

Participating in the 2021 UBCM Convention

Delegate Support During Convention

If you experience technical difficulties during the Convention, please use the 'Help Desk' Chat at the bottom left of your screen. You will be able to chat directly with a technical event assistant. This will be the fastest way to receive assistance during the Convention.



When Convention is not live, the 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.

Contact Details

General Convention & Registration Inquiries (UBCM Richmond Office): 604-270-8226
Or Convention@ubcm.ca

Technical Support with the Convention Platform: ubcm2021@icsevents.com

Support During the Resolutions Sessions & Voting

**For assistance directly related to your simply voting login or simply voting technology*

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

Technical Requirements

For all attendees, it is recommended to use the Google Chrome internet browser to access Convention. UBCM recommends accessing the Convention on a laptop or desktop computer, rather than a smartphone or tablet (e.g., iPad, Surface) to facilitate switching between screens as required.

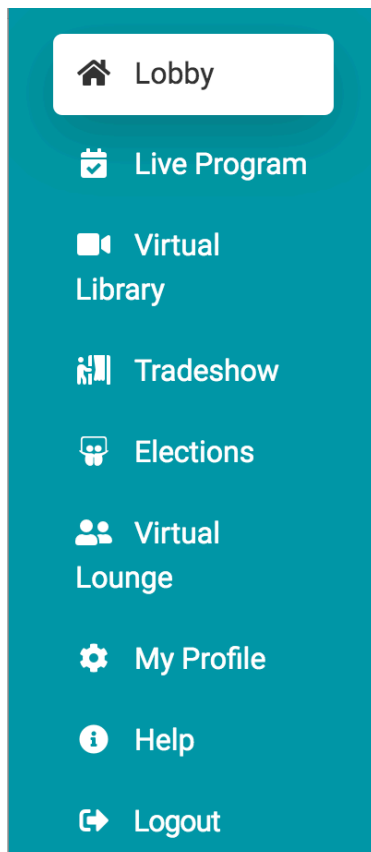
Viewing the Convention on a larger screen will make it easier for delegates to switch from the video feed, chat boxes, and separate voting portal.

Using the Convention Platform

Menu

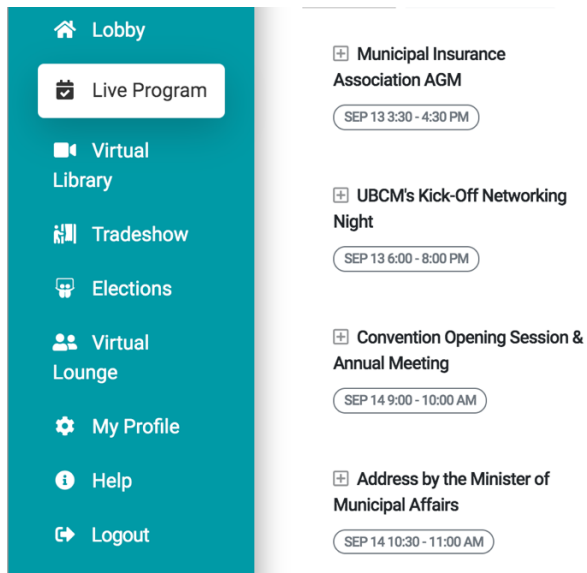
Use the teal-coloured menu on the left side of the screen to navigate the Convention platform.

To hide or show the menu at any time, click on the small arrow in the top right corner of your menu bar. 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
Virtual Library	View past sessions 48 – 72 hours after they are live. Will be available for up to six months post-Convention
Tradeshow	View and interact with exhibitors
Elections	View candidate videos, biographies, and information about voting
Virtual Lounge	Chat and interact with other attendees
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

Live Program



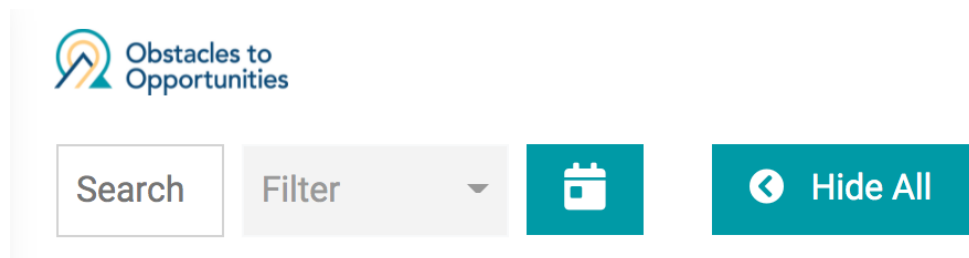
Selecting “Live Program” will show the Convention program—a list of Convention sessions and associated events.

