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:
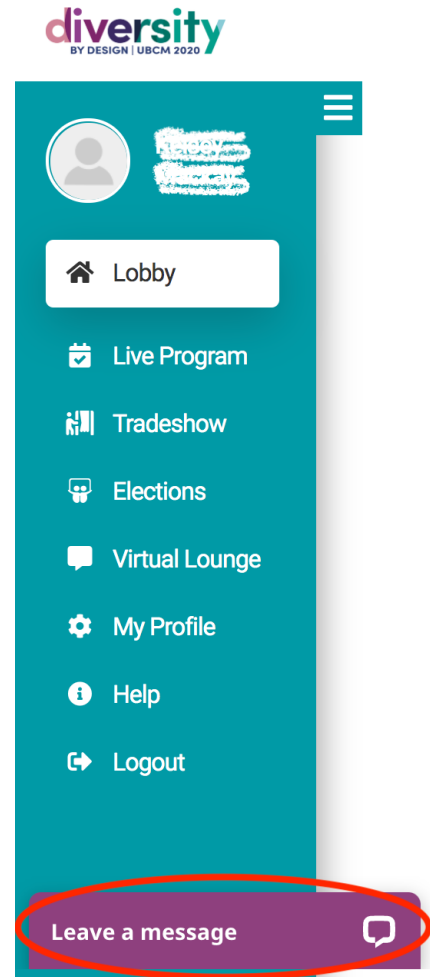Data on the Spot
Toll free: 1-833-DOTS-123 (1-833-368-7123)

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:
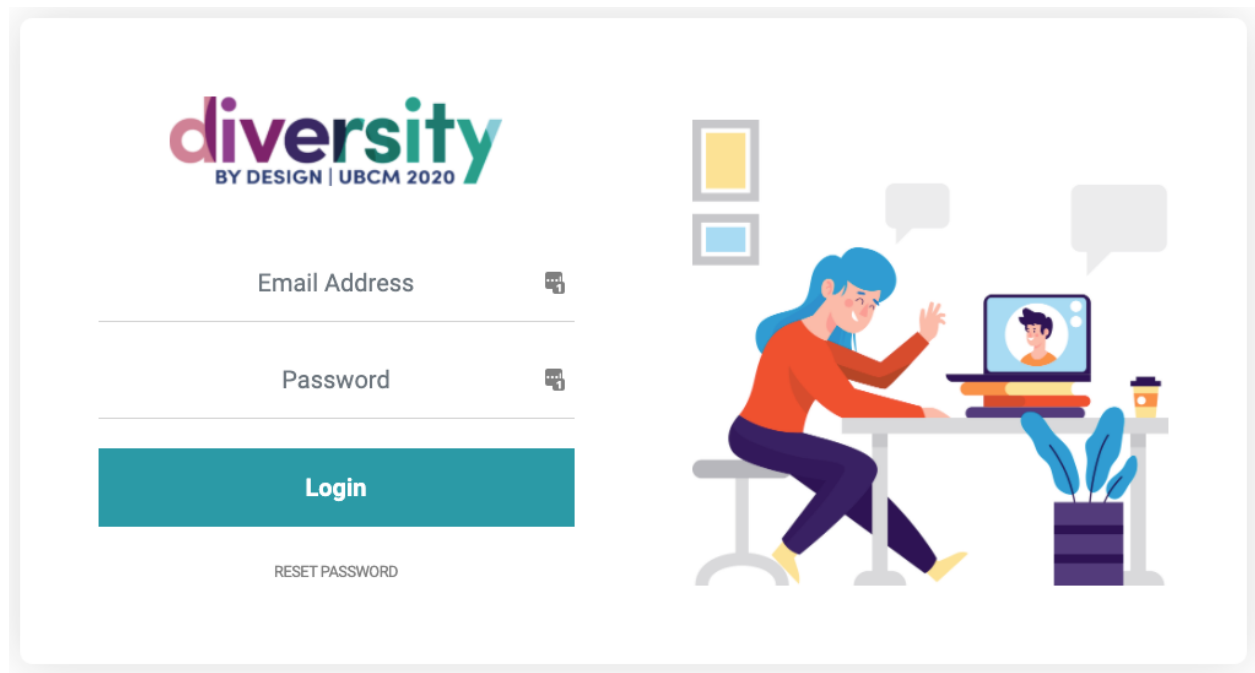UBCM Richmond Office
Tel: 604-270-8226

