important Reminders:

-All chat messages, video, and audio become part of the permanent public record.

-  WebEx use may drain batteries quickly! Be sure to have a full charge or be plugged in.