2026 CWA SPECIAL CONVENTION

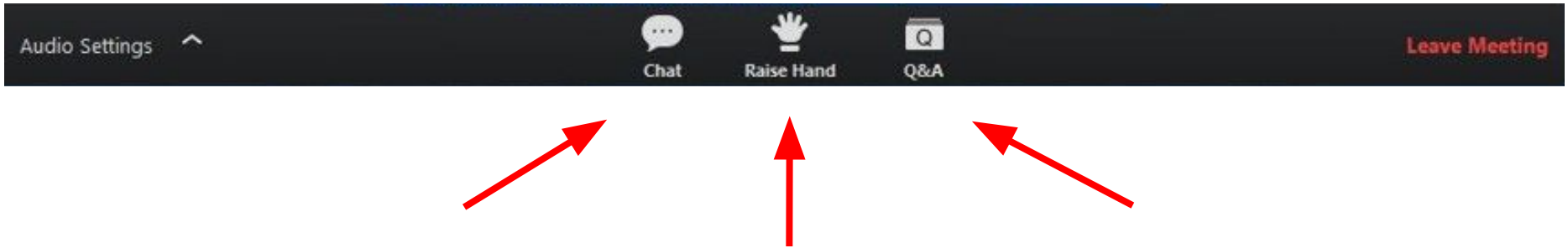
JULY 1, 2026

CWA

2026 CWA Virtual Special Convention Orientation - Zoom Webinar & CMS Tutorial

Secretary-Treasurer's Office
June 2026

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 2026 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 2026 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 2026 CWA Convention Webinar

- **Step 1** - Delegates, Alternates, Retirees, CWA Members, CWA Staff and Guests will need to register in CMS for credentials to attend or view 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 2026 CWA Convention Webinar

- **Step 2-** Once credentials are validated, delegates 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 join the Zoom webinar.

  Alternates, retirees, CWA staff, CWA members and guest will be registered by staff and will receive a secured link to join the live stream .

Downloading & Updating the Zoom App

- **Step 3 -** 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 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 2026 CWA Convention

- **Step 5 - On the day of the meeting,** delegates should log on to the Webinar at least **45 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

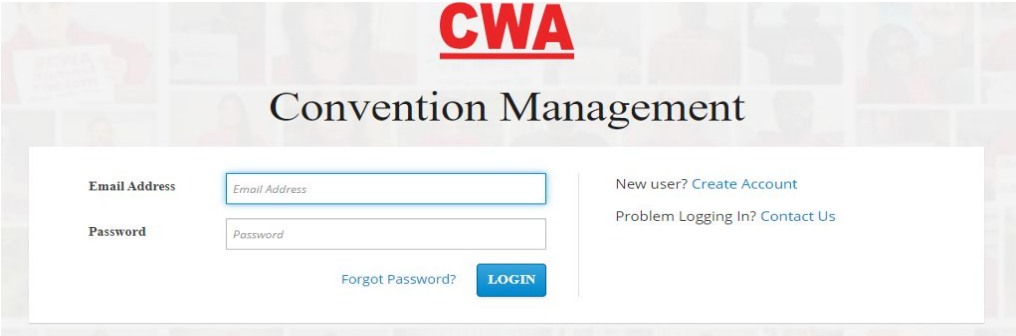
Click here to Test Your Audio and Video

“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

- The Chair 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).