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.
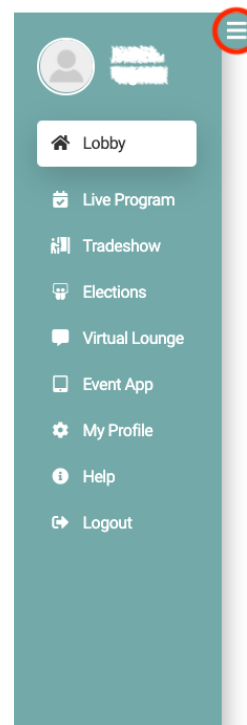
3.   Using the Convention Platform

<u>Menu</u>

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
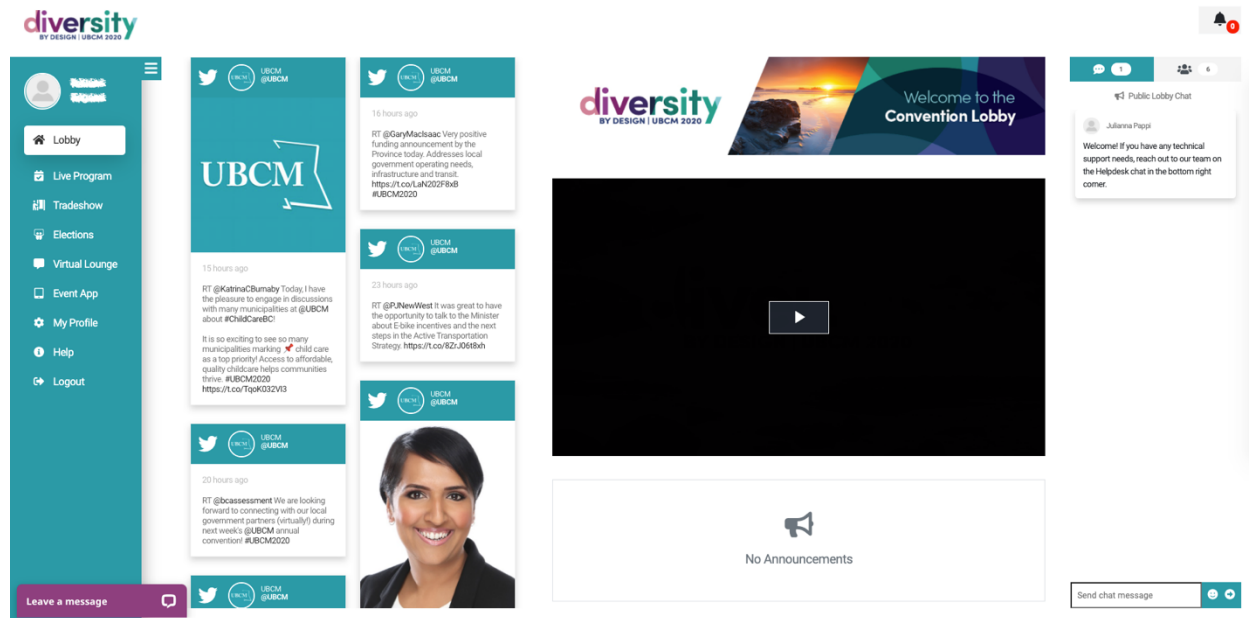
platform.

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.

