

Participating in the 2020 UBCM Convention

1. How to Access Help with Convention

During Convention, for assistance troubleshooting any issues that registrants might have accessing Convention, there are several options.

While logged in to the Convention platform, for immediate assistance:

Click on the purple chat button at the bottom left of the Convention platform, to begin a live chat with a technical expert from trusted providers ICS Events and Data on the Spot (DOTS). When Convention is live, the purple chat button will read "Help Desk".

When Convention is not live, the purple chat button will read "Leave a message". If you do so, the next technical expert to come on shift will engage you in a live chat on the Convention platform.

Voting during the AGM, elections for Executive positions, and resolutions session:

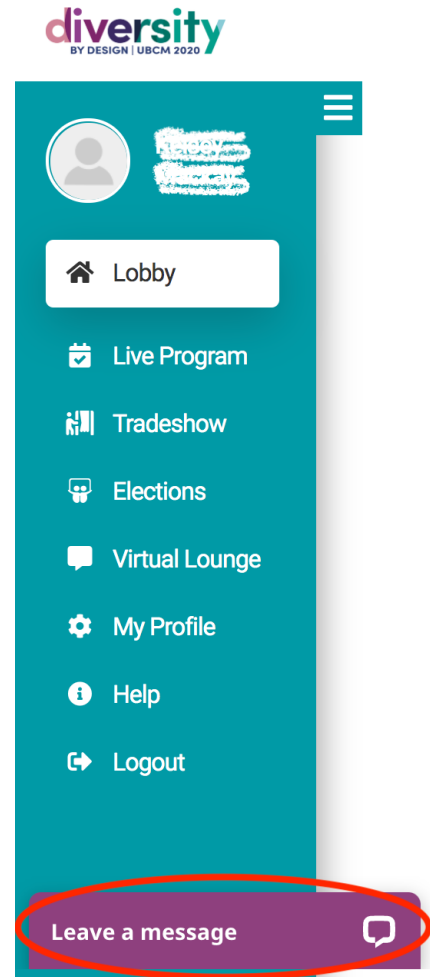
Data on the Spot

Toll free: 1-833-DOTS-123 (1-833-368-7123)

General assistance with Convention platform:

ICS Events

Email: ubcm2020@icsevents.com



Or click on "Help" in the menu at the left side of the screen for general instructions on using the Convention platform.

Registration or other Convention matters:

