



VIRTUAL CONVENTION VIEWING

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
- Technical assistance
- Connect to the convention platform – Computer, mobile

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 27-30th for convention to assist with 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:

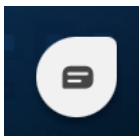
- 1) **You will be viewing the convention in a webpage window. Like watching tv, the larger the screen the better the experience will be for you the viewer. The best scenario is a computer with a large monitor or additional monitor.**
- 2) **The convention can be viewed equally well on a phone or tablet BUT IT IS BEST TO USE THE SAME DEVICE (computer, phone or tablet) FOR THE DURATION OF CONVENTION. The access code you will use to enter the convention is a single use code assigned to you. Access codes were provided via email. Contact AFT staff or the Help Desk if you cannot find your access codes or if you find you need to switch to a different device during the convention**
- 4) **The viewing platform can be viewed on virtually every newer web browser.**
 - Google Chrome (preferred)
 - Safari
 - FireFox
 - All mobile/tablet browsers
 - Internet Explorer and Microsoft Edge are NOT supported and you will not be able to view the convention using this browser

5) 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.

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.



Click the chat icon located in the bottom right corner of every page to chat with the Help Desk team. We are here to help! This is your best resource for access code help, technical issues or general convention questions. You may also reach us by phone, 888-252-5937

How to connect – Desktop or Laptop:

- 1) Delegates will be sent a link to access the private platform web page. The link is www.aftconvention.org
- 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. You could continue to use your badge ID. Note, this is not where you enter your access code. You will enter this on the next page.

- Enter your FIRST and LAST name on the name space and leave a space in between.
- Click SIGN UP

Create Account ✕

Welcome to AFT Convention 2020! Please fill out the information below to create your profile and password. Click SIGN UP when finished. Detailed instructions were provided by email including Help Desk information for any issues.

✉ EMAIL

🔒 PASSWORD

👤 NAME

SIGN UP

OR

By clicking sign up you agree to our [Terms of Use](#) and [Privacy Policy](#)

Already have an account?

LOG IN

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. If have already created a profile and need to log back in, select LOG IN at the bottom of the SIGN UP prompt. Enter the email and password you previously entered and click LOG IN.

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✉ EMAIL

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Log In ✕

Welcome to AFT Convention 2020! Please fill out the information below to create your profile and password. Click SIGN UP when finished. Detailed instructions were provided by email including Help Desk information for any issues.

✉ Email

🔒 Password

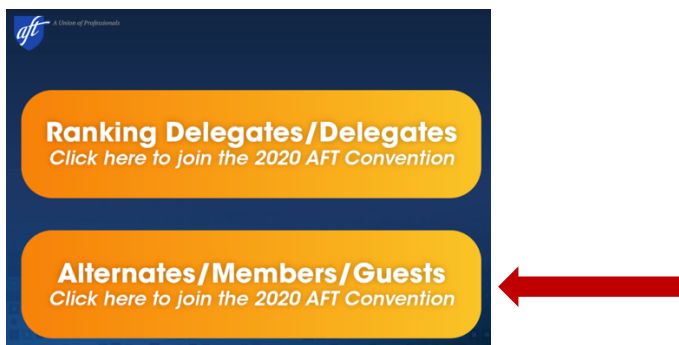
[I forgot my password](#)

LOG IN

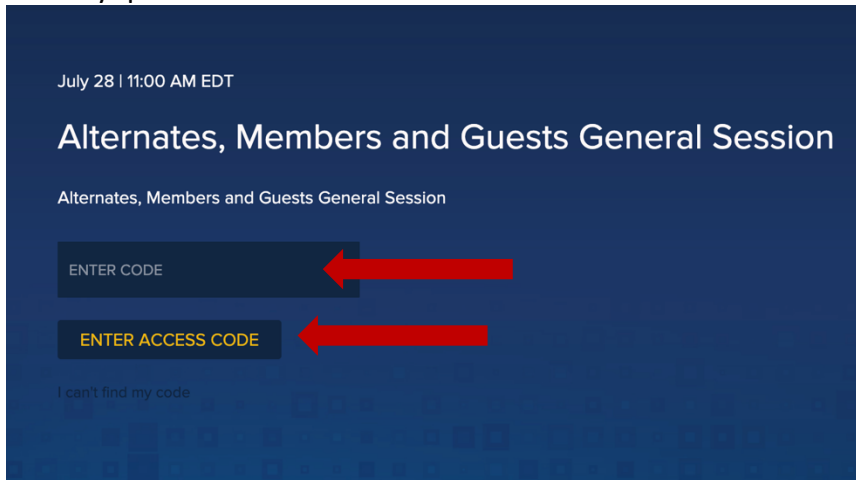
If you have forgotten your password, click 'I forgot my password' and reset information will be emailed to you. This email will come from Maestro.io, NOT the AFT team. The AFT help desk cannot assist in password resets.

