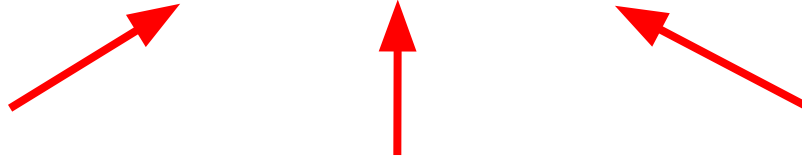**2021**

CWA Virtual Convention Orientation - Zoom Webinar & CMS Tutorial

President's Office
September 2021

Features for Today's Call

Purpose

The purpose of this tutorial is to familiarize CWA Committees, Staff, and Delegates on how to use the Zoom webinar platform for the virtual 2021 CWA Convention.

This Tutorial Will Cover

- Registration
  - 1st- [Credentials for the Convention](#)
  - 2nd- Meeting Webinar (link, meeting ID, and password)
- How to log in to the 2021 CWA Convention Webinar
- Manage video settings
- Manage audio settings
- How to vote using the Convention Management System
- Using the virtual microphones Motions, Privilege, For, Against, and Questions

Participant Roles

- Attendee = Delegates
  - View and Listen Only (unless changed by host)
  - CAN participate in voting through CMS
- Panelist = CWA Staff or Committee Member
  - View, Listen, and Speak with Host permission
  - **CAN NOT** participate in voting
- Host = CWA Staff and Zoom Support
  - Control virtual logistics, audio, video, screen sharing, etc.
  - **CAN NOT** participate in voting

Registration for the 2021 CWA Convention Webinar

- **Step 1** - Delegates, Alternates, Retirees, CWA Members, CWA Staff and Guests will need to register in CMS for credentials to attend the meeting. The link is on the CWA website (**click here**).

  Note: Alternates, retirees, CWA staff, CWA members and guest will be allowed to view the secured live feed of the convention. Only delegates will be allowed into the actual webinar.

Registration for the 2021 CWA Convention Webinar

- **Step 2-** Once credentials are validated, delegates will receive an email to register for the 2021 CWA Convention webinar. You must complete the registration.

  Similarly, alternates, retirees, CWA staff, CWA members and guest will receive an email to register to view the secured live feed of the convention.

Registration for the 2021 CWA Convention Webinar

To register name correctly use the following format:

FIRST NAME: Insert the numbers of your local expressed as a 5 digit number followed by a "-". Example: 01234-

LAST NAME: Insert a space, your First Name, a space and your Last Name. Example: Ameenah Salaam

What will appear as your 2021 CWA Convention Name: 01234- Ameenah Salaam

** Please note if you do not register using the above-mentioned format, your registration will be returned to allow you to update your name to the correct format.

Downloading & Updating the Zoom App

- **Step 3 -** Delegates will receive an invitation to the meeting with a link, unique Meeting ID, and Password.
- **Step 4 -** Download the Zoom application to your device
  - Download the Zoom App onto your phone, computer, or tablet. Click [here or go to https://zoom.us/download](https://zoom.us/download) to download the app. (Otherwise, you will be prompted to download and install Zoom when you click a join link.) Let's do this now if you haven't already.
  - Note: if you receive an "Update Notice," accept the update on your device or uninstall then reinstall the app.

Day of the 2021 CWA Convention

- **Step 5 - On the day of the meeting,** delegates should log on to the Webinar at least **30 minutes prior** to the meeting.

Manage Zoom Video & Audio Settings

Audio Setting

Speaker (What I Hear)
- Testing Speakers

Microphone (What Others Hear me Speak)
- Testing Microphone

Speaker/Microphone Issues:
- Join by phone and bind with video (Enter your participant id to bind your phone and video. You must do this, if not it will be done by the host).

Video Setting
- How Do I Test My Video
- Virtual Backgrounds
  - [Click here for CWA Step Repeat Background](#)

[Click here to Test Your Audio and Video](#)

"Real" CMS Virtual Voting

Virtual CMS voting is optimized for desktop, but it can also be accessed via mobile or tablet.

