



ARLINGTON ONLINE TOWN MEETING

TOWN MEETING MEMBERS' EXPERIENCE GUIDE

ATTENDING TOWN MEETING – USER EXPERIENCE

This guide provides information on how to participate in Arlington's Online/Virtual Town Meeting (VTM). The online meeting allows Town Meeting Members (TMMs) to participate in a Zoom video conference where speakers, presentation material, and the meeting itself is conducted. Arlington Community Media (ACMi) connects to the video conference for live broadcast and future on-demand viewing. In addition, Town Meeting members participate in a dedicated web portal where they can request to be recognized to speak, access their virtual electronic voting devices, and obtain help on how the online system works.

In addition to Town Meeting Members, the online meeting hosts Town staff, non-TMM board or committee members, and article sponsors.

The Public can view the meeting via ACMi cablecast on its government channels: RCN Ch. 614 or Ch. 15, Comcast Ch. 22, Verizon Ch. 26, or by watching the live stream at acmi.tv/govlive/.

ATTENDING THE MEETING

When attending an **in-person** Town Meeting at Town Hall, Members do three things before the meeting starts:

1. They arrive at the meeting hall.
2. They check-in at the lobby and pick up materials and their electronic voting device.
3. They enter the hall and find their seat.

The **Virtual Town Meeting** is similar; you will do the following three things to attend the meeting:

1. Login to the Online Town Meeting portal – this is your arrival at the virtual meeting hall.
2. Click on the “Participate” button in the portal home page to turn on your ability to be recognized to speak and to vote.
3. Click on the “Launch Zoom” button that will start a new web browser window to run the Zoom application and log you in.

As with an in-person meeting, we recommend that Town Meeting Members arrive before the proceedings are scheduled to begin. It is a good idea to connect to these systems in the half-hour before Town Meeting is called to order and **not later than 15 minutes** before the official start of the proceedings. If you experience a problem, fill out the Tech Support Request form on the VTM portal to request an immediate callback.

Throughout the meeting, TMMs will alternate their attention between using the Zoom application to follow the meeting proceedings and the Arlington Town Meeting Portal to ask to speak or cast a vote.


Town staff, non-TMM committee members, and article sponsors will access the online meeting through the Zoom Application, though they will not have access to the voting system, and they will not be able to ask to speak or raise a point of order at the meeting. They can only speak – when recognized by the moderator – to conduct a presentation, respond to questions, or to provide committee or board reports or recommendations.

LOGGING ON TO THE ONLINE TOWN MEETING PORTAL

Town Meeting Members can connect to the portal by visiting the website directly:

<https://arlington.townmeeting.online> or by going first to the Town Meeting page on the Town of Arlington website: www.arlingtonma.gov/townmeeting

Arlington Town Meeting Portal



Forgot your password?

Please enter your username or email address.
You will receive a link to create a new password via email.

Username or Email

[Get New Password](#)

Username or Email

Password

Remember Me

[Log In](#)

Welcome to the 2020 Online Town Meeting site. Please login using the information supplied to you for your scheduled training session.

This site is limited to authenticated users.