UBCM Richmond Office

Tel: 604-270-8226

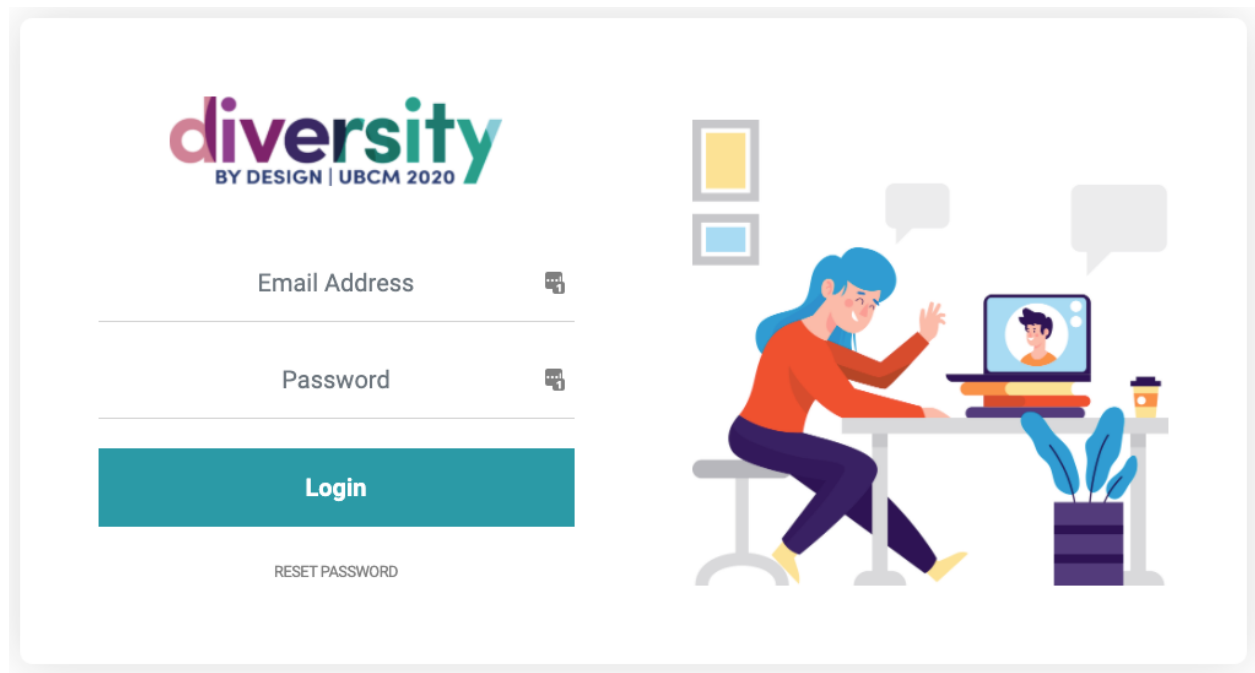
2. Log In to the Convention Platform

The 2020 UBCM Convention will take place online at the following link:

<https://pheedloop.com/ubcm2020/virtual/>

When you visit this link, you will be prompted to enter an Email Address and Password; click the “Login” button once entered, in order to participate in Convention.

UBCM will notify each registrant of their Email Address and Password via email, no earlier than Friday, September 18, 2020.



The image shows a login interface for the 'diversity BY DESIGN | UBCM 2020' platform. On the left, there is a login form with two input fields: 'Email Address' and 'Password', each with a small icon to its right. Below these fields is a large teal button labeled 'Login'. Underneath the button is a link that says 'RESET PASSWORD'. To the right of the form is an illustration of a person with blue hair, wearing an orange shirt and dark pants, sitting at a desk and interacting with a laptop. The laptop screen shows a video call with a person. There are also some books, a coffee cup, and a potted plant on the desk. The background of the illustration includes a framed picture on the wall and speech bubbles.

3. Using the Convention Platform

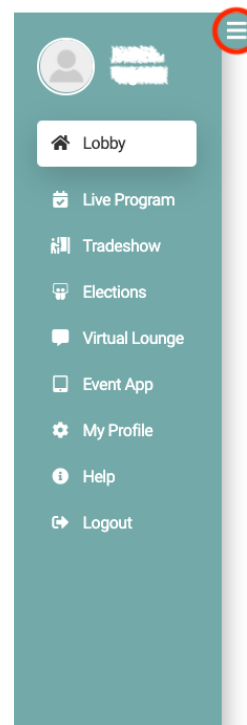
Menu

Use the teal-coloured menu on the left side of the screen to navigate the Convention platform.

To hide or show the menu at any time, click the three bars at the top right of the menu.

Here is a description of the menu options.