The sessions are listed in chronological order.

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

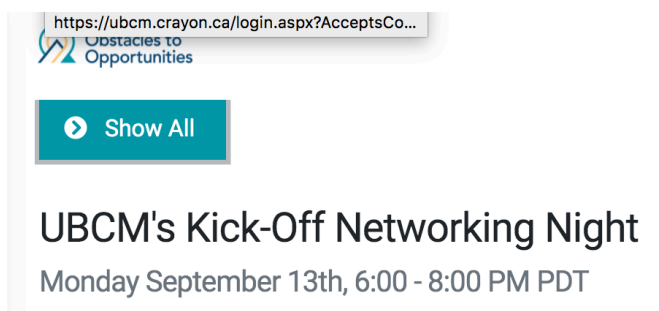
If the session is not yet live, or has concluded, registrants will see the session description or be directed to visit the Virtual Library.

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

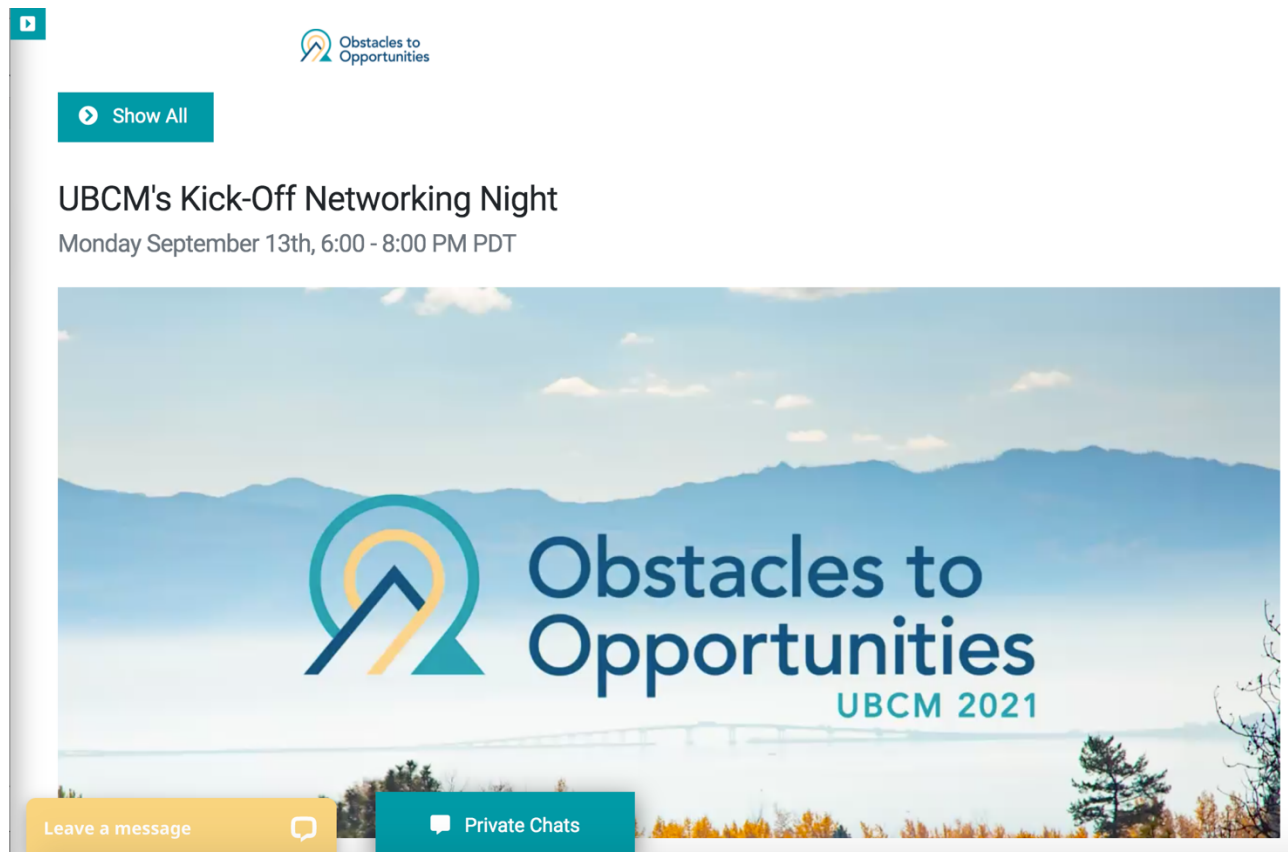


This will provide more space on the screen for the live session or session description.