Once virtual voting is OPEN for Show of Hands or Roll Call:

1. Open a browser - preferably CHROME.
2. Navigate to cms.cwa-union.org.
3. Enter your email address and password and click "**Login**."

Use of the Virtual Microphones

- President Shelton will announce the use of the microphones at the start of the meeting.
- Delegates will have the ability to message the panelist group to say which microphone they want to speak at. Delegates will need to push Q & A and type the name of the microphone they want to speak at and hit send. (ie. Motions, Privilege, For, Against, and Questions)
- Panelist handling the microphones will place the delegate in queue in the order in which their request is received. The chair will call on the appropriate microphone in rotation.

Transition for Delegates Speaking on Microphones

- Delegates will see a notification from Zoom notifying them that they are being promoted to a Panelist. You will need to accept this invitation in order to be promoted to Panelist.
- Delegates will experience a short delay when his/her audio and video is opened to speak on a Microphone
- Do not click any buttons during this transition (approx. 10-15 seconds).
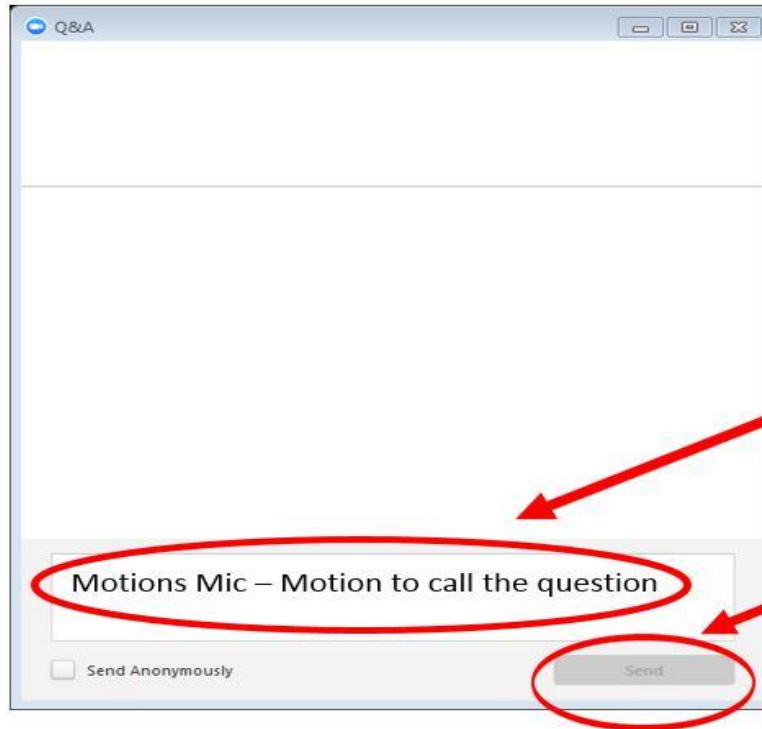
Q&A Function - Virtual Microphone

If you are on a computer or tablet,
the Q&A button will be located near
the bottom of your screen.

Delegates will need to push Q & A and TYPE THE MICROPHONE NAME of the
microphone they want to speak at. (ie. Motions, Privilege, For, Against and Questions)

Q&A Function - Virtual Microphone

Q&A

Type which Microphone AND your business

Hit "Send"

