

# Online Meeting Guide

## How to make a booking

We'd love to chat. Let's stay connected.

Our project representatives will be available to meet with you in 15 minute slots and are happy to chat or answer questions, whether your area of interest is skills/education, supply chain opportunities, construction or even if you'd just like a general discussion about wind farms and renewable energy. We can also host larger groups, school classes or organisations by special arrangement if you email us directly at [info@norfolkvanguard.co.uk](mailto:info@norfolkvanguard.co.uk).

The system uses a video function for our meetings but if you'd like us to call by telephone you can indicate your preference on the booking form.

Reserve your slot by using the booking link below.

<https://vattenfallnorfolk.simplybook.it/>

## How to join a meeting

When you book an appointment you'll receive confirmation by email, and within that email you'll see the following information:

- \* Booking date and time
- \* Link to your reservation info on the booking website
- \* Online meeting link (for video call)
- \* Cancellation link

You will also receive a reminder email one hour before your appointment containing the same information.

When it's time for your meeting with us, just click on the meeting link and follow the on-screen instructions. Don't forget to ensure that the mic on your device isn't muted. If the microphone icon on your meeting screen has a diagonal line through it, you'll need to click it to unmute.

If you chose telephone rather than video call, please have your phone to hand at the booked time and a project representative will call you directly.

Should you wish to change the time of your meeting with us, you can manage your own appointment on the booking website. If you book a slot and discover that you're unable to use it, please use the cancellation link (found on booking site and in confirmation email) so that we can open up the slot for someone else. If you have any problems with cancelling or rescheduling please just email or call us directly.

**We look forward to chatting with you.**



Microsoft Teams

## What devices can I use and what software do I need to participate in online meetings with the Vattenfall team?

The video call function works on PC, laptop and mobile devices. If you plan to join us using the Video Call option you will need to download the Microsoft Teams app in advance onto mobile devices (smartphones, tablets, iPads) but the meeting link should work within a standard browser (i.e. Chrome) on laptops and iMacs without any requirement for additional software at your end.

## I haven't done online/virtual meetings before. How can I get additional support?

We know that not everyone feels comfortable or familiar with online meetings so if you need any additional support with the set-up of your device or if you have general questions about how it all works, please don't hesitate to get in touch and we'll do our best to assist.

**Email us: [info@norfolkvanguard.co.uk](mailto:info@norfolkvanguard.co.uk)**