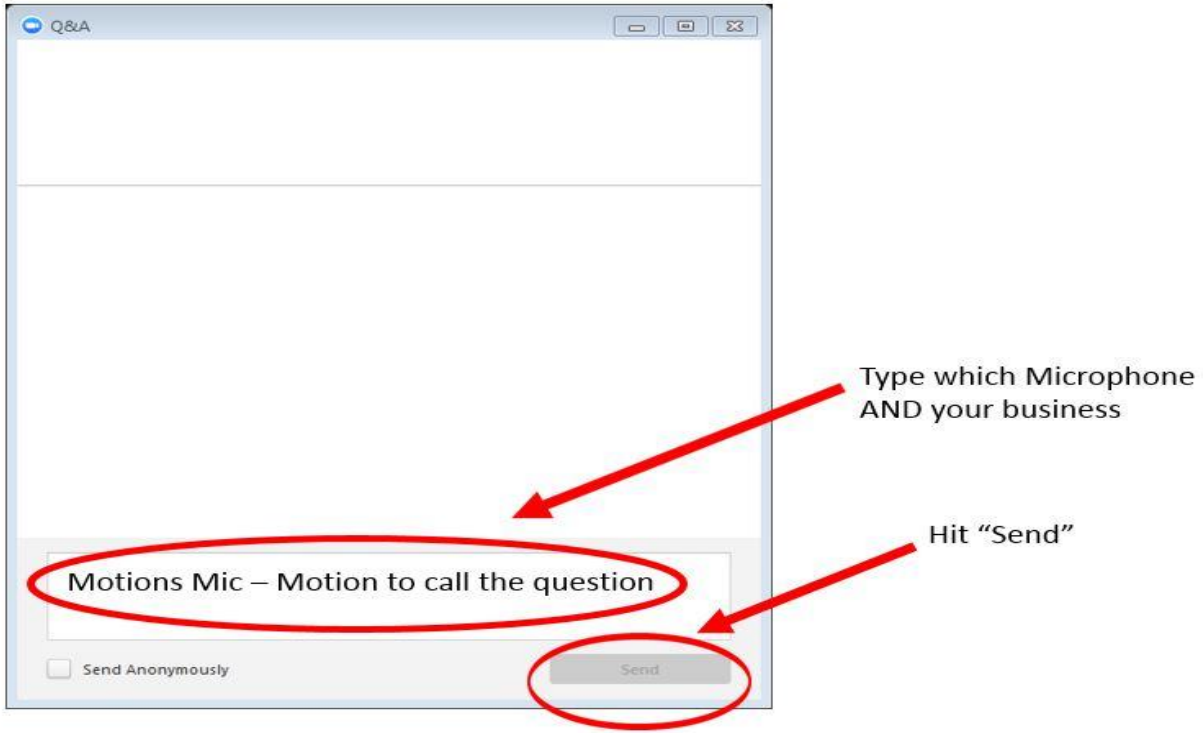
Q&A Function - Virtual Microphone

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

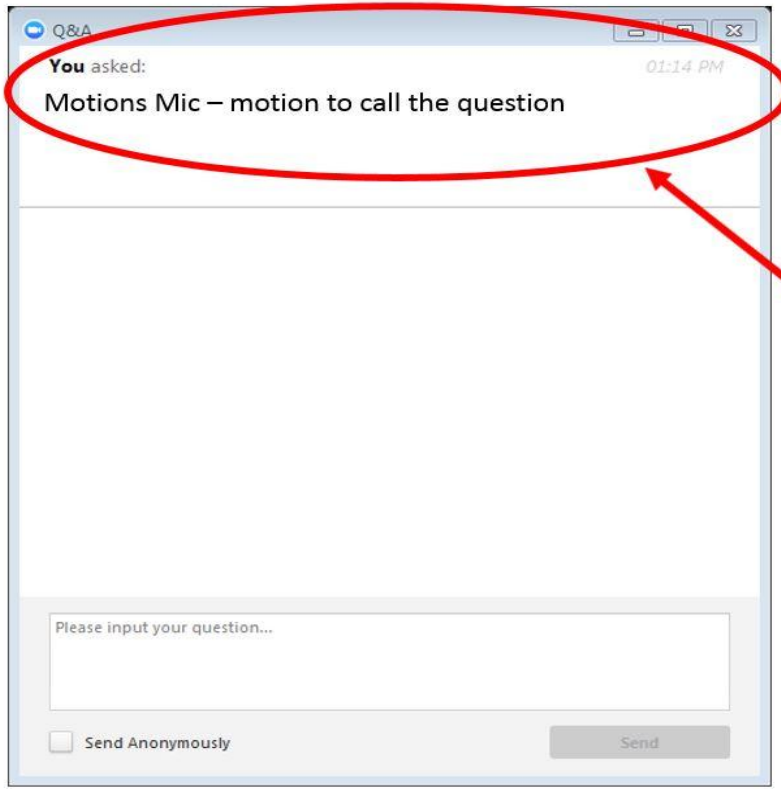


Delegates will need to push Q & A and TYPE THE MICROPHONE NAME of the microphone they want to speak at. (ie. Motions, Privilege, For, Against and Questions)

Q&A Function - Virtual Microphone



Q&A Function - Virtual Microphone



The Delegate is now in the queue for the appropriate mic

Microphone Queue

2026 CWA SPECIAL CONVENTION
MICROPHONE QUEUE

The motion before you is to close debate/call the question.
If you are in favor of this motion choose YES. If you are opposed to this motion choose NO.

Motions	2nd	Privilege	For	Against	Questions
1	0	0	4	2	2
Local- Name	Local-Name	Local- Name	Local- Name	Local- Name	Local- Name
5000- John Doe			5006 - Donald Duck	5009- Peter Pan	5002 - Blue Ivy
			5010 - Cinderalla Slippers	5007 - Mary Poppins	5004 - Mary Mack
			5004- Mickey Mouse		
			5008 - Robin Hood		

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:

- **Must have an individual CMS user account with a linked CWA ID**
- **Must register for the CWA Convention in the CMS**
- **Must 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://drive.google.com/file/d/1uHwKjTujkmfBzhdQdJ0wG0JY5EiWQRNr/view

“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

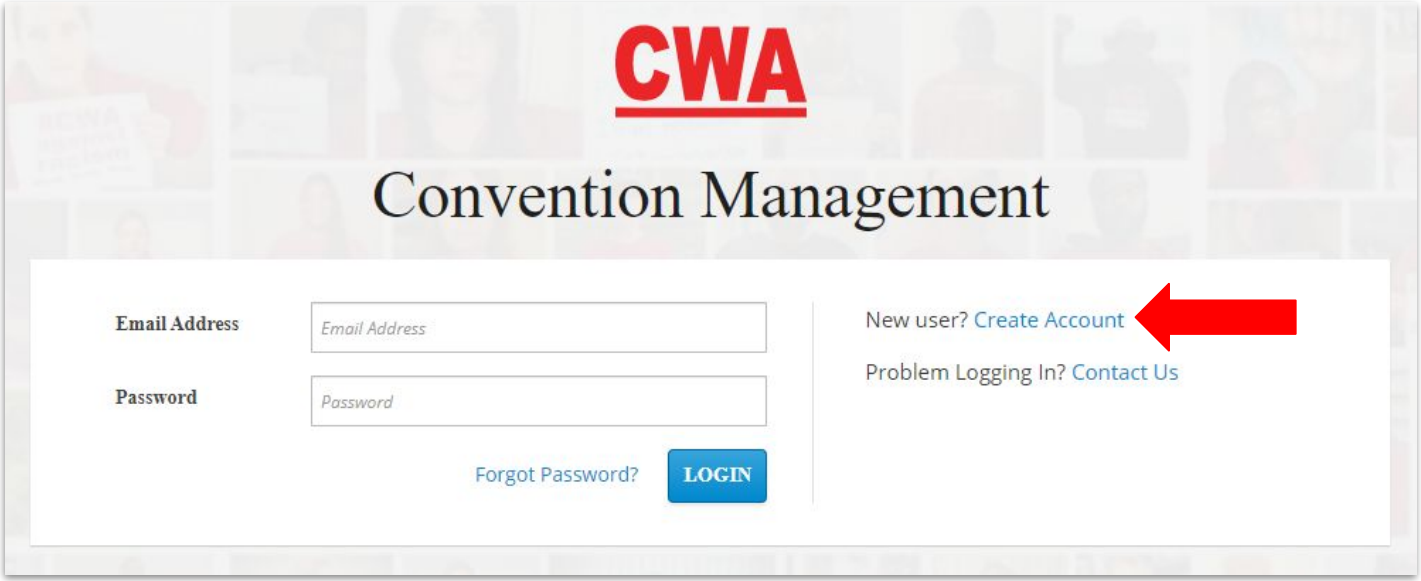
To access the virtual voting modules, Delegates must be officially checked-in by CWA prior to the start of Convention.