Motions Mic – Motion to call the question

Send Anonymously   Send

Q&A Function - Virtual Microphone
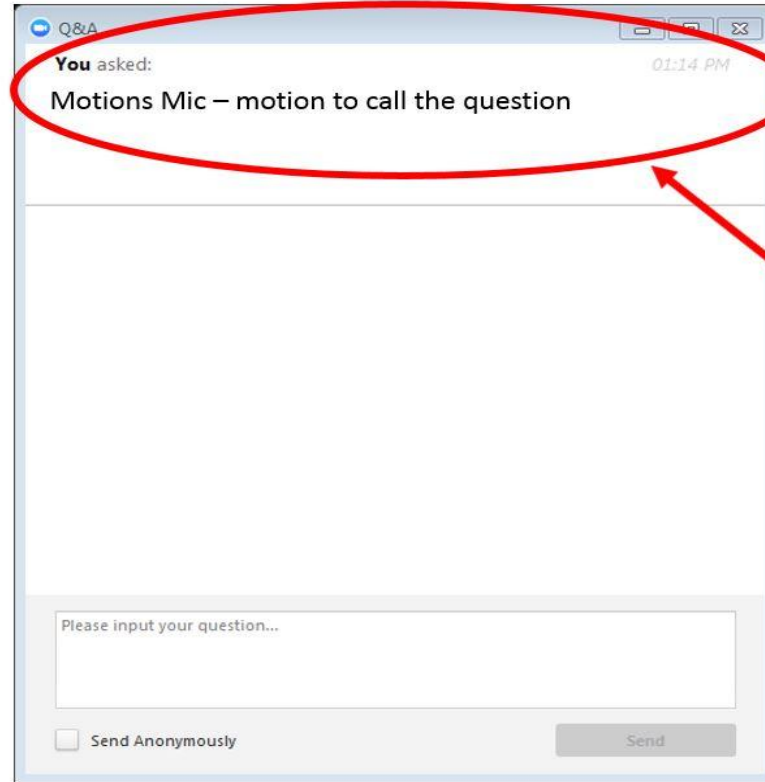
The Delegate is now in the queue for the appropriate mic

Microphone Queue

2021 CWA CONVENTION MICROPHONE QUEUE

APPEAL #5				
Motions	**Privilege**	**For**	**Against**	**Questions**
Local- Name	Local- Name	Local- Name	Local- Name	Local- Name
5000- Joe Doe		5006 - Donald Duck	5009 - Peter Pan	5002 - Blue Ivy
		5010 - Cinderella Slippers	5007 - Mary Poppins	5004 - Mary Mack
		5004 - Mickey Mouse		
		5008 - Robin Hood		

18

Voting and Motions from the Chair

- Voting
    - Show of Hands - CMS
    - Roll Call - CMS
- Motions from the Chair (2nd of Motion)
    - Raise Hand - Zoom Feature

"Real" CMS Virtual Voting

IMPORTANT

To participate in virtual Show of Hands and Roll Call voting in the Convention Management System (CMS), all Delegates:

- **<u>Must</u> have an individual CMS user account with a linked CWA ID**

- **<u>Must</u> register for the CWA Convention in the CMS**

- **<u>Must</u> be checked-in for Convention in the CMS by CWA**

Create a CMS Account / Register for Convention

IMPORTANT

If you do not have a CMS user account and/or you have not registered for Convention, please navigate to the *CMS Local Officer User Guide* for detailed step-by-step instructions explaining how to create a CMS user account and register as a Delegate for the CWA Convention.

https://cwa-union.org/sites/default/files/cms_local_officer_user_guide_2021.pdf

"Real" CMS Virtual Voting

If someone else registered the Delegate for the CWA Convention, the Delegate must create a user account in the Convention Management System (CMS) at cms.cwa-union.org.

You do not need to re-register, when you create your CMS user account and link your CWA ID, your registration will populate automatically. You can review your registration details in the *My Registration page.*

