



Instructions for Joining a Chapter 11 Zoom § 341(a) Meeting of Creditors

All section 341(a) Meetings of Creditors (“Meeting”) for chapter 11 cases are conducted virtually by Zoom. These instructions should be read in conjunction with the Best Practices for Debtors, Debtors’ Attorneys, and Other Parties in Interest for Attending Virtual § 341(a) Meetings of Creditors in Chapter 11 Cases in Pilot Jurisdictions (“Best Practices”) which can be found at <https://www.justice.gov/ust/ch11moc>.

ESSENTIAL REQUIREMENTS AND PREP

Zoom is a communications program used to hold online virtual meetings. To participate in a Zoom meeting, you will need an electronic device (smartphone, tablet, laptop, or desktop computer) with a camera, speakers, microphone, and Internet access.

- ◆ If you are using a smartphone the operating system (IOS or Android) will **REQUIRE** the Zoom application be downloaded to your device.
- ◆ If you are using a tablet, laptop, or desktop computer, you can either download the Zoom application or use the Zoom website.

To join the Meeting, participants will need the Meeting ID and Passcode, which can be found in the Notice of Bankruptcy Case. The Notice also contains the phone number required if joining by audio only.

Debtors, or in a non-individual case, the debtor’s representative who will be providing testimony¹, are generally expected to appear at their virtual Meeting by video:

- ◆ If a debtor is unable to appear at the virtual Meeting by video due to no access to Internet or to an electronic device with a camera, they should reach out to the United States Trustee Representative (“UST Representative”) assigned to their case prior to the 341 meeting date to explain they are unable to connect by video and request appearance by audio only.
- ◆ In the event a debtor is experiencing trouble connecting by video on the day of their Meeting, they should join the Meeting by audio only and let the UST Representative know they were unable to join by video.
- ◆ If a creditor or other interested party is unable to join by video, they can join by audio only.

Please note that telephonic appearances by the debtor will likely result in the rescheduling of their Meeting to another date or time in order to appear by video. This may be called a continued or adjourned meeting. The parties will use the same connection information to connect to the continued or adjourned meeting, unless the UST Representative indicates otherwise.

¹ In this document, “debtor” should be interpreted to also include the debtor’s representative who will be providing testimony on behalf of a non-individual debtor such as a partnership or corporation.



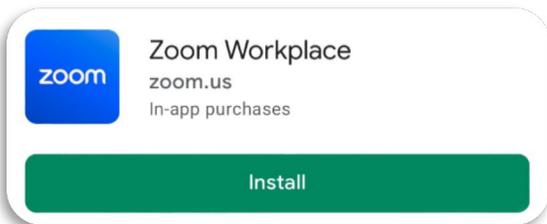
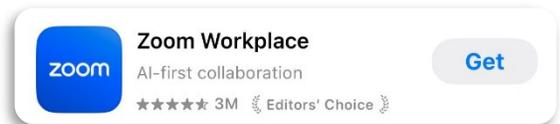
Participants are encouraged to, at least one day before their scheduled Meeting, test Zoom and download the Zoom application, if applicable. To test Zoom, click the link or type into your web browser: <https://zoom.us/test>.

DOWNLOADING THE ZOOM APPLICATION

If you already have the Zoom application downloaded or plan to join through the Zoom website, skip to the next section, [Joining a Zoom Meeting](#).

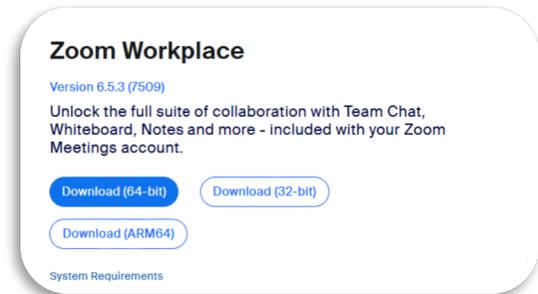
The free version of Zoom should meet all your needs to join the Meeting. Below states where to access and download the free Zoom application for your specific device.

On an iPhone or iPad: Go to the Apple App Store and search for “Zoom Workplace”. Next, click “GET” to download and install the Zoom application.



On an Android phone or tablet:

Go to the Google App Play Store and search for “Zoom Workplace”. Next, click on “Install” to download and install the Zoom application.



On a desktop or laptop computer:

Using your web browser, go to the Zoom Download Center <https://zoom.us/download#client4meeting> and locate “Zoom Workplace”. Next, click the blue “Download” button and follow the prompts to install the Zoom application.