All local and/or individual “**Issues**,” must be resolved and/or an exception must be granted by CWA Credentials prior 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.

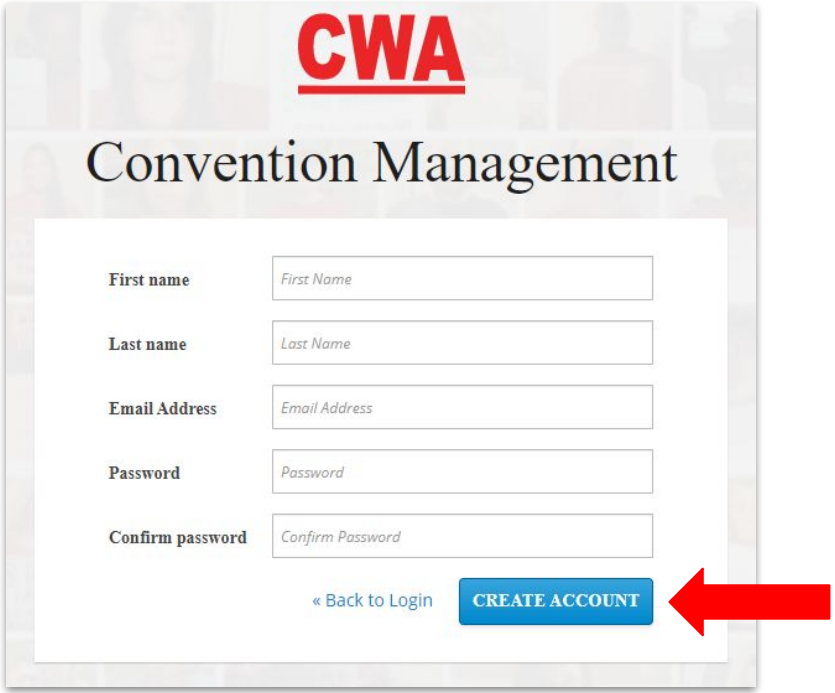
How to create CMS Account

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

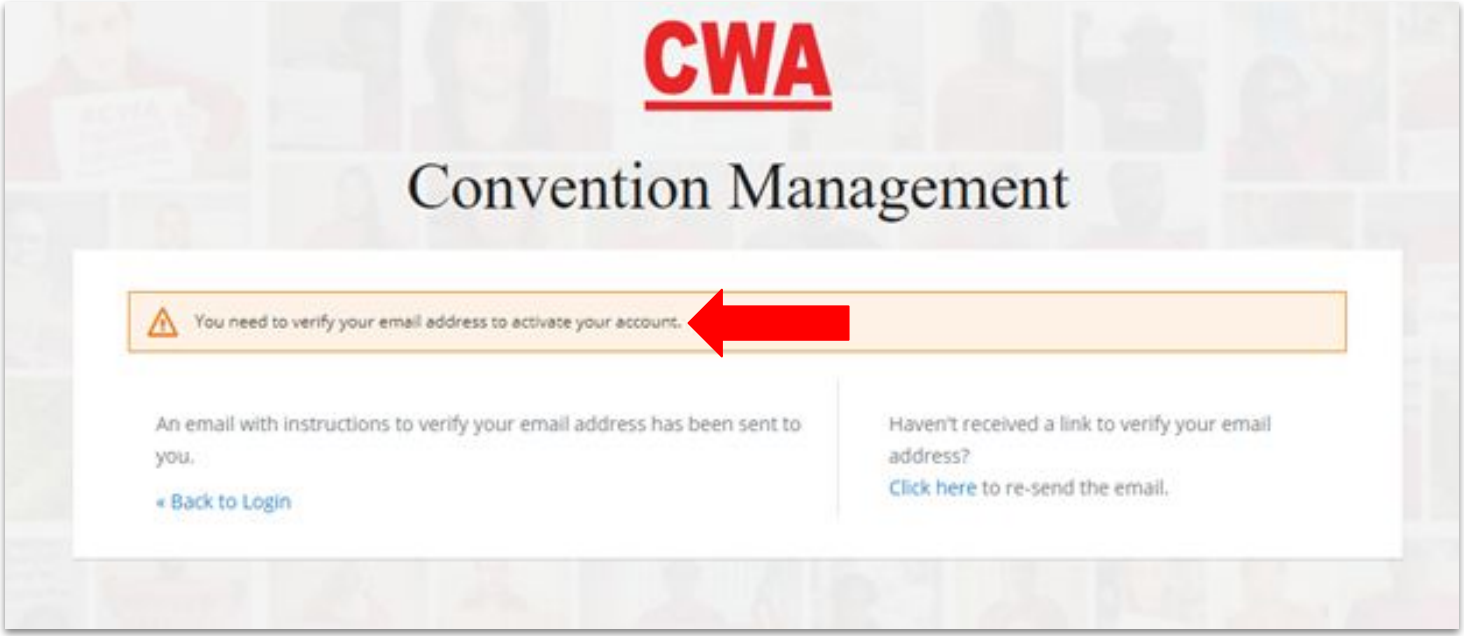
2. Enter the following information:
   - First name (*e.g. John*)
   - Last name (*e.g. Smith*)
   - Email address (*must be unique*)
   - Create a password
   - Confirm your password
   - Click "**Create Account**"