"Real" CMS Virtual Voting
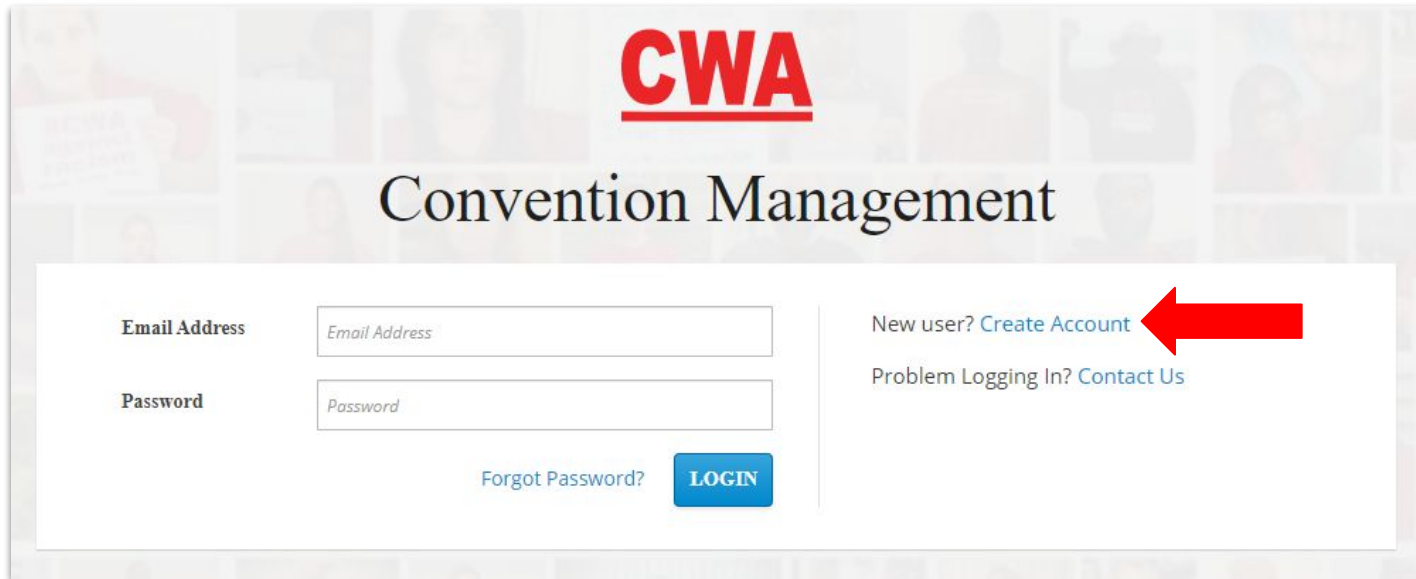
To access the virtual voting modules, Delegates must be officially checked-in by CWA prior to the start of Convention.

All local and/or individual "**Issues**," <u>must</u> be resolved and/or an exception must be granted by CWA Credentials <u>prior</u> to the start of Convention (*visible to Local Officers in the CMS Local Summary page*) . Only locals without any pending "Issues" will be officially checked-in to participate in the Convention and cast virtual Show of Hands and Roll Call votes.

If you have any questions, please contact CWACredentials@cwa-union.org.

How to create CMS Account

1. To create a new Convention management system (CMS) user account, navigate to cms.cwa-union.org then click "**Create Account**."
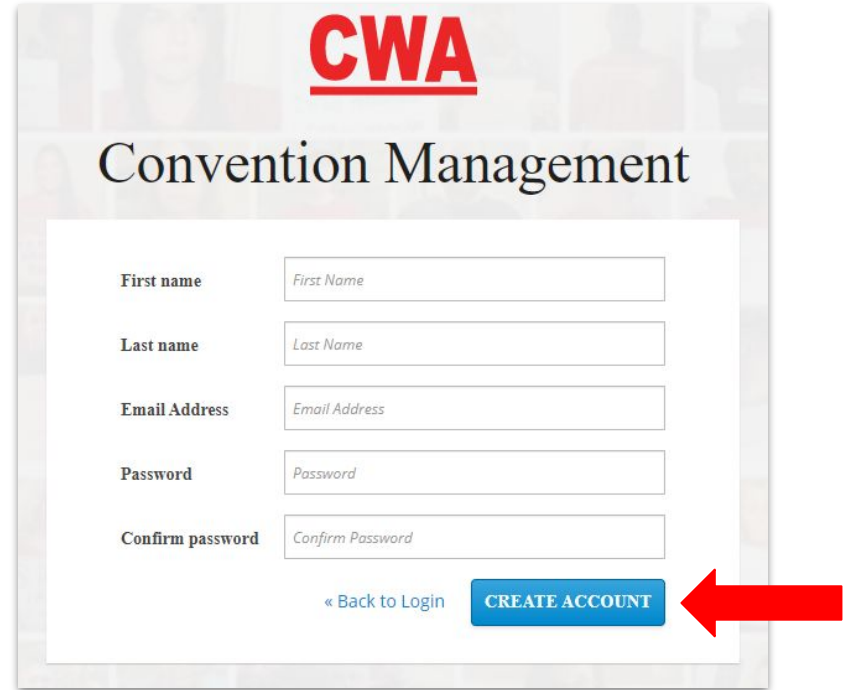
How to create CMS Account

2. Enter the following information:
- First name (*e.g. John*)
- Last name (*e.g. Smith*)
- Email address (*must be unique*)
- Create a password
- Confirm your password
- Click "**Create Account**"

Note: The email address for each CMS user account must be unique. Each Delegate must enter their own individual email address to create a user account.