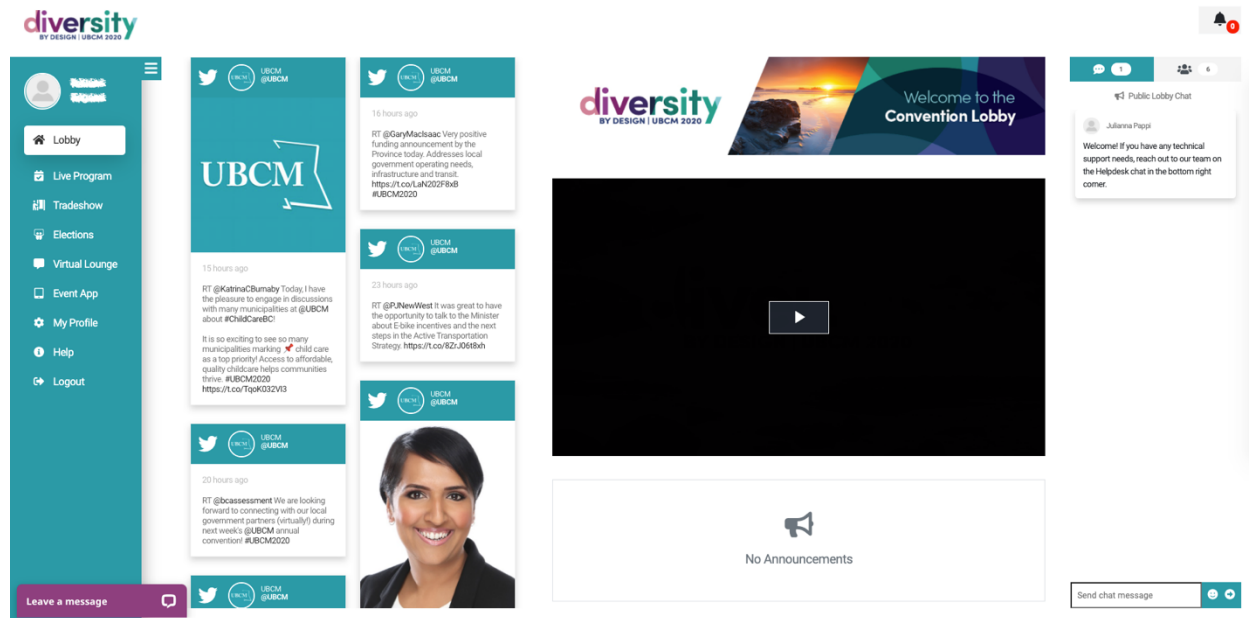
Lobby	the main starting point for the Convention platform
Live Program	view the Convention program; click on a session to view the live-stream, or if the session is not currently live, see the session description
Tradeshow	view and interact with exhibitors
Elections	view candidate videos, biographies, and information about voting
Virtual Lounge	chat and interact with other attendees
Event App	learn how to use the Event App to access Convention information on your phone or mobile device
My Profile	customize how you receive and share Convention information, and are represented on the Convention platform
Help	general instructions for using and troubleshooting the Convention platform, voting, and debate tools
Logout	log out of the Convention platform



Below are some examples of what registrants will see on screen when they select different items from the teal menu.

Lobby

Registrants will arrive at the Lobby immediately upon logging in to the Convention



platform.

They will be able to view recent Tweets about the UBCM Convention, general announcements, a slideshow of general and sponsor information, and on the right side of the screen, a public chat area to interact with other registrants.

Live Program

Selecting “Live Program” will show the Convention program—a list of Convention sessions and associated events.

The sessions are listed in chronological order.

Click on a session title in order to view a live session.

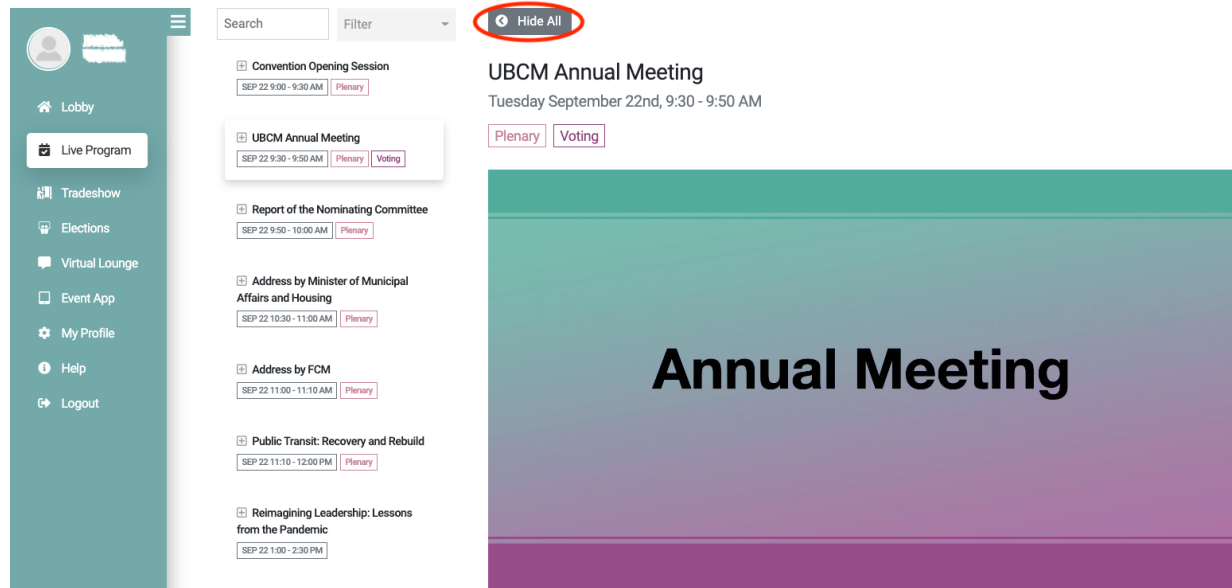
If the session is not yet live, or has concluded, registrants will see the session description.