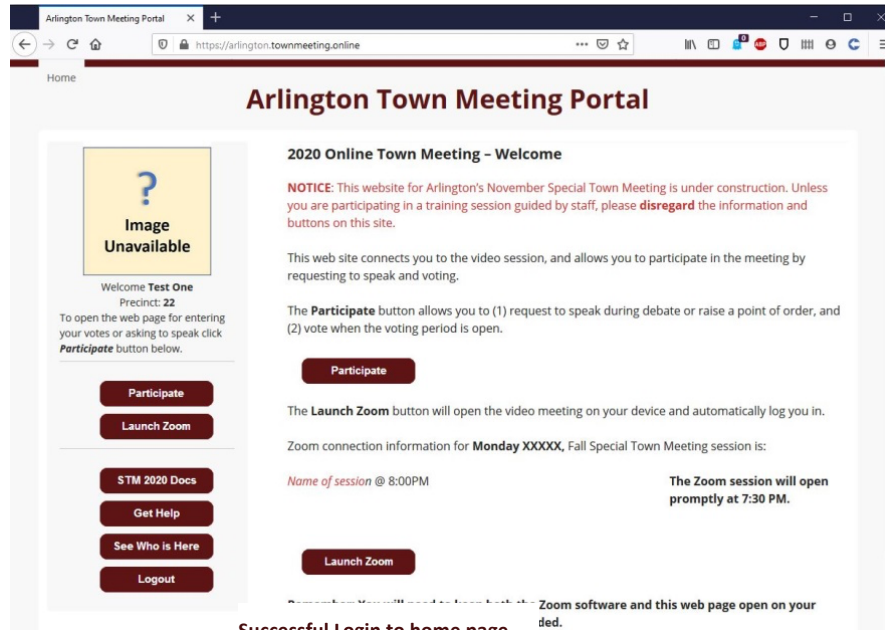
Greeting Page for Online Town Meeting

All participants in the VTM have been issued an account to access the portal. For Town Meeting Members, this account name is their first name followed by a dot followed by their last name. For example, John Smith’s account name is: **john.smith** – capitalization does not matter for the account name. Participants can also login using the e-mail address they provided for use with the system.

Town Meeting members will receive individual communication about the password they should use to access the online town meeting portal.

If you forget your password, follow the instructions in the “Forgot your Password?” section and click on the “Get New Password” button near the bottom of the page. You will receive e-mail with a link that will allow you to set a new password. This e-mail will be sent to you through the e-mail address that has been registered for you at the online portal.

A successful login will bring you to your home page. On your home page you will find general information about the Virtual Town Meeting and personalized information under your profile picture. If you have not registered a profile picture, a generic image unavailable picture is used. To register a profile picture, visit: <https://tinyurl.com/TMMPhoto2022>.



Successful Login to home page

You will find a set of buttons below your personalized information, the most important of which are:

1. **Participate** – this will launch a new browser window (or tab) with the interface to allow you to participate in the debate or to vote (more below).
2. **Launch Zoom** – to start the zoom application with your attendee information.
3. **ATM 2022 Docs** – this will launch a new browser window (or tab) on the Town’s web site containing all prepared materials for Town Meeting (including article presentations).
4. **Get Help** – this will open a window on our help system. Submit a tech support request form or call Town staff for assistance via the numbers provided.