JOINING A ZOOM MEETING

There are three ways to join a Zoom meeting:

- ◆ [Zoom application](#) (required for smartphone)
- ◆ [Zoom website](#)
- ◆ [Audio only](#)

Detailed instructions for each option are provided below.



Joining Through the Zoom Application (Required for Smartphone)

1. Open the Zoom application by clicking the “Zoom” icon.



2. From the Welcome screen, to open the Join Meeting screen:
 - a. On a computer click the blue “Join a meeting” link. [Join a meeting](#)
 - b. On a smartphone or tablet click the blue “Join Meeting” button.



3. On the Join Meeting screen enter:
 - a. The 11-digit “Meeting ID” found on the Notice of Bankruptcy Case.
 - b. “Your Name” (also referred to as Screen Name). If a name already appears (e.g., iPhone, Nickname, etc.), delete it from the field. **Note: Be sure to enter your full name, so that the UST Representative can properly identify you.**
 - c. Once this information is entered, click the blue “Join” button to prompt the Meeting Passcode screen.

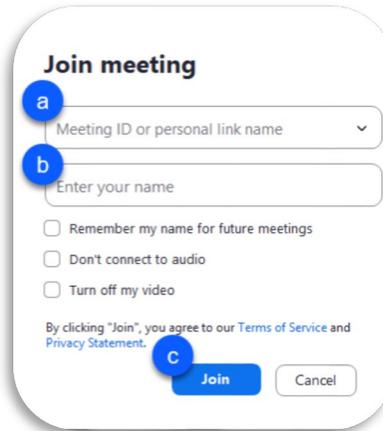


Figure 1: Computer

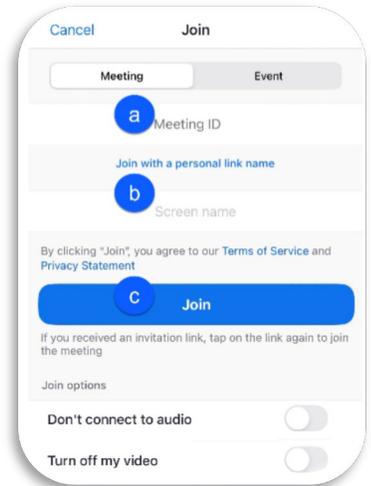


Figure 2: Smartphone and Tablet

4. On the Meeting Passcode screen enter:
 - a. The 10-digit “Passcode” found on the Notice of Bankruptcy Case.
 - b. Click on “Join Meeting” or “Continue”, depending on your device.

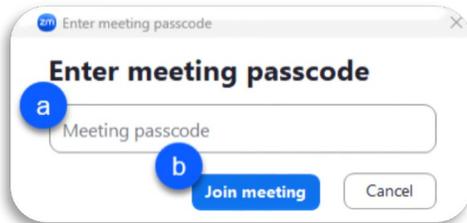


Figure 3: Computer

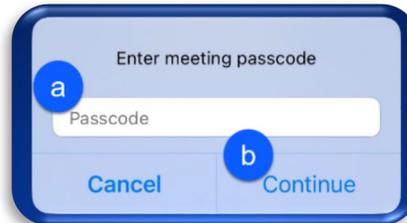
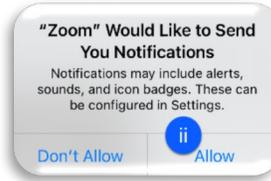


Figure 4: Smartphone and Tablet

5. Once this information is entered, you will then be able to read the FBI Investigates Bankruptcy Crimes screen.
 - a. Click on “Agree” to join the Meeting’s virtual waiting room.
 - i. If the preview screen appears, click the blue “Join” button to continue to the Meeting’s virtual waiting room.



- 6. You will remain in the Meeting’s virtual waiting room until the UST Representative admits you to the virtual meeting room.
 - a. If you joined by smartphone or tablet, you may receive the following pop-up windows that say:
 - i. “Zoom” Would Like to Access the Microphone, click “Allow” or “OK” depending on your device.
 - ii. “Zoom” Would Like to Send You Notifications, click “Don’t Allow”.