The screenshot shows the UBCM Convention Live Program interface. On the left is a teal sidebar with navigation options: Lobby, Live Program (highlighted with a red circle), Tradeshow, Elections, Virtual Lounge, Event App, My Profile, Help, and Logout. The main content area has a search bar and a filter dropdown. Below these are several session cards, each with a title, time, and session type.

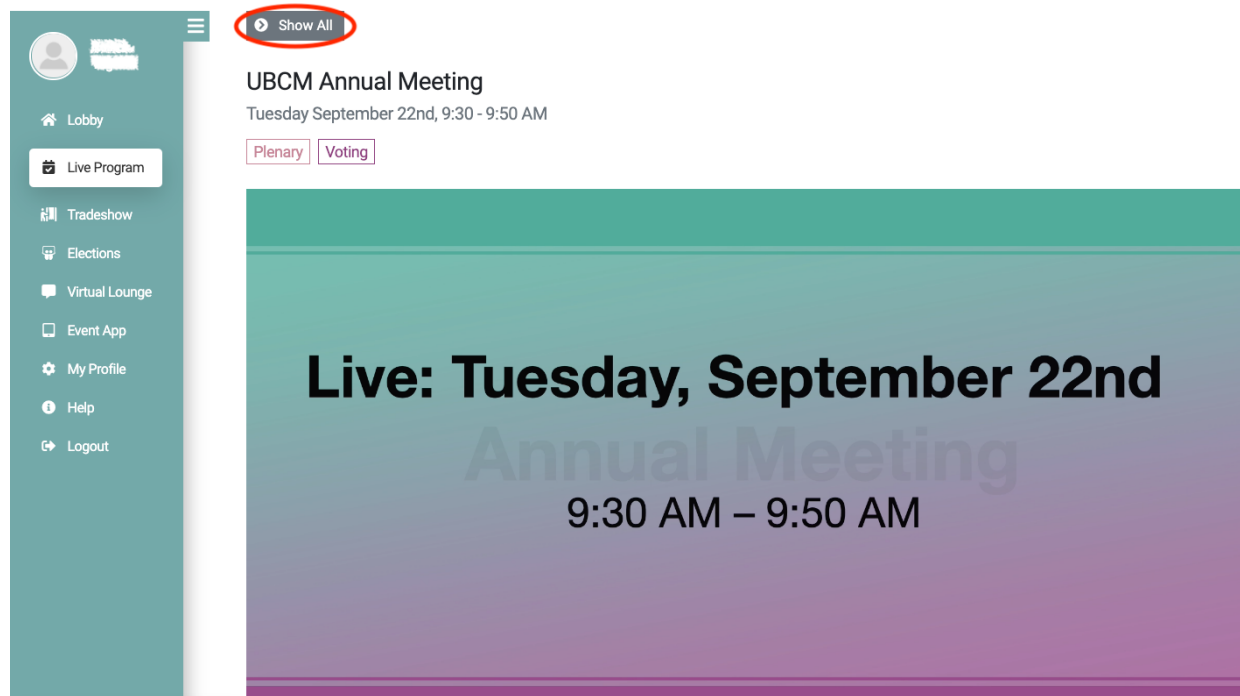
Session Title	Time	Session Type
Convention Opening Session	SEP 22 9:00 - 9:30 AM	Plenary
UBCM Annual Meeting	SEP 22 9:30 - 9:50 AM	Plenary, Voting
Report of the Nominating Committee	SEP 22 9:50 - 10:00 AM	Plenary
Address by Minister of Municipal Affairs and Housing	SEP 22 10:30 - 11:00 AM	Plenary
Address by FCM	SEP 22 11:00 - 11:10 AM	Plenary
Public Transit: Recovery and Rebuild	SEP 22 11:10 - 12:00 PM	Plenary
Reimagining Leadership: Lessons from the Pandemic	SEP 22 1:00 - 2:30 PM	

Once you have selected a session, you may wish to click “Hide All” to hide the Convention program.