***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.*

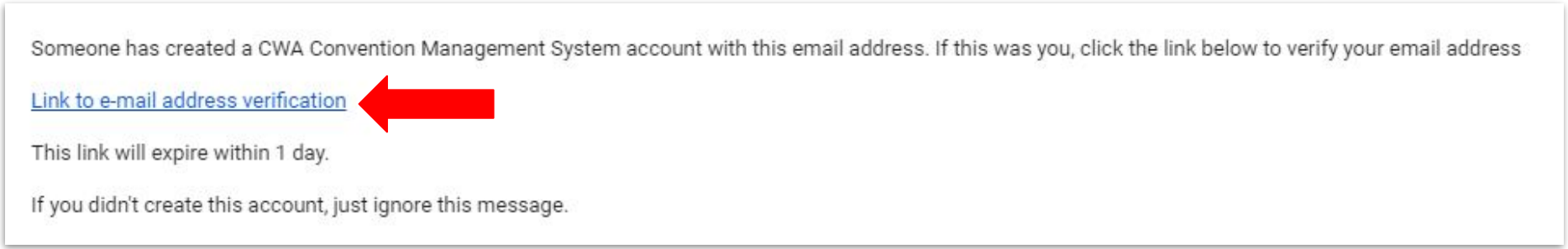
How to create CMS Account

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



How to create CMS Account

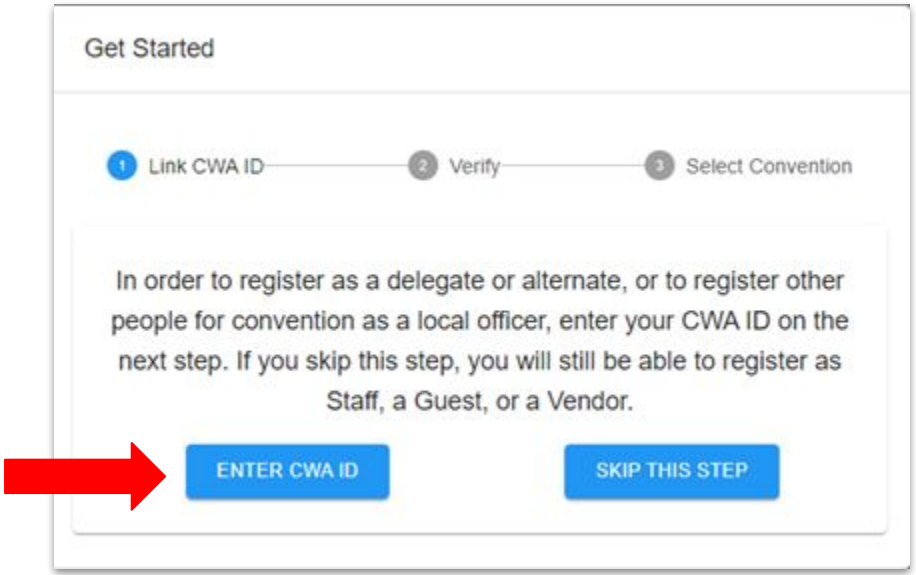
4. Check your email inbox, you should receive a message with a link to verify your email address. Click "**Link to e-mail address verification**."



