Instructions for How to Join and Access Accessibility Features at the Virtual Information Sessions for the HST Office’s Brokerage System

# Choose your Meeting

Visit [www.mass.gov/hstnews](http://www.mass.gov/hstnews) for a full list of meetings. Scroll down to the “When will the meetings be, and how do I attend?” section. Select a meeting with the Broker that serves your region. For each meeting, you will find an entry that includes:

Day, date, and time of the meeting

* Zoom link to attend that meeting
* Information on how to call in
* One-tap mobile information

For example, here is the information for the first meeting:

Monday, April 5, 10am-noon

* [Zoom link for April 5 meeting](https://us02web.zoom.us/j/84497339030?pwd=Lzk1Vml5ZVNRejdqR2NGZXFlWm5qdz09)
* For phone access, dial 646-558-8656 and use Meeting ID 844 9733 9030
* One-tap mobile +16465588656,,84497339030#

# Joining the Listening Sessions

You have TWO options **to join the listening sessions**. They are:

## Option 1: Attend by Phone

* Recommended for anyone who cannot enter the session via the web link
* Dial the phone number. Enter the Meeting ID when asked. For example, for our April 5 meeting:
  + Dial: 646-558-8656
  + Meeting ID 844 9733 9030#
  + You do not need a participant ID. You can just hit #

**Have the Meeting ID ready and in front of you when you call.** There is a limited time to enter the number before you will be automatically disconnected from the call. If you are disconnected, you can call back and try again.

## Option 2: Attend by Web

* Click on the text that says “Zoom link for” and the date of the meeting you want to attend
* For example, for our April 5 meeting you would click on [Zoom link for April 5 meeting](https://us02web.zoom.us/j/84497339030?pwd=Lzk1Vml5ZVNRejdqR2NGZXFlWm5qdz09)
* You may be prompted to enter your name and email address. If you do not have an email address, you can enter a placeholder like test@test.com

### On computer or laptop:

**You do not need to download Zoom to join the meeting.** It will open in your web browser. If you have previously downloaded Zoom we recommend making sure you have the most recent version before joining the listening sessions. To join the Webinar on a computer, just click the link that says “Zoom link for” and the date of the meeting you wish to attend.

### On a smartphone or tablet

**You must have already downloaded and set up the Zoom app to use this option.** If you do not have the Zoom app, please join using a computer or dial-in on the phone. Please note that for full functionality of accessibility features, it may be preferable to join the listening sessions on a computer or laptop.

### iPhone one-tap

iPhone one-tap is a faster way to dial-in to the meeting using an iPhone. To join with iPhone one-tap, tap the number on the website for the meeting you wish to attend. For example, here is the one-tap mobile for our April 5 meeting:

+16465588656,,84497339030#

**One-tap only works on iPhone and does not connect to video**. It is a shortcut to dial-in to the meeting. If you do not have an iPhone or want to view the speakers, please use a different method to join.

# Raising Your Hand

During the Question and Answer portion of the meeting, we will use Zoom’s “Raise Hand” feature. **If you have a question or would like to make a comment, please raise your hand and wait for the moderator to give you permission to speak.**

By default, all attendees are muted so that only the presenters can be heard. When you raise your hand, it alerts the moderator that you’d like to speak. The moderator will unmute attendees to ask questions in the order that they raised their hands.

## On a computer

To raise your hand on a computer, **click the “Raise Hand” button underneath the video or press Alt-Y**. When it is your turn to speak, a box will pop up and ask if you’d like to be unmuted. Once you confirm that you’d like to be unmuted, the whole meeting will be able to hear you. After your question, the moderator will mute your microphone again. If you’d like to ask another question, please raise your hand again.

## By telephone

To raise your hand on the phone, please **dial \*9.** When it is your turn to speak, you will be alerted that you are no longer muted. This means the whole meeting can hear you. Or, if you are alerted that you are muted, **dial \*6** to unmute so you can ask your question or share your comment. After your question, the moderator will mute you again and you’ll be alerted that you can no longer speak. If you’d like to ask another question, please raise your hand again.

## On a smartphone or tablet

To raise your hand on the Zoom app, **tap the “Raise Hand” button in the bottom center of the screen**. When it is your turn to speak, a button to confirm you would like to be unmuted will appear in the center of the screen. Once you confirm that you’d like to be unmuted, the whole meeting will be able to hear you. After your question, the moderator will mute your microphone again. If you’d like to ask another question, please raise your hand again.

# CART

There is a CART reporter for each listening session. To access captions within Zoom you will need to turn on subtitles. To access captioning outside of Zoom you can click on the streaming link that we have posted in the chat or click here <https://www.streamtext.net/player?event=HSTHEARING>

# ASL and CDI interpretation

All listening sessions will have American Sign Language Interpreters and Certified Deaf Interpreters who should be visible on all screens at all times. ASL interpreters will be available to provide ASL-English voice interpreting for participants who wish to comment. Please let us know if you need video access to the interpreters so you can communicate with them during the session. To let us know in advance, please contact [Chantal.St.fleur@mass.gov](mailto:Chantal.St.fleur@mass.gov) or (617) 348-8471 to request this accommodation. If you do not request it advance, you can also request video access during the meeting through the Chat.