



## ZOOM USER GUIDE

Virtual information sessions on the summary of the Environmental Impact Statement for the Trois-Rivières Port Facilities Expansion Project (the project) will be done using Zoom.

### How to connect to the Zoom Virtual Sessions?

<b>September 23, 2021</b>	<b>September 27, 2021</b>	<b>September 29, 2021</b>
<p>The Agency is inviting you to a scheduled Zoom meeting.</p> <p><u>Topic:</u> Trois-Rivières port facilities expansion project - Summary of the Environmental Impact Statement : First session Time: 07:00 PM Eastern Time (US and Canada)</p> <p>Join Zoom Meeting <a href="https://us02web.zoom.us/j/87389634042?pwd=V1h0ZzRmcXg4TEhDcitRYk0yL1owUT09">https://us02web.zoom.us/j/87389634042?pwd=V1h0ZzRmcXg4TEhDcitRYk0yL1owUT09</a></p> <p>Dial by your location +1 204 272 7920 Canada +1 438 809 7799 Canada +1 587 328 1099 Canada +1 647 374 4685 Canada +1 647 558 0588 Canada +1 778 907 2071 Canada</p> <p>Meeting ID: 873 8963 4042 Passcode: 489025 Find your local number: <a href="https://us02web.zoom.us/u/kexYmldrm">https://us02web.zoom.us/u/kexYmldrm</a></p>	<p>The Agency is inviting you to a scheduled Zoom meeting.</p> <p><u>Topic:</u> Trois-Rivières port facilities expansion project - Summary of the Environmental Impact Statement : Second session Time: 07:00 PM Eastern Time (US and Canada)</p> <p>Join Zoom Meeting <a href="https://us02web.zoom.us/j/84702958112?pwd=dGFIOEJrSDJ3c3c3Ty9leHdHTW9udz09">https://us02web.zoom.us/j/84702958112?pwd=dGFIOEJrSDJ3c3c3Ty9leHdHTW9udz09</a></p> <p>Dial by your location +1 647 558 0588 Canada +1 778 907 2071 Canada +1 204 272 7920 Canada +1 438 809 7799 Canada +1 587 328 1099 Canada +1 647 374 4685 Canada</p> <p>Meeting ID: 847 0295 8112 Passcode: 753566 Find your local number: <a href="https://us02web.zoom.us/u/kuzfY17r3">https://us02web.zoom.us/u/kuzfY17r3</a></p>	<p>The Agency is inviting you to a scheduled Zoom meeting.</p> <p><u>Topic:</u> Trois-Rivières port facilities expansion project - Summary of the Environmental Impact Statement : Third session Time: 02:00 PM Eastern Time (US and Canada)</p> <p>Join Zoom Meeting <a href="https://us02web.zoom.us/j/89107114889?pwd=Qi9ta3FTZjBpOG50MGZlYys0clRZUT09">https://us02web.zoom.us/j/89107114889?pwd=Qi9ta3FTZjBpOG50MGZlYys0clRZUT09</a></p> <p>Dial by your location +1 438 809 7799 Canada +1 587 328 1099 Canada +1 647 374 4685 Canada +1 647 558 0588 Canada +1 778 907 2071 Canada +1 204 272 7920 Canada</p> <p>Meeting ID: 891 0711 4889 Passcode: 032473 Find your local number: <a href="https://us02web.zoom.us/u/kbHGdT55OB">https://us02web.zoom.us/u/kbHGdT55OB</a></p>

### Agenda of sessions

- 1) Introduction to Zoom features by the moderator and overview of the session agenda
- 2) Presentation by the Impact Assessment Agency of Canada (the Agency) of the federal environmental assessment process
- 3) Presentation by the proponent on the project's impact study
- 4) Question period.

The question period will end when the time allocated is reached or when there are no new questions.

## Before the session

### What devices will you be able to use?

- Your smartphone (with the link and by downloading the Zoom app)
- Your computer (**by downloading the Zoom application (recommended option)**, or without downloading the application, directly by clicking on the link on the [public notice](#) in the Canadian Impact Assessment Registry)
- Your tablet (with the link and by downloading the Zoom app)
- Your phone (phone line)

### Join the session:

- 1) **A web link, available on the [public notice](#) on the Canadian Impact Assessment Registry, will be provided to access the session:**
  - **You can download the Zoom application, available for cell phones, tablets and computers (Recommended option).**
  - With the computer, the link allows you to access the session. It may prompt you to download the application, but is also accessible directly from your browser with limited functionality.
  - The buttons for different functions on Zoom are located at different locations on the smartphone, tablet and computer.
- 2) **A telephone line will be offered, by calling the number that will be posted on the [public notice](#) on the Canadian Impact Assessment Registry, to access the audio for the session without using a computer.** Using this line, you will not be able to see the presentation and write questions or comments in the chat. However, you will be able to ask questions verbally. After calling, you will receive instructions from Zoom to raise your hand with the phone (clicking \* and 9) and be able to ask questions.
  - If you choose to connect via smartphone, **the Agency encourages you to use the zoom app instead of the phone line** (see option #1 above). The app provides better listening quality and facilitates participation, namely during the question period.

Once you connect to the session, you will first enter a virtual waiting room and the Agency will then admit you into the session.

## During the session

### Access to video:

- The Agency encourages the use of your camera during the session.
- Anyone who shows offensive video images will be removed from the session and will not be able to return to it.

### When will you be able to express yourself?

- A question period will be offered at the end of the session.

### How to express yourself during the sessions:

During the question period, the moderator will alternate between opening the microphone of participants raising their hands and reading aloud the questions that have been written in the "Chat" section. Responses will be made verbally, but the Agency may add additional information to the "Chat" space.

**1) By writing your questions and comments in the "Chat" section:**

- You can write at any time during the session in the "Chat" section. The Agency will do its best to answer all the written questions it receives, time permitting during the question period.
- The Agency asks that you identify yourself with each of your questions and/or comments, by writing your name (first and last name) before writing and submitting your question or comment.
- **Regarding any comments: The Agency strongly encourages you to put them on the [Canadian Impact Assessment Registry project page](#) so that they are available publicly, that the Agency can refer to them as necessary, and that they are adequately considered in the Environmental assessment process.**
- Anyone writing an inappropriate comment or uses an inappropriate tone will be excluded from the session and will not be allowed to return.

**2) Verbally:**

- At the beginning of the session, the moderator will explain where the option to "Raise your hand" is located.
- You are asked to make questions as succinct and precise as possible.
- Your sound will be muted throughout the session to facilitate sound quality.
- **After you raise your hand, the moderator will open your microphone when it is your turn to speak.**

The Agency asks you to submit your questions "to everyone" on Zoom at all times. **Questions or comments made** by private message to the project manager, the experts or proponent will **not be answered**.

**Technical issues:**

If you are dropped from the session due to technical problems, the Agency strongly encourages you to reconnect (the session is open).

The Agency will also remain attentive to any questions related to technical problems sent to the project email inbox and on Zoom, before and during the session.

**Media requests:**

For media requests, please contact the media relations team at: [media@iaac-aeic.gc.ca](mailto:media@iaac-aeic.gc.ca)