***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.*

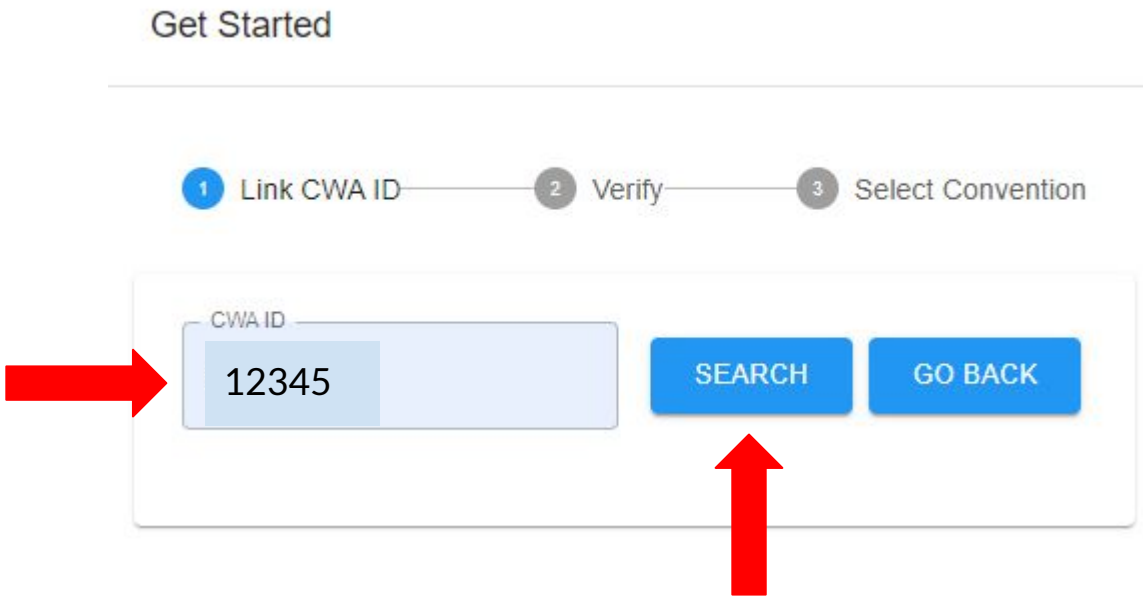
How to create CMS Account

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.



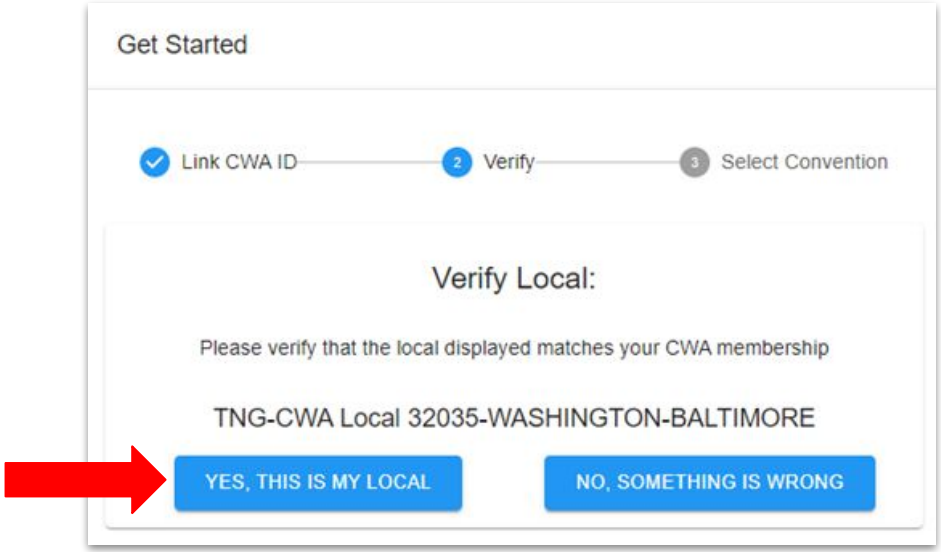
How to create CMS Account

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



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.

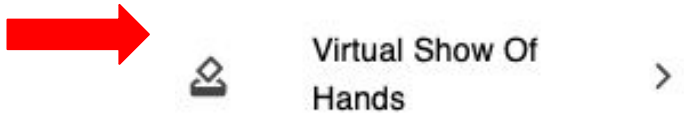
When virtual *Show of Hands* voting is OPEN:

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**.”

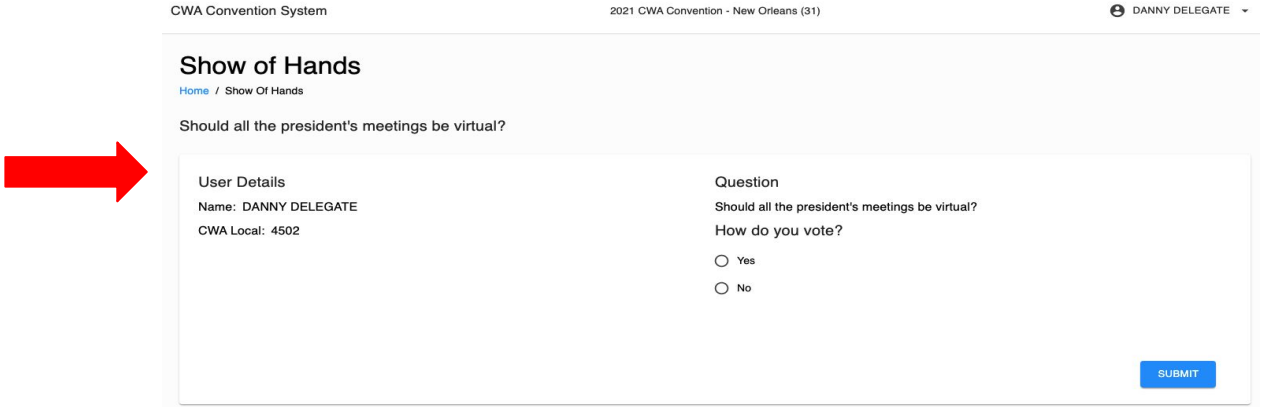


“Real” Virtual Show of Hands

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.

