







Thank you for participating in BACP's virtual hearing process. To ensure a smooth experience for everyone, please adhere to the following guidelines:

- Please keep your microphone muted when you are not speaking. This is crucial to maintain good audio quality for all.
 - When you are unmuted, the microphone icon will be grey. To mute, click the icon. 
 - When you are muted, the microphone icon will be red. To unmute, click the icon. 
- Please use the "Raise Hand" function if you would like to speak. The hearing officer (HO) will call on you when it is your turn. To raise or lower your hand:
 - If you called into the meeting, dial *9 to raise your hand. After you have been called on to speak, dial *9 to lower your hand.
 - If you joined through desktop app, mobile app, or web-browser, click the participant icon to open the list of participants.  Then, hover over your name in the participant list and click the  hand icon. The icon will stay in place and is visible to the HO. After you speak, please lower your hand by clicking the hand icon again.