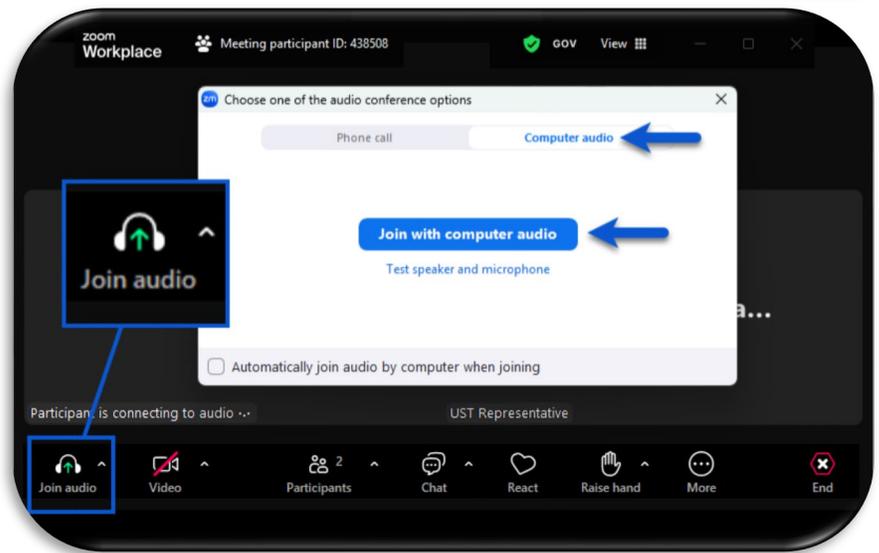
- 7. Once admitted to the virtual meeting room:
 - a. If you joined by smartphone or tablet, you may receive a pop-up window that says Would You Like to Use “Zoom” with Siri?, click “Don’t Allow”.



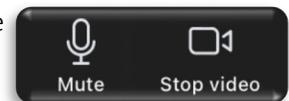
- b. Mute your audio by clicking the “microphone” icon, if not already muted. **Note: Depending on your device, you may need to click on or touch the screen to access the meeting control icons.**



- i. If your meeting controls contain a headset icon instead of a microphone icon, your audio is not connected. To fix this, click on the “headset” icon, and in the “Choose ONE of the audio conference options” pop-up, under “Computer Audio”, click on the blue “Join with Computer Audio” button.



- c. When the UST Representative begins the Meeting start your video, by clicking the “camera” icon, if video is not already on and unmute your microphone, when necessary, by clicking the “microphone” icon.



- i. If you joined by smartphone or tablet, you may receive a pop-up window that says “Zoom” Would Like to Access the Camera, click “Allow” or “OK” depending on your device.

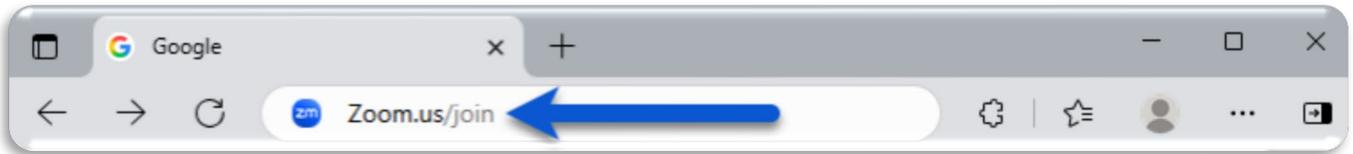


If you are unable to join by video, please see [Joining by Audio Only](#) below.

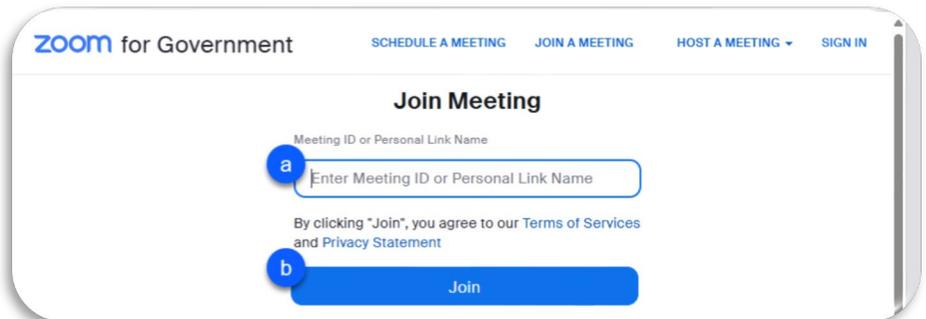


Joining Through the Zoom Website (Not Available for Smartphones)