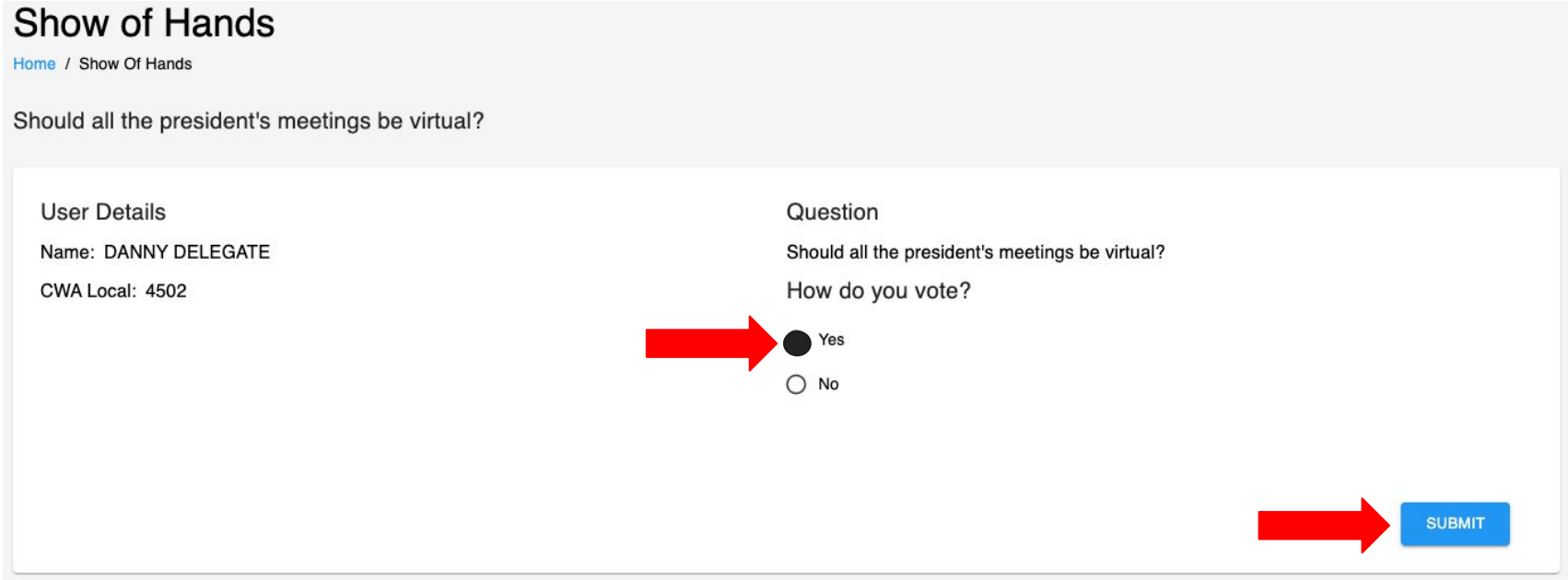


4. Then you will see the ACTIVE *Show of Hands* question.



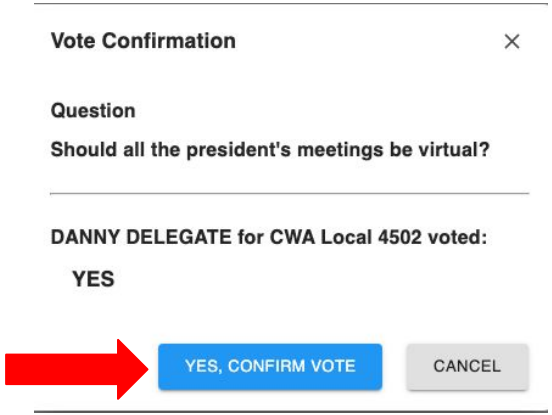
“Real” Virtual Show of Hands

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

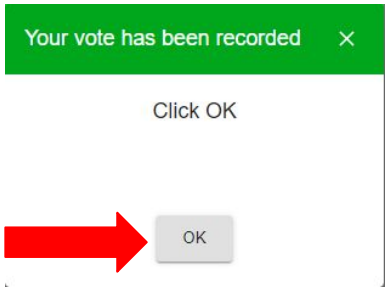


“Real” Virtual Show of Hands

6. Click “**Yes, Confirm Vote.**”

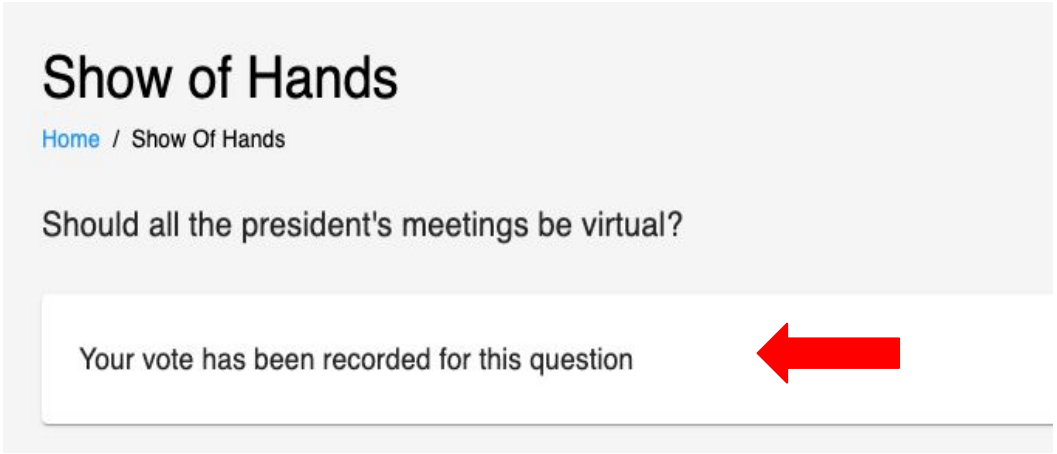


7. Then you will see *Your vote has been recorded*, click “**OK.**”