How to create CMS Account

3. You must verify your email address to activate your CMS user account.
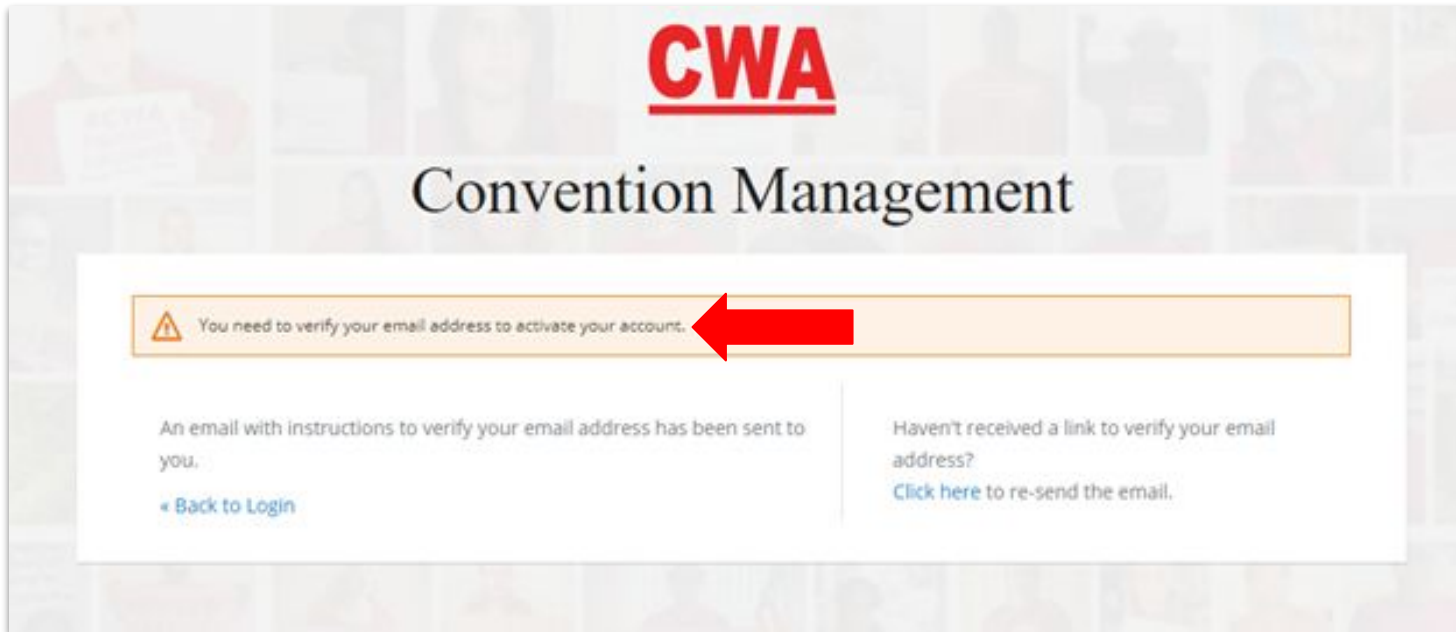
How to create CMS Account

4. Check your email inbox, you should receive a message with a link to verify your email address. Click "**Link to e-mail address verification**."

Someone has created a CWA Convention Management System account with this email address. If this was you, click the link below to verify your email address

Link to e-mail address verification

This link will expire within 1 day.

If you didn't create this account, just ignore this message.

Note: If you do not see an email address verification email, please check your spam folder. If you entered the wrong email address, (e.g. a typo) you will not receive an email to verify your account. You will need to create a new account with the correct email address. If you have any issues and/or questions, please email CWACredentials@cwa-union.org.