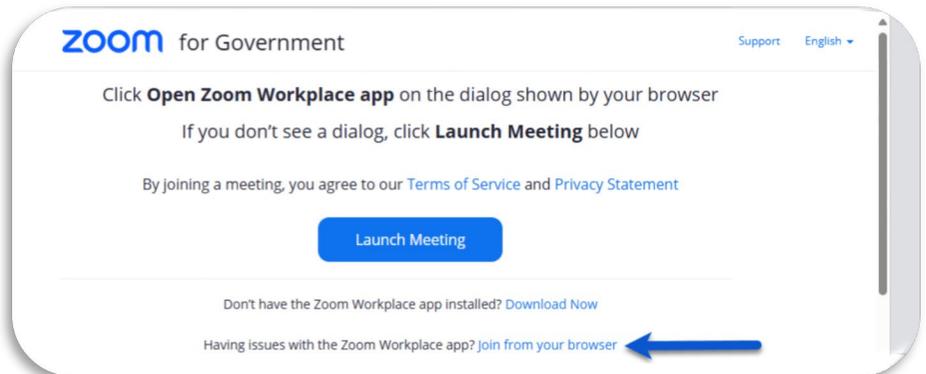
1. Open your web browser and in the search bar type Zoom.us/join followed by “Enter” or “go”, depending on your device, to open the Zoom Join Meeting screen.



2. On the Join Meeting screen enter:
 - a. The 11-digit “Meeting ID” found on the Notice of Bankruptcy Case.
 - b. Click the blue “Join” button to open the Launch Meeting screen.



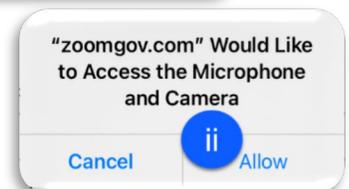
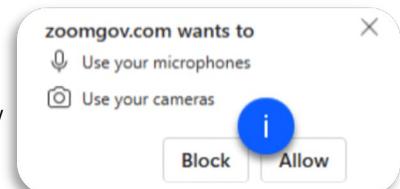
3. From the Launch Meeting screen, click on the “Join from Your Browser” link at the bottom of the screen. **DO NOT CLICK ON THE BLUE “LAUNCH MEETING” BUTTON.**



4. Once you select join from your browser, you will then be able to read the FBI Investigates Bankruptcy Crimes screen.
 - a. Click on “Agree” to open the Meeting Info screen.

5. From the Meeting Info screen:

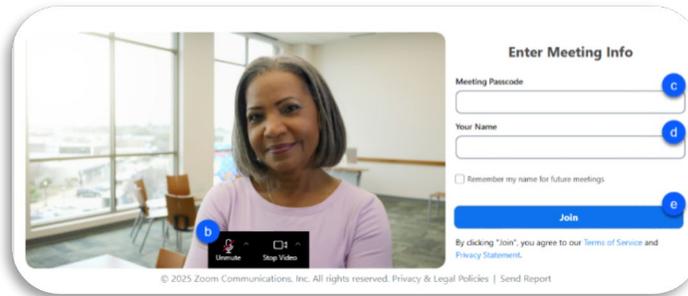
- a. Microphone and camera access:
 - i. If you joined by a computer, you may receive a pop-up window that says zoomgov.com wants to Use your microphones, Use your cameras, click “Allow”.
 - ii. If you joined by tablet, you may receive a pop-up window that says “zoomgov.com” Would Like to Access the Microphone and Camera, click “Allow”.



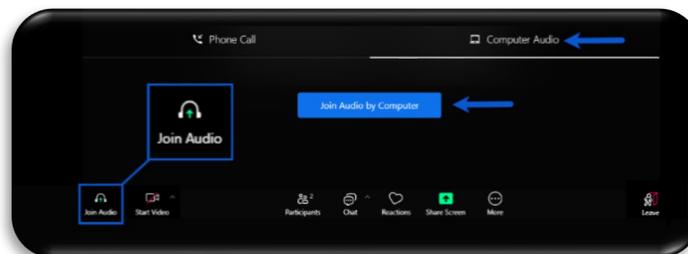


**U.S. Department of Justice
United States Trustee Program**

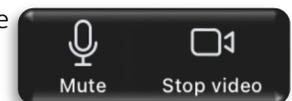
- b. Mute your audio by clicking the “microphone” icon, if not already muted and start your video, by clicking the “camera” icon.
- c. Enter the 10-digit “Passcode” found on the Notice of Bankruptcy Case.
- d. Enter “Your Name”. If a name other than yours appears, delete it from the field. **Note: You must enter your full name so that the UST Representative can properly identify you.**
- e. Click the blue “Join” button to enter the Meeting’s virtual waiting room.



- 6. You will remain in the Meeting’s virtual waiting room until the UST Representative admits you to the virtual meeting room.
- 7. Once admitted to the virtual meeting room:
 - a. If you joined by tablet, you may receive a pop-up to select your audio conference option. Under “Computer Audio”, click on the blue “Join Audio by Computer” button. Once connected the headset icon will change to the microphone icon.