This will provide more space on the screen for the live session or session description.



To see the Convention program once more, click “Show All”.



To allow the greatest amount of space on the screen for the session itself, click “Hide All” to hide the Convention program, plus hide teal menu by clicking the three bars at the top.

UBCM Annual Meeting

Tuesday September 22nd, 9:30 - 9:50 AM

Plenary Voting

Live: Tuesday, September 22nd

9:30 AM – 9:50 AM

Tweet Using #UBCM2020

Tradeshow

Selecting “Tradeshow” will show a list of exhibitors, listed in alphabetical order.

Click on an exhibitor title to request information, find contacts, and where available, engage in live interaction with the exhibitor.

The screenshot displays the UBCM website's Tradeshow interface. On the left, a teal sidebar contains navigation links: Lobby, Live Program, Tradeshow (highlighted with a red circle), Elections, Virtual Lounge, Event App, My Profile, Help, and Logout. The main content area features a search bar and a list of exhibitors, each with a logo, name, description, and buttons for CONTACT and JOIN LIVE. The exhibitors listed are TC Energy, Trans Mountain Expansion Project, UBCM, Wood WORKS!, Young Anderson Barristers & Solicitors, and a Sample Exhibitor. On the right, a banner for 'diversity BY DESIGN | UBCM 2020' is shown. Below the banner, the UBCM logo and tagline 'The voice of BC Local Government' are displayed, along with links for Email, Website, and Twitter. A section for Anna Wijesinghe, Manager, Member & Association Services, UBCM, includes a 'Start Chat' button and a 'Read More' link. At the bottom, there are links to the '2020 Resolutions Book' and the 'UBCM 2020 Annual Report'.

Search

TC Energy
Delivering the energy people need,
every day
Calgary, AB
CONTACT
JOIN LIVE

Trans Mountain Expansion
Project
Work is underway from Edmonton
to Burnaby
Burnaby, British Columbia
CONTACT
JOIN LIVE

UBCM
The voice of BC Local
Government
Richmond, BC
CONTACT
JOIN LIVE

Wood WORKS!
Bronze Level Sponsor
North Vancouver, British Columbia
CONTACT
JOIN LIVE

Young Anderson Barristers &
Solicitors
Platinum Level & Virtual
Delegate's Lounge Sponsor
Vancouver, BC
CONTACT
JOIN LIVE

Sample Exhibitor
This is a sample

Join Live

Request Information

diversity
BY DESIGN | UBCM 2020

UBCM
The voice of BC Local Government

Email Website Twitter

Anna Wijesinghe Manager, Member & Association Services, UBCM
Start Chat Read More

2020 Resolutions Book

UBCM 2020 Annual Report

Elections

Selecting “Elections” will display the list of candidates for UBCM Executive positions.

At the top of the list is the item “UBCM Executive Elections”. Select this item to vote online for the 2020-21 UBCM Executive. To access the online voting, you will need to enter the Email Address and Password that you use to log in to the Convention platform.