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 the teal arrow in the top right corner of your menu.



Elections

Selecting “Elections” will display the list of candidates for UBCM Executive positions. The Election will be open on Tuesday, September 14th at 10:30 AM and will close on Wednesday, September 13th at 12:00 noon.

The Nominating Committee Report is available under the “Elections” tab, as well as the bio and short video for each candidate. These are available for your viewing as soon as you access the Convention.

To vote in the election please open the Simply Voting portal in a separate window. The link to this will be in the description of the session, as well as previously emailed to each UBCM voting member.

Please Note: If you login to Simply Voting prior to 10:30 AM on Tuesday, September 14th the Election Ballot will not be live. Please wait until after the election has opened to login to Simply Voting.

You will need to open simply voting in a separate browser tab or window (whichever is your preference). We recommend using the latest version of google chrome.

You will be asked to input your username and password. Your username is the email address you used to login to the Convention, and your password is the same password.

If you have reset your password for the Convention platform since receiving the original email, your password for Simply Voting will still be the original password (not your recently changed password).

If you are having issues with the login procedures for Simply Voting please either use the “Help Desk” chat in the bottom left of your window or call 1-833-368-7123 (for Simply Voting support only).

Resolutions Sessions

The resolutions sessions will take place on Wednesday, September 15th and Thursday, September 16th from 9:00 AM – 12:00 PM.

Elected officials eligible to vote in the Resolutions sessions are advised to read the following for specific instructions on how to do so.

Attendees will use their internet browser to login and view the Convention sessions. In order to vote, however, voting delegates will need to open a second tab or window in the internet browser, and login to the voting portal directly. Throughout the resolutions session, delegates will need to switch back and forth between the two windows as debate and voting progresses.

Simply Voting

All attendees will receive an email containing login credentials for the Convention platform, Pheedloop, and the link to view the Convention sessions. Voting delegates will also receive a separate email with login credentials for the voting platform, Simply Voting, and the link to the voting portal.

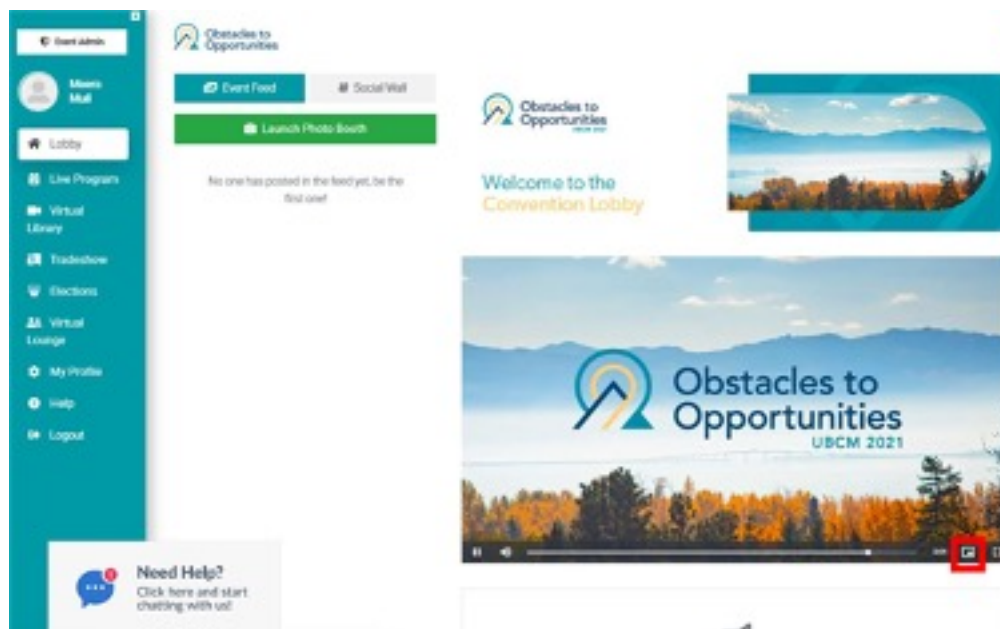
Voting delegates will use this portal to vote in the Elections, Annual General Meeting, and Resolutions sessions. For convenience, the session description for the Elections, Annual General Meeting, and Resolutions sessions will also include the link to the voting portal. Your username and password for Simply Voting will match your Convention login details for the platform. If you change your password after logging into

Pheedloop, then your password for Simply Voting will still be the original password you were sent.