Lobby

Live Program

Tradeshow

Elections

Virtual Lounge

Event App

My Profile

Help

Logout

Search

Filter

⊞ 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.
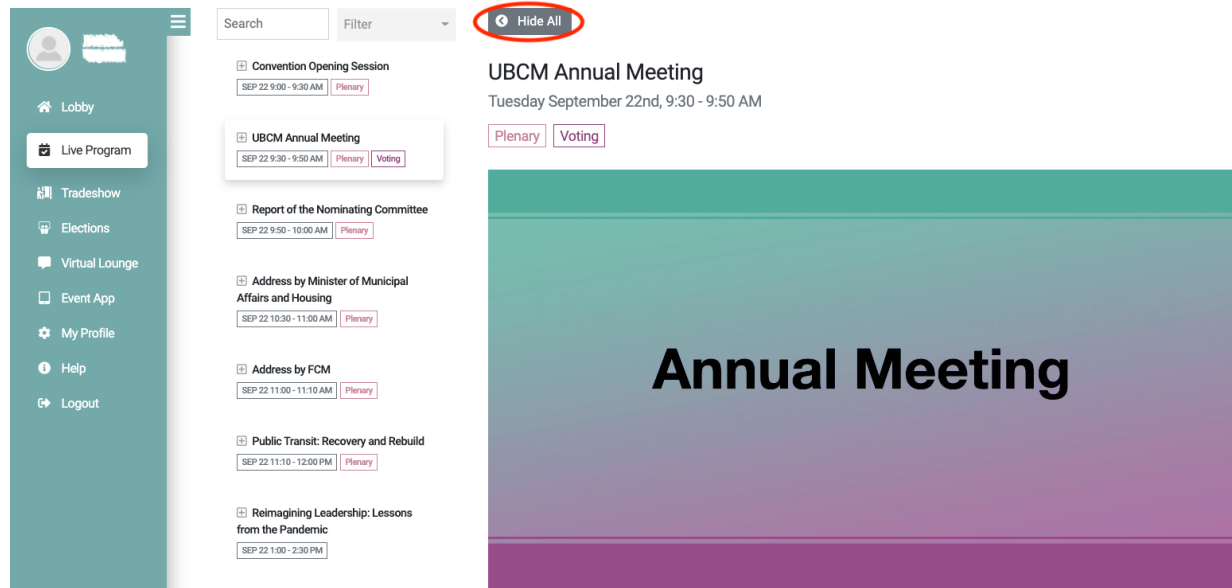
To see the Convention program once more, click "Show All".
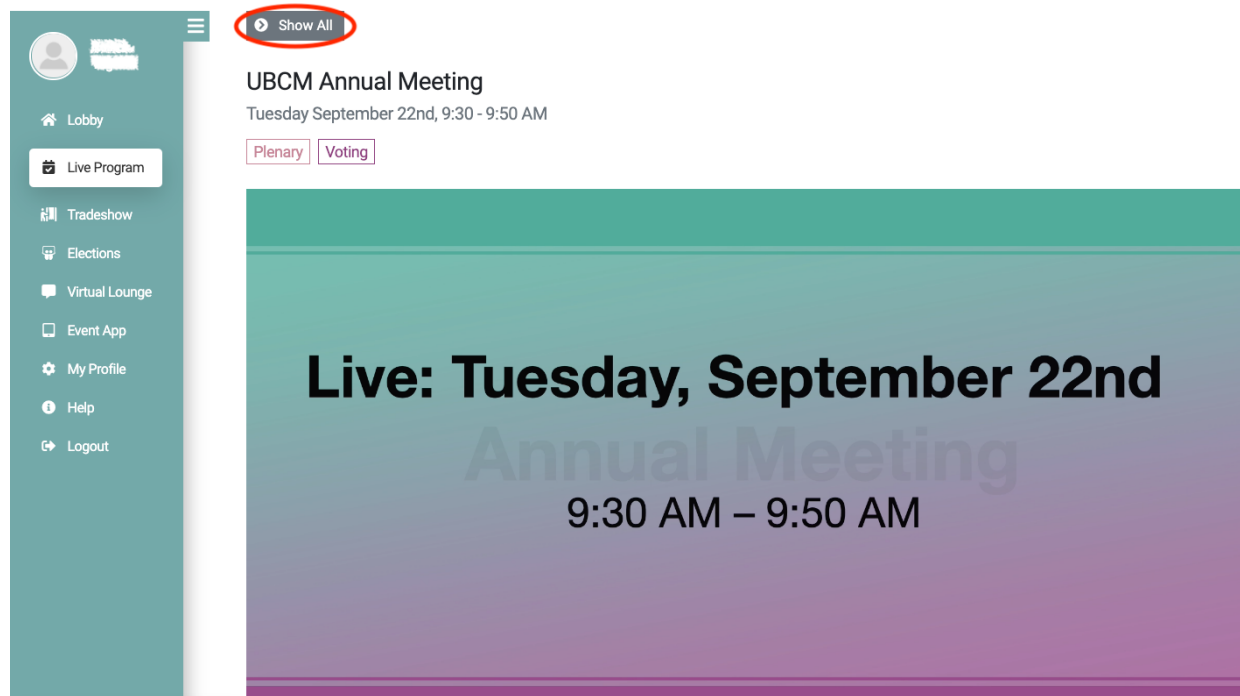
To allow the greatest amount of space on the screen for the session itself, click "Hide All" to hide the Convention program, plus hide teal menu by clicking the three bars at the top.