How to create CMS Account

5. After you click the link to verify your email address, you will be automatically logged into the CMS. Click "**Enter CWA ID**" and enter your Aptify ID.

How to create CMS Account

6. Enter your CWA (Aptify) ID in the CWA ID field, and click "**Search**."

Get Started

1 Link CWA ID ——— 2 Verify ——— 3 Select Convention

CWA ID

12345

SEARCH   GO BACK

How to create CMS Account

7. Verify the local displayed matches and click "**Yes, this is my local**."

Note: *If the local name/number displayed does not match your local, please click "no, something is wrong" to re-enter your CWA (Aptify) ID.*

"Real" Virtual Show of Hands

Virtual Show of Hands voting is 1:1

Each Delegate = 1 vote

"Real" Virtual Show of Hands

Virtual CMS voting is optimized for desktop, but it can also be accessed via mobile or tablet.

When virtual *Show of Hands* voting is OPEN:

1. Open a new web browser window, preferably *Chrome*.
2. Navigate to cms.cwa-union.org. (Bookmark URL)
3. Enter your email address and password and click "**Login**."

"Real" Virtual Show of Hands

3. Assuming you linked you CWA ID to your CMS user account and registered as a Delegate, click on "**Virtual Show of Hands**" on the left-navigation menu.

4. Then you will see the ACTIVE *Show of Hands* question.

"Real" Virtual Show of Hands

5. Select how you would like to vote - **YES** or **NO** and then click "**Submit**."

Show of Hands

Home / Show Of Hands

Should all the president's meetings be virtual?

User Details	Question
Name: DANNY DELEGATE	Should all the president's meetings be virtual?
CWA Local: 4502	How do you vote?

Yes

No

SUBMIT

"Real" Virtual Show of Hands

6. Click "**Yes, Confirm Vote**."

Vote Confirmation   ×

Question

Should all the president's meetings be virtual?

DANNY DELEGATE for CWA Local 4502 voted:

YES

➡️ YES, CONFIRM VOTE   CANCEL

7. Then you will see *Your vote has been recorded*, click "**OK**."
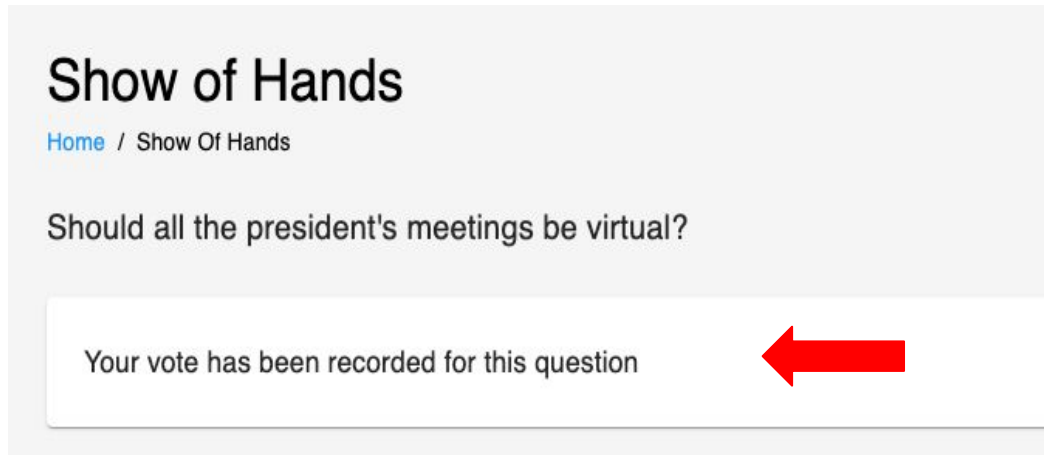
Your vote has been recorded   ×

Click OK

➡️ OK

"Real" Virtual Show of Hands

After your vote has been submitted, the CMS will show you the ACTIVE Show of Hands question and a message confirming *your vote has been recorded for this question.*

"Real" Virtual Show of Hands

After voting closes or there isn't an active *Show of Hands* question, you will see a *No Active Show of Hands Found* message.