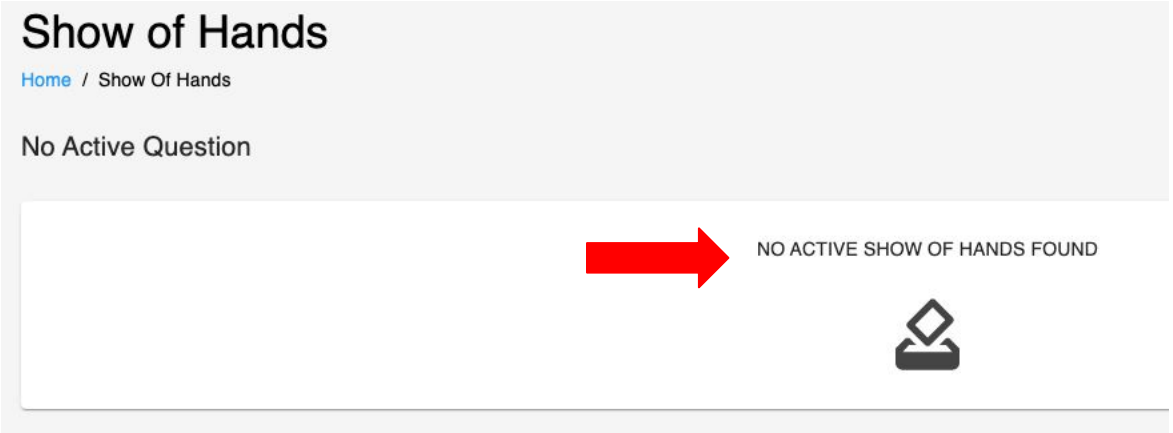
“Real” Virtual Show of Hands

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.

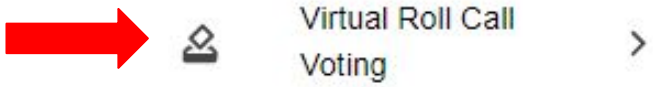
When a Roll Call question is active and voting is OPEN:

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**.”

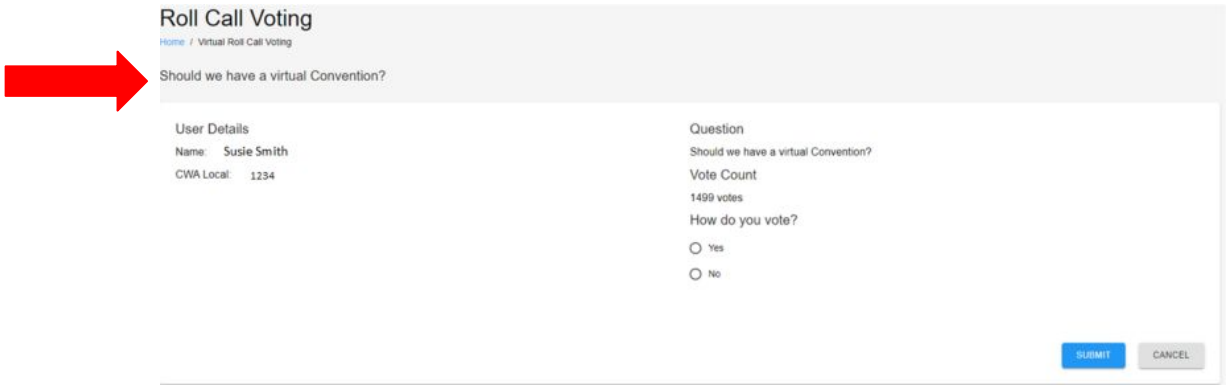


“Real” Roll Call Virtual Voting

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.