Options for voting delegates without a laptop or desktop

Voting delegates without a desktop or laptop computer, who plan to access Convention on a tablet or smartphone, are encouraged to use a second device to open the voting portal. Delegates can watch the Convention proceedings on one device, and vote using the second device, without having to move between multiple tabs.

Those who may not have access to a second device, can use the “picture in picture” mode of the online convention platform, Pheedloop. Login to the convention platform and view the live stream. Select the “picture in picture” icon at the lower right of the live stream (highlighted in the red box of the image below). This will show the live stream in a smaller window (usually the bottom right corner of the screen) over top of other windows, such as the voting portal window.



Voting delegates planning to use one tablet or smartphone to participate in the AGM and Resolutions sessions are encouraged to test this process before the live sessions begin. Attendees will have access to the platform the week prior to Convention.

Attendees can also practice using picture in picture mode with another video source, such as YouTube.

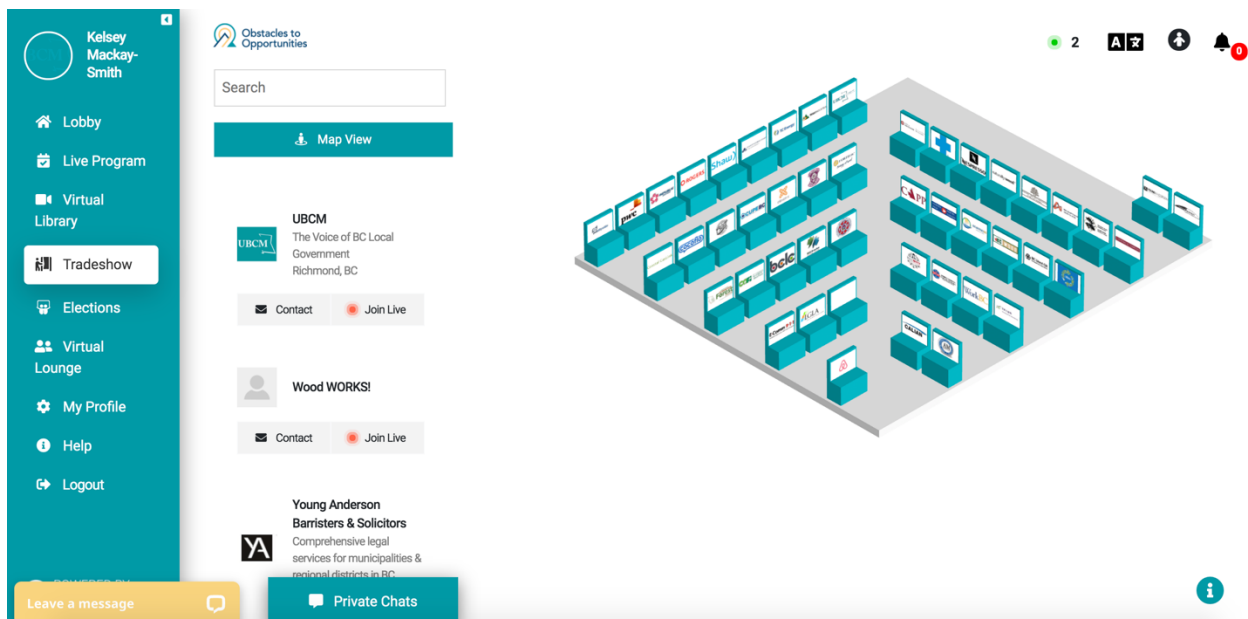
Tradeshow

Take a digital stroll through our virtual Tradeshow. Connect with exhibitors specializing in the local government sector to learn about new solutions, services and effective practices or discover new contacts and explore potential partnerships to enhance your community. From the Convention Lobby, click on *Tradeshow* in the left hand menu.

As soon as registered Delegates receive their credentials, they can access the Tradeshow and begin browsing booths in the 3D floor plan, or use the search function to find exhibitors to preview their organization's bios, watch pre-recorded content and download any handouts in their virtual library.

The Tradeshow will be open and available for the duration of the UBCM Convention, with the daily show schedule to coincide with core Convention programming. We have also set aside dedicated agenda breaks offering 'non-conflict' time between sessions where exhibitors will be standing by online, ready and eager to answer Delegate questions.

