

# REMOTE ACCESS STEP BY INSTRUCTIONS/INFORMATION

1) Call: Number posted on website 2) You will be instructed to enter the 6 digit code. (enter code posted on website)

You will hear the prompt: "Welcome to free conference calling."

If you are calling before the conference begins, you will hear the prompt:

"The conference has not started. If you are the host, please enter your 4 digit code to start the conference."

**(You are not the host)**

You will then receive further instruction:

"If you are not the host, please press the star key to enter the conference and wait."

**The host will start the conference between 5:30 & 5:45pm to allow council members and listeners a chance to get logged on. The meeting will be called to order and begin at 6:00pm.**

## **PLEASE NOTE:**

Although we have worked diligently to implement this system in accordance with the court order issued by Judge Wilson on Monday, March 24. This is a new process, we ask for your patience and understanding while we address any unforeseen issues that may arise during meetings as we learn to navigate this system. If failure occurs that can't be corrected in a timely manner, the meeting will be rescheduled.

To maintain order and ensure timely progression of the agenda, **there will be no public comment period included in meetings until further notice.** Under **West Virginia Code §6-9A-3**, public comment is not a required component of open meetings.

It is our goal to streamline meetings and provide information to our community in the most efficient and effective manner possible. Residents are welcome to record the conference call.

If you have any questions, or you experience any technical difficulties during the meeting, please contact Worthington Town Hall during regular business hours, **Monday-Friday, 9am - 4pm**, excluding holidays, by calling **304-287-2238**. Our system administrator will determine whether the issue is on our end or yours. We will do our best to help you connect to the next meeting.

If we are unable to answer, or the line is busy, please remember we operate with a single phone line and we are currently managing a high volume of meetings and conference calls, in addition to experiencing intermittent connectivity issues that Frontier has been working to correct.

We ask that you kindly leave a detailed message including your name and phone number, and we will return your call or attend to your request as soon as possible.

Alternatively, you may reach us by emailing your issue and contact info to **worthingtontownof@gmail.com**

**We ask that all communication remain polite and professional. Hostile calls or messages—including threats or inappropriate language—will not receive a response.**

We appreciate your cooperation as we work to restore order and efficiency to our meetings.

**\*NOTE: do not utilize our emergency number regarding connectivity. They will not be able to assist you.**

Thank you,  
Debbie Heflin  
Mayor