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.

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.

<u>Virtual Lounge</u>

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.
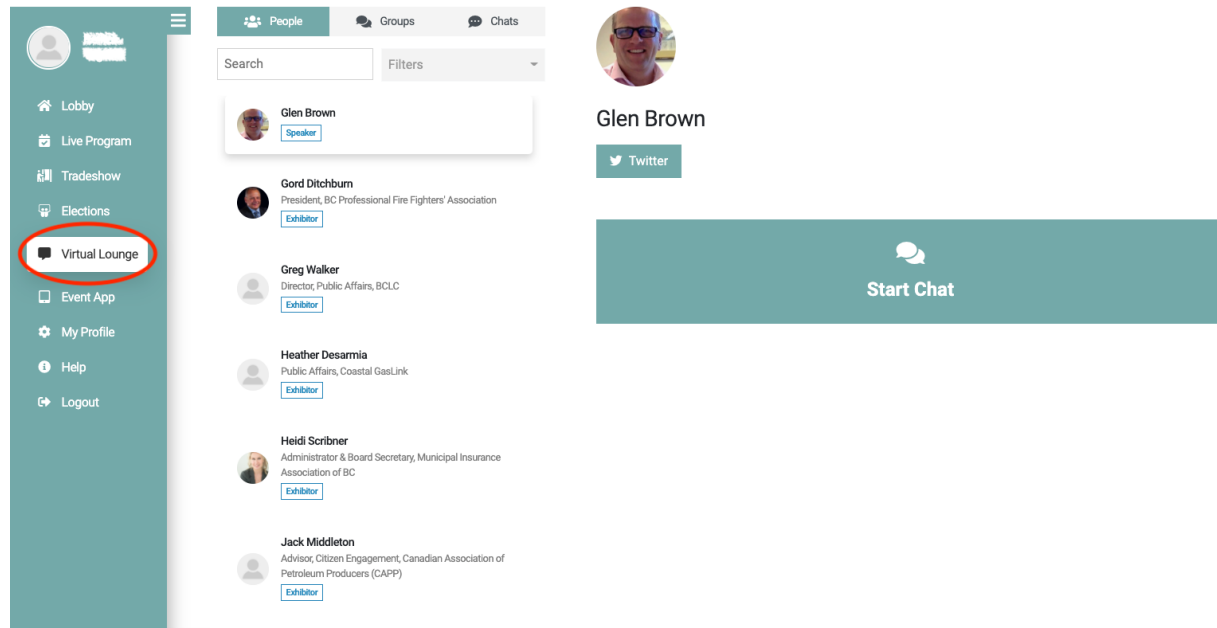
4. Additional Tips

- 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.