Note: Step-by-step Virtual Show of Hands voting instructions will be emailed to participants after the virtual Convention training.

"Real" Virtual Roll Call Voting

Virtual Roll Call Voting is weighted

Each Delegate's vote
=
Designated Local Voting Strength

"Real" Virtual Roll Call Voting

Virtual CMS voting is optimized for desktop, but it can also be accessed via mobile or tablet.

When a Roll Call question is active and voting is OPEN:

1. Open a new web browser window, preferably *Chrome*.
2. Navigate to cms.cwa-union.org (bookmark URL)
3. Enter your email address and password and click "**Login**."
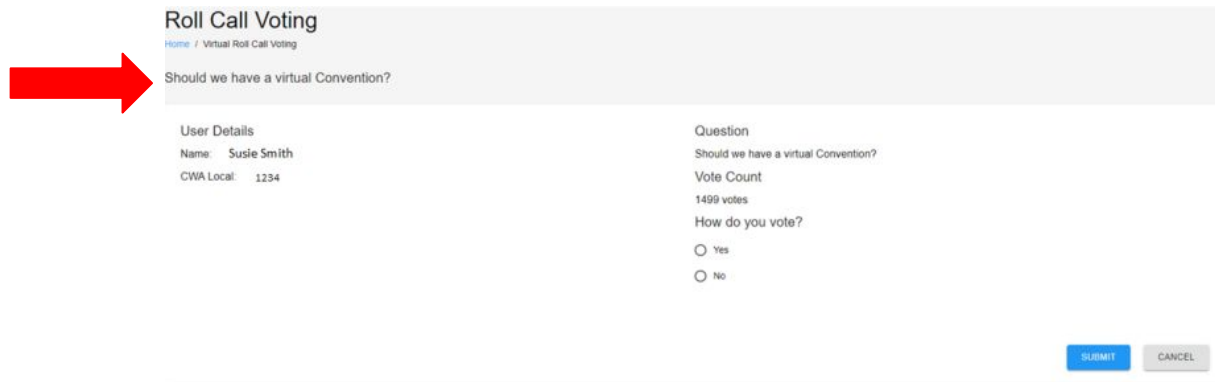
"Real" Roll Call Virtual Voting

3. Assuming you linked you CWA ID to your CMS user account and registered as a Delegate, click on "**Virtual Roll Call Voting**" on the left-navigation menu.
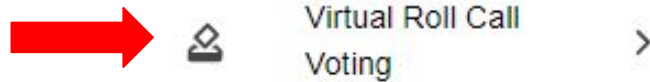
4. Then you will see the ACTIVE Roll Call question.

"Real" Roll Call Virtual Voting

5. Select how you would like to vote - **YES** or **NO** and then click "**Submit**."

"Real" Roll Call Virtual Voting

6. Click "**Yes, Confirm Vote**."

Vote Confirmation   ✕

Question
Should we have a virtual Convention?

SUSIE SMITH   for CWA Local   00   voted:

YES

[YES, CONFIRM VOTE]   [CANCEL]

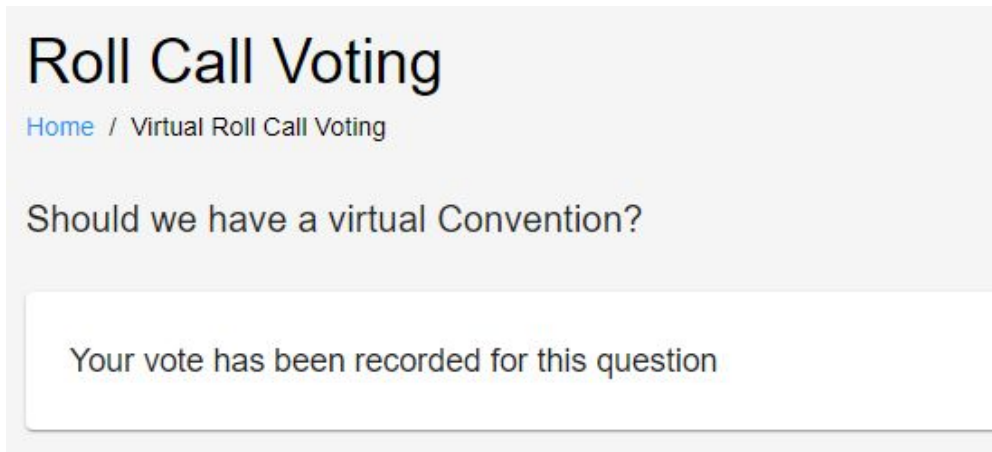7. Then you will see *Your vote has been recorded*, click "**OK**."

