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
  - Speaking before the body
  - Voting

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) Delegates 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) Having a device with a microphone and video camera will enable you to enter rooms to speak on resolutions, just as you would line up at a convention center for an on-site discussion.

3) 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

Note, viewing the video window in ‘Full Screen’ will disable voting overlays. Please remember to return to standard viewing during Business sessions.

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

![Login Screen]

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

![SignUp Screen]

4) Enter the site:
   You can now navigate around the page. If you accidently 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.

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 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. Committee meeting members, please note that this is a different access code than you entered for your
committee meetings. 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.

**Speaking on a resolution**

When discussion opens on a resolution, you will notice there will be four links that appear on the top of your screen that you may select from:

- **Speak in Favor**
- **Speak Against**
- **Procedural Issues**
- **Chair Tech Support** – please note, this link is for use only by convention committee chairs and is not intended for general inquiries or Help Desk needs.
If you wish to speak to a resolution, click on the appropriate button/link above the viewing window. Clicking on the button/link will open a Zoom room specific for speaking on this topic. When prompted, click ‘Open zoom.us App’

![Open zoom.us App dialog]

When system dialog prompts, click Open zoom.us.

If you have never signed into Zoom before you may be asked to enter as a guest or click on ACCEPT. While in the zoom waiting room, you will be greeted by a moderator who will guide you through the process to speak. Be sure to follow along as they prompt you to mute your viewing platform audio. This will help alleviate feedback and other audio issues.

**Voting**

1. Voting will be a “voice” vote type where instead of a voice, you will be requested to click on a YES or NO button that will appear on the Convention platform within the video window when voting opens. You will have a time of one minute to vote and you may not change your vote once the button is clicked.
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.
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.

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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.
Speaking on a resolution

When discussion opens on a resolution, you may:

Speak in Favor
Speak Against
Procedural Issues
Chair Tech Support – please note, this link is for use by convention committee chairs and is not intended for general inquiries or Help Desk needs.

To access links, click the three lines located in the upper right corner. Note, this may appear different based on device. This will open the link selection.

If you wish to speak to a resolution, click on the appropriate button/link above the viewing window. Clicking on the link will open a Zoom room specific for speaking on this topic. You will be prompted to download the zoom.us app if you have not previously downloaded it on this device.

While in the zoom waiting room, you will be greeted by a moderator who will guide you through the process to speak. Be sure to follow along as they prompt you to mute your viewing platform audio. This will help alleviate feedback and other audio issues.
Voting

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When the vote is live, a prompt to ANSWER will appear below the video window. Tap ANSWER to open voting pane. This section will appear below the video window. When viewing the video in landscape mode, you will be promoted ‘Please rotate your phone’ to allow this voting pane to appear.