

2026 CWA Virtual Convention FREQUENTLY ASKED QUESTIONS

1. Will delegates be able to see each other at the meeting?

Delegates will not be able to see each other during the meeting. The Zoom Webinar format limits audio and video to speakers. This will minimize meeting interruptions.

There will be an exception for delegates who are speaking at one of the microphones. If you are called on to speak at one of the microphones, the meeting host will temporarily enable your microphone and video.

All delegates will be able to communicate with Parliamentarians during the meeting via the Q & A feature during the Zoom Webinar.

2. Will we still have parliamentarians?

The virtual meeting will follow all of the same rules and procedures as an in-person Convention.

We will have the same number of Parliamentarians and delegates will be able to communicate with Parliamentarians through the Q&A feature of the Zoom Webinar.

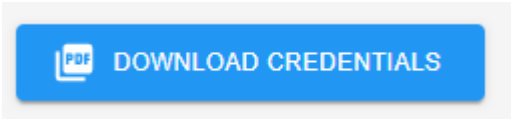
3. How can I access my credentials for the 2026 CWA Virtual Convention?

To download and/or print CWA Convention Credentials, log into the CMS (cms.cwa-union.org):

Individual Credential

Delegates can print and/or download individual credentials from the *My Registration* page. There is a blue button in the upper-right hand corner called "**Download Credentials**."

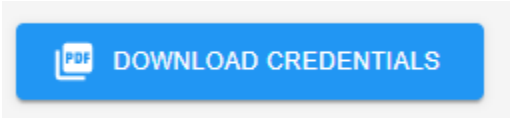
My registration => Registration details



Group Credentials

A Local Officer can print and/or download group credentials for their local from the *Local Summary* page. There is a blue button called "**Download Credentials**" on the left-hand side.

Local Summary =>



If you do not register for Convention in the CMS, you will not be able to participate in the 2026 CWA Virtual Convention.

For more detailed information, navigate to the CMS Local Officer User Guide:
https://drive.google.com/file/d/1uHwKjTujkmfBzhdQdJ0wG0JY5EiWQRNr/view?usp=drivesdk

If you have any questions or need assistance, please email CWACredentials@cwa-union.org.

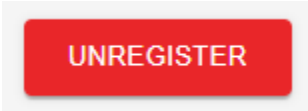
4. How do I register an alternate delegate?

BEFORE CONVENTION

Alternates can register directly in the CMS (cms.cwa-union.org); however, only the delegate(s) will be registered and receive an email with their credentials for the Convention Zoom Webinar. Once delegates are registered and approved you will receive a confirmation with a secured link to access the Zoom Webinar.

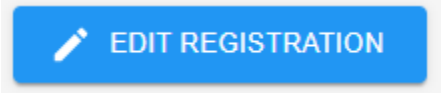
Unregister Delegate

If prior to the start of Convention, a delegate is unable to attend, they can log into the CMS and unregister from the CWA Convention. Navigate to the *My Registration* page and click the red "**Unregister**" button.

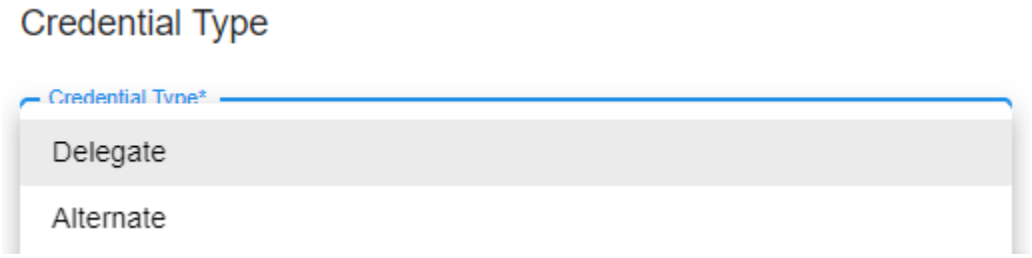


Alternate to Delegate

An alternate who is registered for the CWA Convention can log into the CMS (cms.cwa-union.org), and edit their registration from alternate to delegate. Navigate to the *My Registration* page and click the blue "**Edit Registration**" button.



Then click on the down arrow in the Credential *Type* field, and choose Delegate.



When you are done making changes, make sure you click the blue "**Update**" button to save your changes.



The alternate will be registered as a delegate by staff and will receive an email with their credentials and secured link to join the Convention webinar in the place of the previous delegate.

