VIRTUAL CONVENTION VIEWING
ALTERNATES, MEMBERS AND INVITED GUESTS
OPTIMIZING THE USER EXPERIENCE

This document will provide you with some technical data and base guidelines applicable to how to best view and participate in the virtual convention experience.

- Best devices to view/participate
  - Minimum technology
- Connect to the convention platform
  - Schedule and other data
- Technical Assistance

This document is an overview and not intended as a comprehensive step-by-step manual. It would be impossible to cover all the specific scenarios and address all technical questions within this scope. **AFT event Help Desk will be available July 27-30th for specific consultations on any and all issues relating to connecting to the convention platform and experiencing the convention.** We are here to help!

Best devices to view/participate:

1) Alternates, Members and Invited Guests will be viewing the convention in a webpage window. Like watching tv, the larger the screen the better the experience will be for you the viewer. The best scenario is a computer with a large monitor or additional monitor.

2) The convention can be viewed equally well on a phone or tablet **BUT YOU CAN ONLY BE LOGGED IN ON ONE DEVICE.** The access code you will use to enter the convention is a single use code. It is good on a single device for the duration of the convention over multiple days. Access codes were provided via email. Contact AFT staff or the Help Desk if you cannot find your access codes.

3) The viewing platform can be viewed on virtually every newer web browser.
   - Google Chrome (preferred)
   - Microsoft Edge
   - Safari
   - FireFox
   - All mobile/tablet browsers
- Internet Explorer is NOT supported and you will not be able to view the convention using this browser

4) **Internet speed**
   One of the great challenges with virtual conventions and gatherings is the control of the viewers internet speed. It does not require a lot of bandwidth to enable a good user experience, but best viewing is with secured WIFI or hard line internet connection. If you do not have these, the convention will still be viewable, but interaction into the system may be problematic.

**How to connect:**

1) **Alternates, Members and Invited Guests** will be sent a link to access the private platform web page. This will include a unique access code that is assigned for your use during the convention.

2) **Click on the link or enter the link address in a new browser window. Click Log In**

3) **Fill in the sign up information**
   - Enter the email address that you registered with
   - Enter a password of your choosing.
   - Enter your FIRST and LAST name on the name space and leave a space in between.
4) Enter the site
You can now navigate around the page. If you accidentally close the page, simply re-enter the link which will take you back to the page, you will already be logged in if you are on the same device that you originally logged in with.

5) Join the General Session
Select the Alternates, Members and Guests General Session button. You will be prompted to enter a six character access code that is different than your previous committee code. You are now in the convention viewing platform. Feel free to browse the panel on the right while you wait for the general sessions to begin.
Technical Assistance

Technical support will be available July 27-30th during the pre-event check and event hours.

Viewers will have 2 ways to gain support.

1) Hotline - 888-252-5937

2) Chat window in a browser – a weblink will be available on the viewing platform page. Click the link to join a chat with the help desk team. We are here to help!