Your vote has been recorded   ✕

Click OK

OK

"Real" Roll Call Virtual Voting

After your vote has been submitted, the CMS will show you the ACTIVE Roll Call question and confirm *your vote has been recorded for this question*.
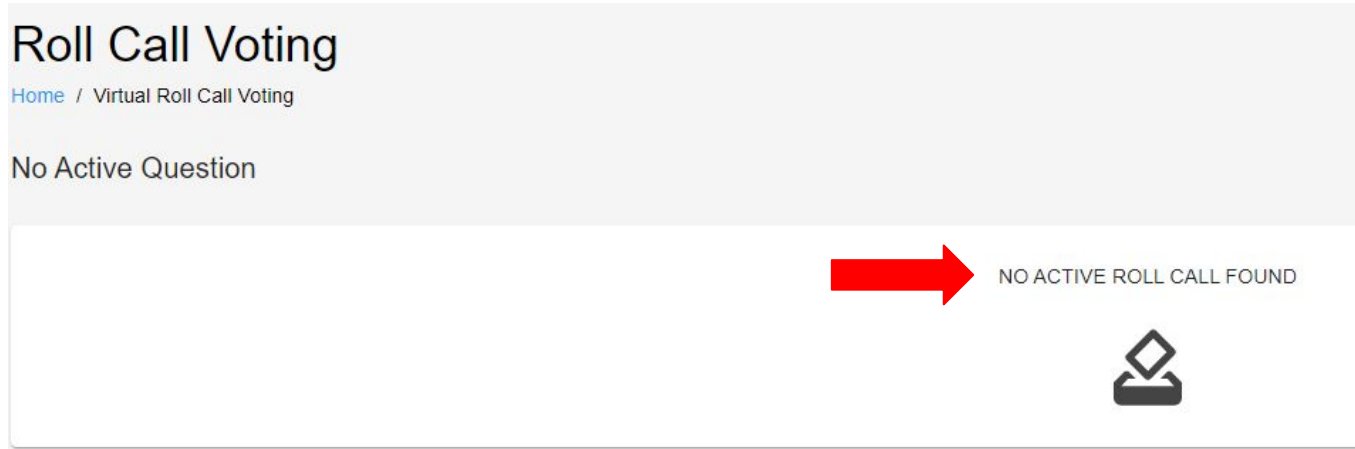

Roll Call Voting

Home / Virtual Roll Call Voting

Should we have a virtual Convention?

Your vote has been recorded for this question

"Real" Roll Call Virtual Voting

When there isn't an active *Show of Hands* question, you will see a *No Active Roll Call Found* message.

Note: *Step-by-step Virtual Roll Call Voting instructions will be emailed to participants after the virtual Convention training.*

Ejection from the 2021 Virtual Convention

You **will be** ejected from the 2021 CWA Convention for any inappropriate or offensive visual or auditory content.

If ejected out of the virtual meeting, you will **not** be allowed back into the meeting.

NOTE: Delegates that accidentally drop off will be readmitted to the meeting.

Best Practices for Using Zoom

- **DO** speak clearly
- **DO** dress appropriately
- **DO** be aware of surroundings
- **DO** avoid poor lighting
- **DO** stay muted when you are not talking
- **DO** stay seated and stay present
- **DO** avoid distractions
- **DO NOT** play with your keyboard
- **DO NOT** eat or chew gum while talking

Frequently Asked Questions

Click here to view FAQs on regarding the CWA 2021 Virtual
Convention

Troubleshooting

If you have trouble connecting to the meeting or have technical issues during the meeting please contact **pchelp@cwa-union.org** .