For more detailed information, navigate to the CMS Local Officer User Guide:
https://drive.google.com/file/d/1uHwKjTujkmfBzhdQdJ0wG0JY5EiWQRNr/view

***Note**: If any Delegates unregister in the CMS, the system will automatically divide the local's voting strength among the remaining Delegates. If an Alternate replaces a Delegate, the CMS will automatically divide the local voting strength.*

If you need help and/or have any questions, email CWA Credentials at cwacredentials@cwa-union.org, please include your Local number in the email subject line.

DURING CONVENTION

To expedite the process and make sure we capture the changes quickly, once Convention starts if any alternates and/or delegates need to make any changes to their registration, please email CWACredentials@cwa-union.org, CC your Local Officer(s), and include your Local number in the subject line of the email.

CWA Credentials will assist with the process and make sure alternates who need to become delegates receive a new Zoom link for the virtual convention, and they are given the appropriate access to participate in virtual voting in the CMS.

Alternates, CWA staff and guests can request to view a live stream of the Convention by registering through the online Convention Management System. Once your registration has been approved you will receive an email confirming registration for the 2026 CWA Special Convention webinar. This email will include the secured link associated with the email that was used to register in CMS. You must use this link to view the Convention Zoom webinar.

5. Will attendees be able to see who is lined up at each of the microphones?

Yes. You will only be able to see the video of the person who is called on to speak, but we will have a list on the screen showing each microphone and the line of delegates who are lined up to speak.

If you are called on to speak, there will be a momentary pause as we enable your audio and video. **Do not disconnect!**

6. What if we need a Show of Hands and/or a Roll Call vote?

Show of Hands and Roll Call voting will be virtual, and delegates will cast their votes in the CMS. To participate in virtual voting, all delegates must:

- Have an individual CMS user account with a linked CWA ID
- Register for the CWA Convention in the CMS
- Be checked-in for Convention in the CMS by CWA

Create a CMS account/Link CWA ID/Register

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 instructions on how to create a CMS account and register as a delegate for the CWA Convention.

https://drive.google.com/file/d/1uHwKjTujkmfBzhdQdJ0wG0JY5EiWQRNr/view

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.

Resolve Issues

To access the Virtual Voting modules, delegates must be officially checked-in by CWA prior to the start of Convention.

In order to be officially checked-in, any local and/or the individual *Issues* (visible to Local Officers in the *Local Summary* page) must be resolved and/or an exception must be granted by CWA Credentials prior to the start of Convention. If you have any questions, please contact CWACredentials@cwa-union.org.

For detailed, step-by-step instructions regarding virtual *Show of Hands* and *Roll Call* voting in the CMS, please review the CMS Virtual Voting Delegates User Guide.

The Zoom Webinar Training slides have more detailed information describing how to cast your vote for a virtual *Show of Hands* and/or a *Roll Call* vote. If you would like to click here to View the 2026 CWA Virtual Special Convention Orientation - Zoom Webinar and CMS Training.

7. Do I have the latest version of Zoom?

All delegates will need to join the meeting through the Zoom App. This will ensure that participants are able to participate in all of the features that will be critical for a successful meeting.

How to ensure that you have the latest version of Zoom:

If you already have the **Zoom** desktop client installed, you can check for updates: Sign in to the **Zoom** desktop client. Click your profile picture then click Check for Updates. If there is a **newer version**, **Zoom** will download and install it.

Please make sure to do this **BEFORE** October 18th. For the Convention Zoom Webinar, Zoom will automatically require you to update the software and this could delay your entry into the meeting if not taken care of beforehand.

Contact pchelp@cwa-union.org with any IT questions.

8. When I log into Zoom, it gives me the option to connect to Phone or Computer audio - which should I use? What if my computer doesn't have microphone capabilities?

If you are able to connect to the meeting through Computer Audio, please do so. Computer Audio makes it easiest for us to ensure that the list of Local Delegates attending the Webinar are in numerical order.

If your computer does not have a camera or microphone, consider getting a usb camera with a microphone for your computer.

If that is not possible, you will need to first join the webinar by computer and follow the Zoom instructions to connect your phone to your zoom computer connection.

There will be technical support on the day of the meeting for delegates who are having trouble with audio, the meeting connection, etc. If you need assistance, please send an email to pchelp@cwa-union.org as soon as possible and provide details of your issue and a call back telephone number.

9. What if I get ejected from the meeting?

We are confident that we will be able to conduct the Constitutional business of our union without issue. That being said, should any delegate choose to share visual or audio content that is inappropriate or offensive, they will be ejected from the meeting and **will not be able to return.**

This does not apply to delegates who are accidentally disconnected from the meeting. You will be able to utilize your secured link to re-enter the Zoom webinar.

CWA