LOGGING IN TO ZOOM VIDEO CONFERENCE

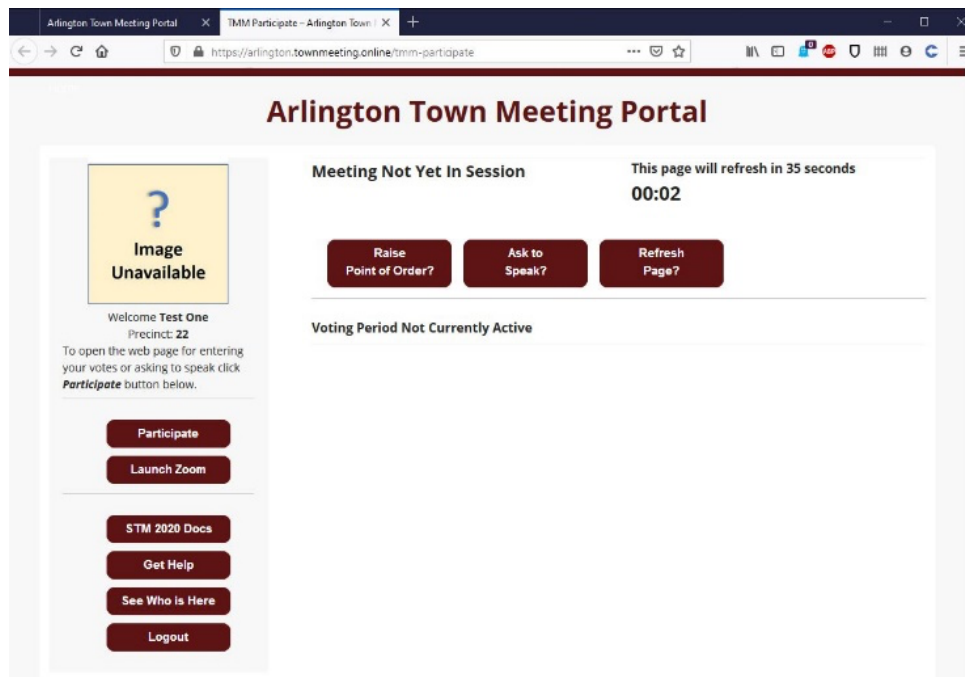
To fully participate in Town Meeting, TMMs must also login to the Zoom video conference. Each participant has an individualized link to the zoom session that is available through the **Launch Zoom** button below your profile image. Only registered attendees are allowed to join the video conference. When you are viewing the VTM in the Zoom window, you will see the word Zoom in the upper left-hand corner of your screen. The web page buttons you are seeing **will not work** on the Zoom app screen because you are seeing the system administrator’s browser. The buttons only work when you switch to the Portal in your web browser.



PARTICIPATING IN THE MEETING

SPEAKING ON A TOPIC

All attendee microphones are turned off throughout the meeting except for the Moderator's microphone and any recognized speakers. To speak on a topic TMMs must be recognized by the Moderator. To gain recognition select the **Participate** button below your profile image. (Note: the portal screens for this meeting may look slightly different than the images below)

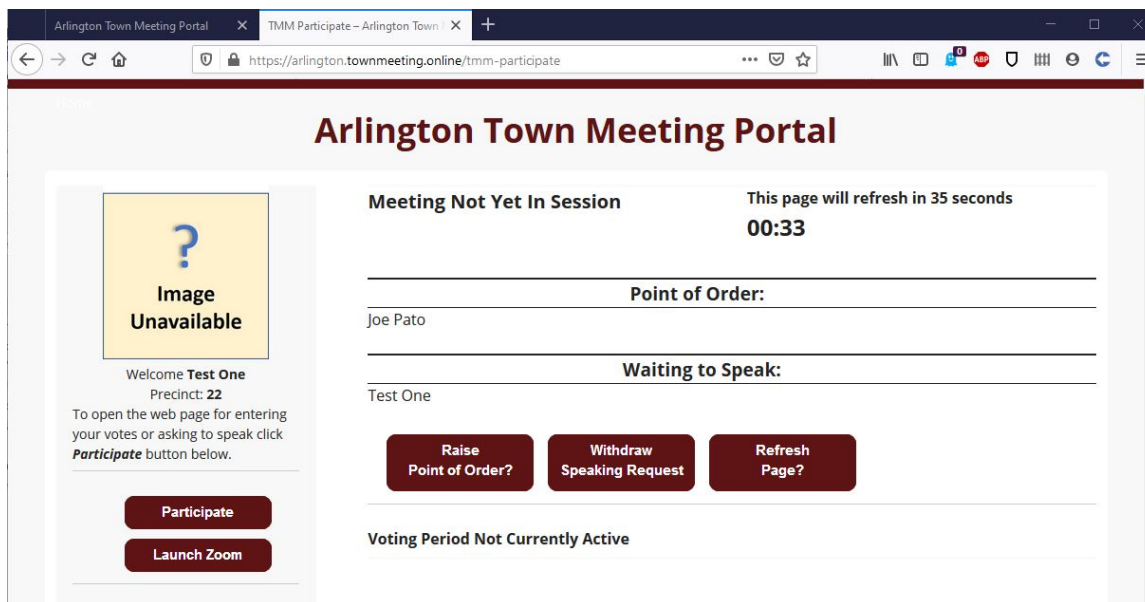


View of the speaking request page

This page allows you to raise a point of order or ask to speak during debate. When debate is active the page displays the list of TMMs waiting to speak or who have raised a point of order. In the upper right corner of the page, a count-down clock displays how much time until the page will automatically refresh.