- b. Mute your audio by clicking the “microphone” icon, if not already muted.
 - i. If your meeting controls contain a headset icon instead of a microphone icon, your audio is not connected. To fix this, click on the “headset” icon, and follow the steps under 7a above.
- c. When the UST Representative begins the Meeting start your video, by clicking the “camera” icon, if video is not already on and unmute your microphone, when necessary, by clicking the “microphone” icon.



If you are unable to join by video, please see [Joining by Audio Only](#) below.



Joining by Audio Only

1. From your phone, call the phone number set out in the Notice of Bankruptcy Case.
2. When prompted to enter the meeting passcode, from your keypad enter the Meeting Passcode found on the Notice of Bankruptcy Case, followed by #.
3. When prompted state your full name, followed by # to be placed in the Meeting's virtual waiting room.
4. When admitted to the virtual meeting room, you will no longer hear hold music. Please mute your phone, by pressing *6.
5. When requested by the UST Representative, unmute your phone by pressing *6 and provide your first and last name.

*Tip: If needed, pressing *9 will raise your virtual hand so that the UST Representative can call on you.*

Understanding the Meeting Controls

Once admitted to the virtual meeting room, the meeting controls will assist you with participating in the Meeting. Displayed below are the controls that appear on a computer. The icons that you may need are described from left-to-right. **Note: Depending upon your device, the control icons may appear in a different order, either at the top or bottom of your screen, and may require that you click on or touch the screen for them to appear.**



- ◆ Audio (Microphone): You can join audio if not done so on the pre-meeting selection screens. Once audio is joined you can mute and unmute your audio device.
- ◆ Video (Camera): You can stop and start your video.
- ◆ Participants: Shows all the participants present in the Meeting.
- ◆ Chat: Allows you to type text into a chat room that is only visible to the host (UST Representative).
- ◆ React/Reactions: Select this icon to locate **Raise hand**. Raise hand allows a participant to virtually raise and lower their hand. When selected your hand will be displayed on the screen.
- ◆ Share/Share Screen: This is controlled by the Meeting host (UST Representative) but when turned on it can allow a participant to share their screen with all Meeting attendees, as needed. **Note: If joining by tablet through the Zoom website, this is not an available option.**
- ◆ Leave: Allows a participant to exit the virtual Meeting. If selected, a red "Leave Meeting" button will appear, requiring you to confirm that you want to leave the Meeting.



TROUBLESHOOTING AND TIPS

- ◆ If you are using an external camera, microphone, or both, plug them in before opening the Zoom application.
- ◆ Only one microphone and speaker system should be active per physical location to avoid a loud screeching sound.
- ◆ Make sure your device is connected to power. Avoid using battery power only (e.g., laptops, etc.).
- ◆ Make sure your audio is turned on in Zoom and turned on and up on your device.
Audio: <https://support.zoom.us/hc/en-us/articles/7302459648397-Troubleshooting-audio-issues>
- ◆ Make sure your video is turned on in Zoom.
Video: <https://support.zoom.us/hc/en-us/articles/7246725403277-Troubleshooting-camera-issues-during-a-meeting>
- ◆ Trouble joining a Zoom meeting: <https://support.zoom.us/hc/en-us/articles/201362193>
- ◆ Learn how to use Zoom controls: <https://support.zoom.us/hc/en-us/articles/200941109-Participant-controls-in-a-meeting>
- ◆ The share-screen function may be used by participants to display documents, but permission must be requested from the UST Representative during the Meeting.
Share your Screen: <https://support.zoom.us/hc/en-us/articles/201362153-Sharing-your-screen-or-desktop-on-Zoom>
- ◆ For additional Zoom support: <https://support.zoom.us/hc/en-us>

If having trouble with your Wi-Fi internet connection, try:

- ◆ Using a wired connection. If your internet router has an option for a wired connection, join with a wired option (a hard-wire Ethernet cable) versus a wireless connection.
- ◆ Bringing your laptop or device closer to your router or hot spot connection.
- ◆ Checking your bandwidth. You can check your bandwidth using a speed test such as <https://www.speedtest.net>.
For the list of required bandwidths for Zoom meetings go to <https://support.zoom.us/hc/en-us/articles/204003179-Zoom-Rooms-System-Requirements>.
- ◆ Closing other open applications. Zoom uses memory and processing from your computer and is not prioritized over other applications, therefore closing applications you do not need open will improve your Zoom experience (e.g., email notifications, chat messaging, etc.).
- ◆ Avoiding crowding your router. If possible, avoid sharing your internet service with others during the Meeting. If there are multiple devices (from other individuals) joined to your router or hotspot at least try to avoid video streaming which will affect bandwidth (e.g., Netflix, YouTube TV, etc.).