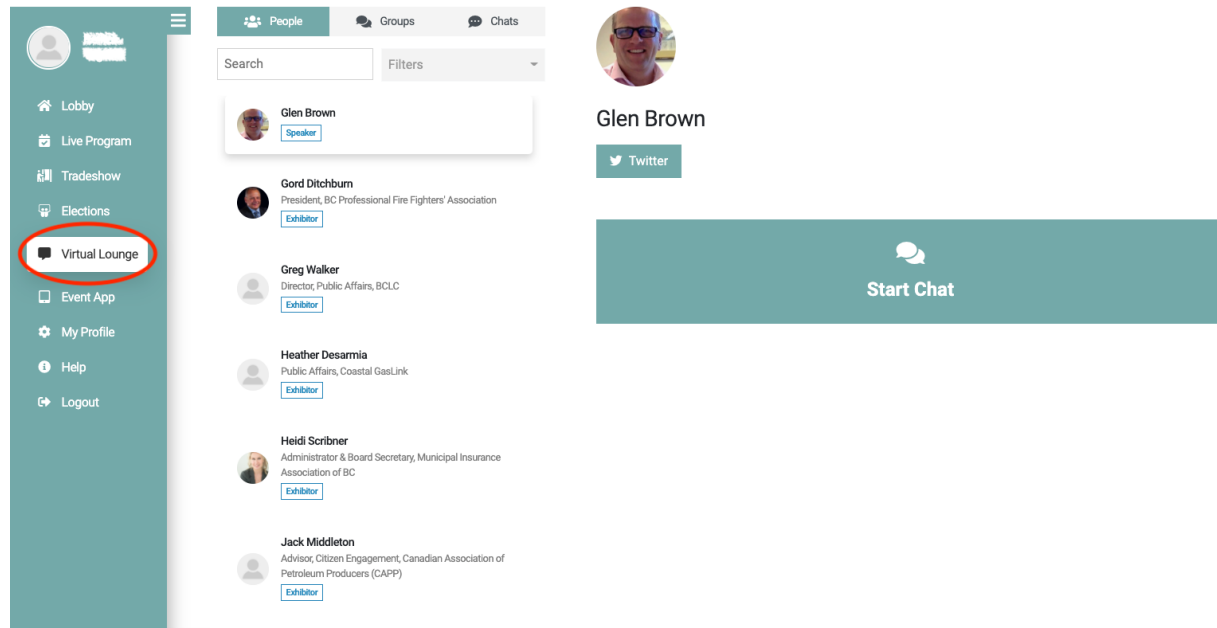
Please note that only those who are registered as UBCM voting delegates will be able to log in to vote for the 2020-21 UBCM Executive.

Click on a candidate’s name to see biographical information, and view a short video presenting the candidate’s platform.

The screenshot displays the UBCM Executive Elections online voting portal. On the left, a teal sidebar contains navigation links: Lobby, Live Program, Tradeshow, **Elections** (circled in red), Virtual Lounge, Event App, My Profile, Help, and Logout. The main content area is titled 'UBCM Executive Elections' and 'Candidate and Voting Information'. It features a search bar, a '2020 UBCM Nominee Report' link, and a list of candidates: three 'Third Vice-President Candidate' entries and three 'Director at Large Candidate' entries, each with a small profile picture. Below the list is a 'Please click here to vote.' link. The right side shows the 'Union of BC Municipalities Online Voting' login screen, which includes the UBCM logo, a 'Next Vote' button, and a login form with fields for 'Email Address' and 'Password', and a green 'Login' button. Instructions on the login screen state: 'To vote, please submit your Email Address and Password. If you are having trouble signing on, please click [here](#) to open the voting portal in a new window.'

Virtual Lounge

Selecting “Virtual Lounge” will allow you to view the list of all UBCM Convention registrants. Click on a registrant’s name to view their profile or start a chat.



4. Additional Tips

- Having trouble hearing the live sessions? Please make sure you clicked on “Join Computer Audio” on the session screen when it opened. You can also re-click on the session name (in the Convention program list to the left of the session) to refresh the stream. (We do not recommend clicking “refresh” in your browser; this will cause you to log out of the session.)
- If you are using a tablet or phone to view live sessions, consider using a headset—this may solve audio issues with mobile devices.
- Experiencing video issues?
 - If you don’t already use it, try installing and using the Google Chrome browser to join this meeting.
 - Close other browsers and unused programs, as well as video apps such as Netflix or YouTube.
 - Disconnect other shared devices from your network to free up bandwidth.
 - Wired Internet connections will provide the best viewing quality.
- If sound or video issues continue, please exit and re-enter the meeting, or connect with a technical expert via the purple Help Desk chat box in the bottom left corner of the Convention platform screen.
- Enter full-screen mode for the best presentation experience. Click “Full Screen”, or click the square icon at the bottom right of the live session screen.