5) Day of the convention

Select link from your web browser history or click on link from the invite. Select the Alternates, Members and Guests General Session button.



You will be prompted to enter a six character access code. **Enter your code in the box labeled 'ENTER CODE' and click 'ENTER ACCESS CODE' to submit.** Contact AFT Help desk with any questions.



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.

How to connect – Mobile:

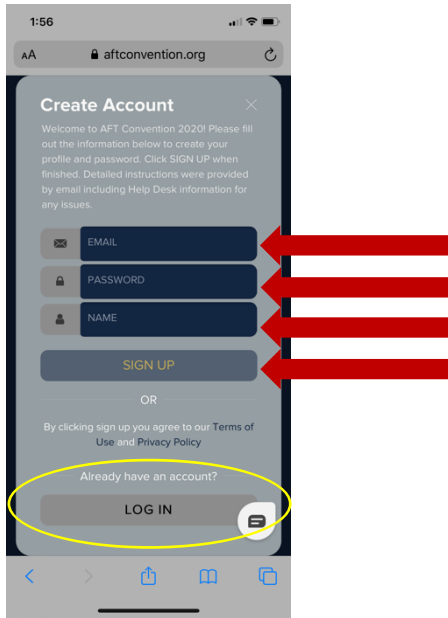
Please note that appearance may vary slightly based on device.

- 1) Delegates will be sent a link to access the private platform web page. The link is www.aftconvention.org
- 2) Click on the link or enter the link address in a new mobile browser window. Click LOG IN



3) Fill in the sign up information

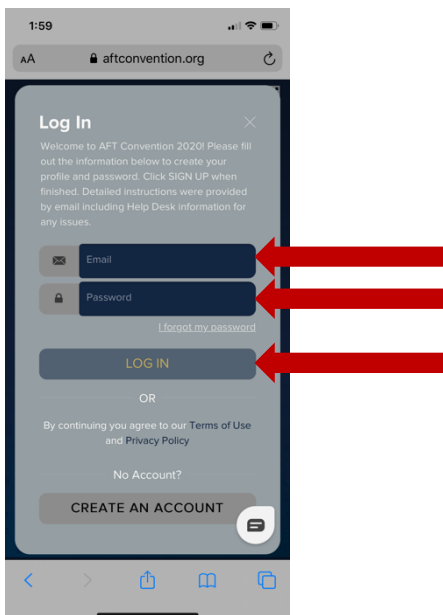
- Enter the email address that you registered with
- Enter a password of your choosing. You could continue to use your badge ID. Note, this is not where you enter your access code. You will enter this on the next page.
- Enter your FIRST and LAST name on the name space and leave a space in between.
- Click SIGN UP



You are now on the viewing platform!

4) Enter the site:

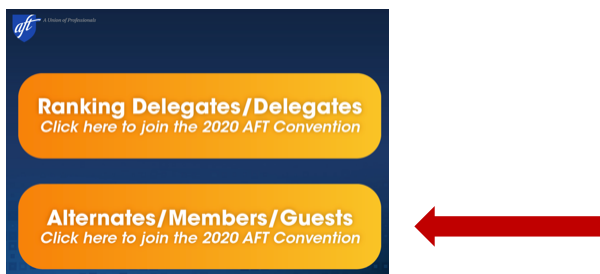
You can now navigate around the page. If you accidentally close the page, simply re-enter the link which will take you back to the page, you will already be logged in if you are on the same device that you originally logged in with. If have already created a profile and need to log back in, select LOG IN at the bottom of the SIGN UP prompt. Enter the email and password you previously entered and click LOG IN.



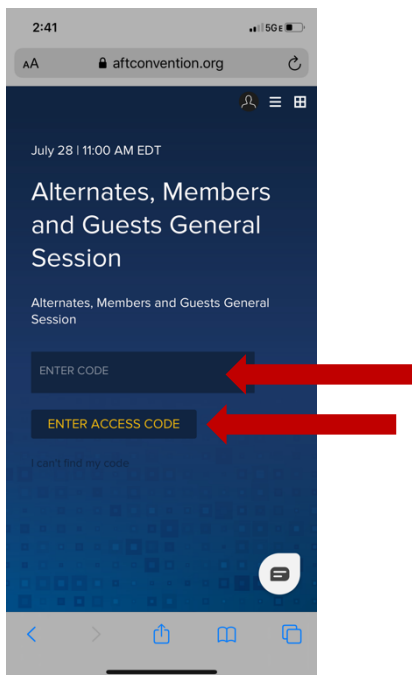
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5) Day of the convention

Select link from your web browser history or click on link from the invite. Select the Voting Delegates General Session button.



You will be prompted to enter a six character access code. **Enter your code in the box labeled 'ENTER CODE' and click 'ENTER ACCESS CODE' to submit.** Contact AFT Help desk with any questions.



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