Starting Tuesday morning, September 14th through Friday morning, September 17th check the Program for these special time blocks called *Delegate Break - Join Exhibitors LIVE in the Tradeshow*. Step into any exhibitor's booth and join their global chat stream or click to connect with any of the named booth managers directly. While inside the virtual booth, Delegates can engage in a private text exchanges or click the 'Join Live' button to launch a 1:1 video chat where you can even share screens and include multiple colleagues on the video call.

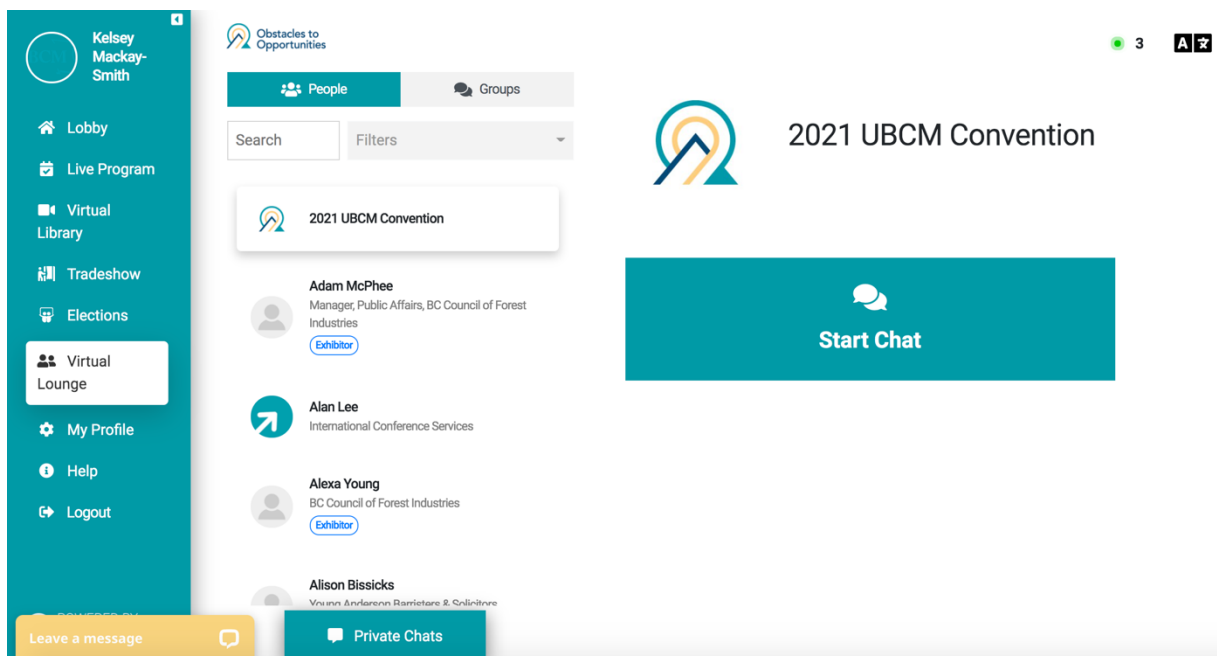


Virtual Lounge

Navigate to the *Virtual Lounge* in the left menu bar of the Convention Lobby. While the Lounge may be virtual, the connections you make here are real! This is one of the most important areas on the platform as this where you can find profiles for everyone participating in this year's Convention. Any Delegate (or speaker, sponsor, staff and exhibitor) that have chosen to make their profiles visible will be found under the PEOPLE tab.

As soon as you receive your credentials for the UBCM Virtual Portal, you can begin networking with old colleagues and friends with a private one-on-one chat message or by live video call. Now with a simple click you can start reaching out to create new local government contacts, forge new business relationships and make key industry connections.

From the GROUPS tab, you can click to jump into a group discussion on a topic that interests you. You'll be joining a special live video chat with up to twenty-five of your fellow Delegates. Why not plan to host your own group conversation and invite colleagues, both old and new, to meet-up under the GROUP tab "In The Delegates' Lounge"? Encourage them to ask others to connect, communicate, share info and help spark the conversation. And here's a *Virtual Lounge* Pro Networking Tip: any time you see a green halo around a Delegate's face or avatar, that means they are participating live somewhere on the convention platform, reach out and connect right now!



Additional Tips

- The fastest way to receive technical support throughout the Convention (including resolutions sessions) is through the Help Desk chat button. It is located in the lower left of your screen, and is in yellow.
- 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 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.