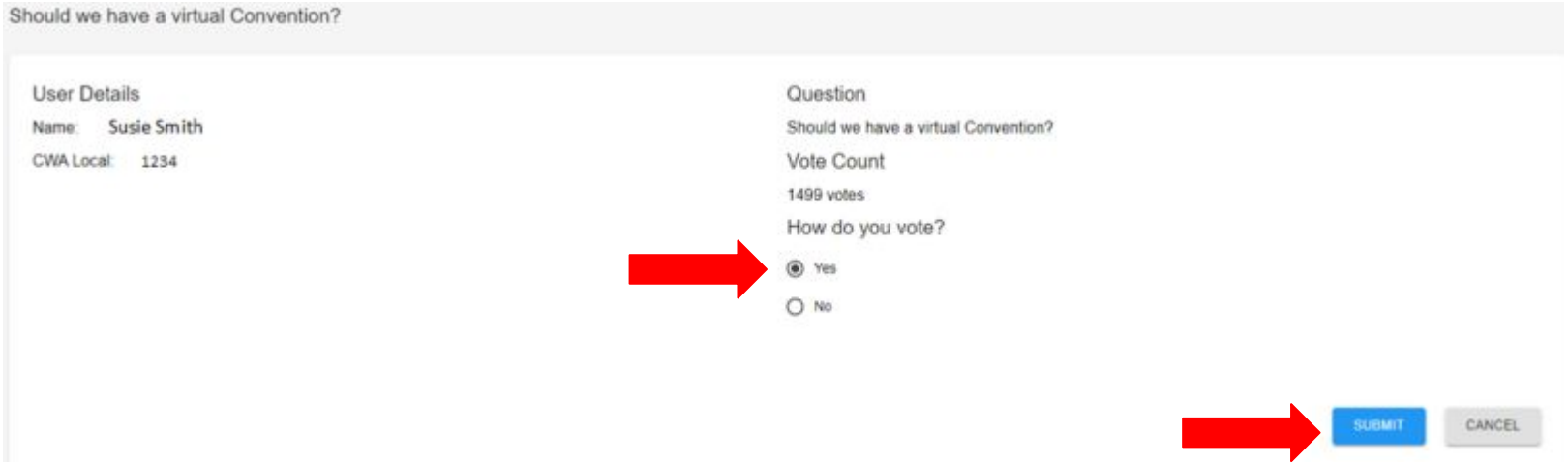


4. Then you will see the ACTIVE Roll Call question.



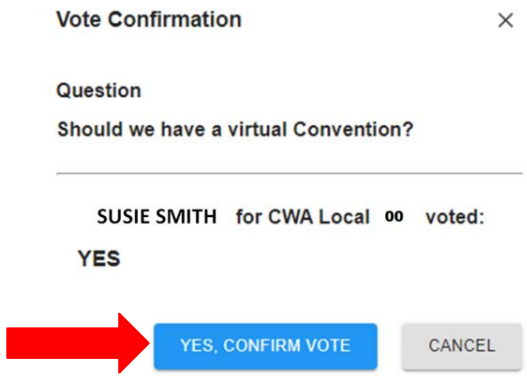
“Real” Roll Call Virtual Voting

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

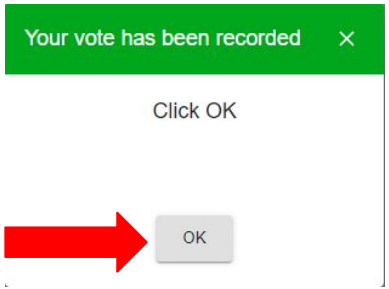


“Real” Roll Call Virtual Voting

6. Click “**Yes, Confirm Vote.**”

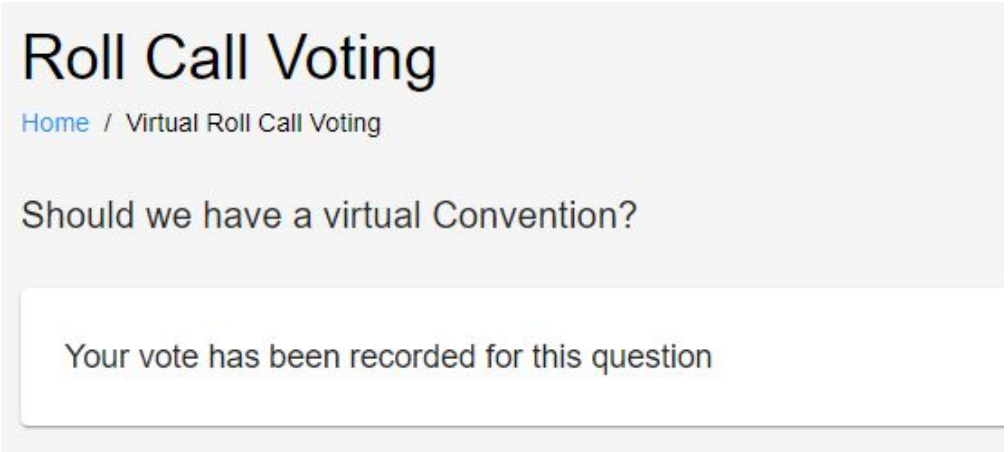


7. Then you will see *Your vote has been recorded*, click “**OK.**”



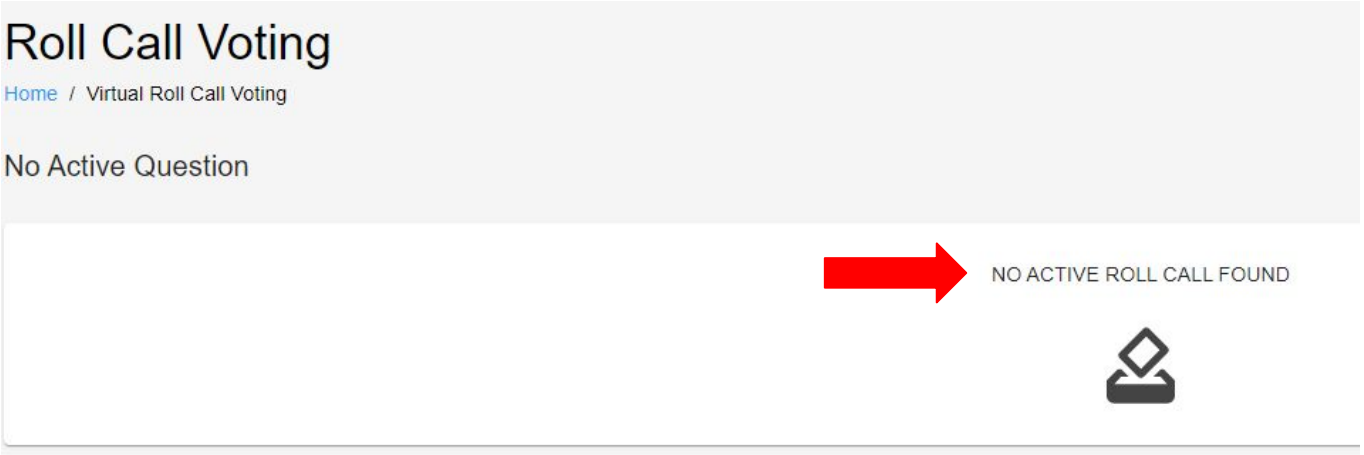
“Real” Roll Call Virtual Voting

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*.



“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 2026 Virtual Special Convention

You **will be** ejected from the 2026 CWA Special 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 2026 Virtual Special Convention

Troubleshooting

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