If you click on the **Ask to Speak?** or **Raise Point of Order?** buttons you will be prompted to either confirm or cancel your request.

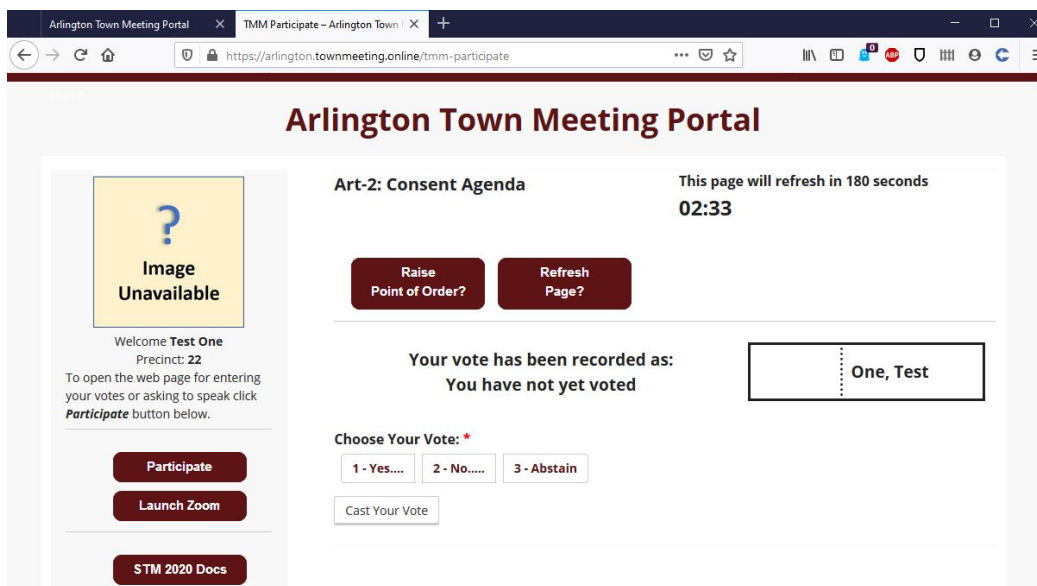
While you are waiting to be recognized, you can withdraw your request by clicking on the corresponding button on the screen and confirming your request.



Display of TMMs waiting to be recognized

VOTING

During debate, the area below the buttons displays a notice that the voting period is not currently active. When it comes time to vote the Moderator will give oral instructions to staff to activate the voting period. The next time your participation page refreshes, the waiting to speak list will disappear and a voting interface will appear below the line. You may click the “Refresh Page?” button to bring up the voting options immediately.



The Moderator will give oral instructions on how to vote just like at an in-person meeting. The window will display information on the item in question and your options for voting. These options are the same as on the physical keypad devices we use for in-person Town Meeting: 1 – *for Yes*, 2 – *for No*, 3 – *for Abstain*.

After you have selected **1 – Yes**, **2 – No**, or **3 - Abstain**, the button will be highlighted, and you must then click on the **Cast Your Vote** button to cast your vote. First select vote: Then:

As in the live version of voting, you may change your vote until the voting period ends, but you must remember to click on the **Cast Your Vote** button to record your change of vote. In the image below, the fictitious TMM Test One

has cast a vote to abstain. Notice that the system confirms the recorded vote and provides a preview of how the vote will be reported in the precinct display.

Confirmation of an Abstain vote for TMM "Test One"

The screenshot shows a web browser window with the URL https://arlington.townmeeting.online/tmm-participate?cf_id=736&lvtn_your_vote=. The page title is "Arlington Town Meeting Portal".

Art-2: Consent Agenda This page will refresh in 180 seconds
01:29

Image Unavailable

Welcome **Test One**
Precinct: **22**
To open the web page for entering your votes or asking to speak click **Participate** button below.

Participate
Launch Zoom
STM 2020 Docs

Raise Point of Order? **Refresh Page?**

Your vote has been recorded as: **Abs One, Test**

To change your vote select option below and click on the 'Cast Your Vote' button

Choose Your Vote: *

1 - Yes.... **2 - No.....** **3 - Abstain**

Cast Your Vote

When the voting period for a given motion ends, the Zoom display will update with results and with the roster of TMMs displaying their individual votes.

via zoom			Art-14: Home Rule Legislation/Senior Water Discount		This page advances every 999 seconds
			Voting Complete		
Motion Fails (0%)					
Precinct 19		Precinct 20		Precinct 21	
.....	Brown, Melanie	43975, Michaela	Benedikt, Beth
.....	Butler, Deborah	Carman, Dean	Doctrow, Susan
.....	Cohen, Dganit	Connors, Curtis	Dunn, Daniel
.....	Corbo-Hudek, Neva	Dutra, Samantha	Ehlert, Anne
.....	Crowder, Elaine	Fuller, Peter	Leahy, Lori
.....	Deshler, Christine	Gormley, Maureen	Mayer, Leslie
.....	Monks, Flynn	Haase, Camilla	Memon, Zarina
.....	OConor, James	Kardon, Leonard	Rowell, Christopher
.....	Rabinowitz, Jonathan	Muldoon, Patricia	Weber, Janice
.....	Trembly, Edward	Pennarun, Kristin	Weinstein, Jordan
.....		Radville, Katharine	White, David
.....		Tosi, Robert	
Votes Cast: 0 of 221		Yes=0 No=0 Abs=0		Requires Majority Vote to Pass	
Motion Fails (0%)					

Figure 1 Completed vote precinct display

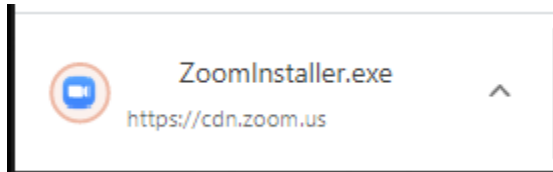
END OF THE EVENING

At the end of the evening click on the **Logout** button on the Online Town Meeting portal home page.

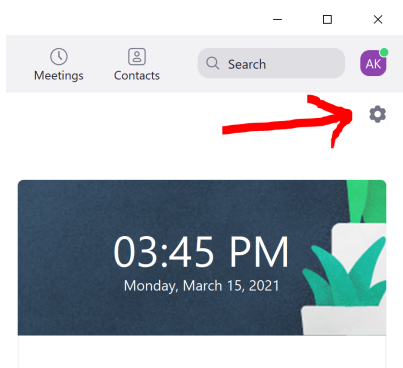
Best Practices for signing up and using Zoom

We recommend that you create a free Zoom account and download the Zoom Client. The Zoom Client will install on your computer and you can change settings that may improve your Zoom experience in Town Meeting.

1. Sign up for a free Zoom account: <https://us04web.zoom.us/signup>
 - a. Provide your date of birth and email address
 - b. Access your email that you used to sign up and click Activate Account button
 - c. When asked, set a password to finish your account activation
2. Download the Zoom Client: <https://zoom.us/download>
 - a. This will download to your computer
 - b. Run the installer that has downloaded



- c.
 - d. After the Zoom Client is installed, click Sign In
 - e. Sign in with your Email and Password
3. Changing a few settings in the Zoom Client may improve your experience.
 - a. With the Zoom Client open and after signing in, click the Settings button



- a.
4. Click Share Screen, then select Maximize window. Close this window and Zoom Client.

