



Platform User Guide

This guide contains steps to create an account and a preview of the convention platform. It should help you with any questions or technical problems you may encounter when creating an account or accessing the convention platform.

Be sure to review the technical specifications on the last page to ensure full access to the platform.

Creating Your Account:

Organized to WIN

NTEU 58TH NATIONAL CONVENTION

A Message for Delegates

As we approach the National Convention, we invite you to create an account on the convention platform. This will provide you with early access to select convention materials including information on the District caucuses, the program for the day of convention and NTEU's two-year report. Additional material will be added as we get nearer to convention and on the day of the convention.

To create your convention account, [click here](#) and follow the prompts. You will need to use your personal email address and your NTEU member ID number. Watch your email inbox today for a message from NTEU that includes your member ID number. You may notice a different "from" line on the message: NTEU <NTEU@mail.vresp.com>. Please be assured that the email is indeed from NTEU and the links are safe to click on.

To assist in moving through the process, here is a short guide that explains each of the four steps in the process.

If you need further assistance, email CPsupport@nteu.org and use the subject line: Convention help. Once you successfully create an account you will receive an email with a link to the convention website.

As a reminder, the convention platform works best in the Chrome browser. If that is not your default browser, you may want to download it and use it on the day of the convention.

There is a process in place that allows delegates to speak from the virtual floor of the convention. Once you indicate that you would like to speak, you will be called from 202-800-9570 and joined in via audio. So, plan to have your phone nearby and make note of that number.

Watch your email inbox. You will receive 2 emails from NTEU. The first email will look like this. Please read carefully as it outlines the process of creating your convention account as well as obtaining your NTEU Membership ID.

Organized to WIN

NTEU 58TH NATIONAL CONVENTION

A Message for Delegates

Dear <FirstName>,

As mentioned in an earlier message, you will need to use your personal email address and your NTEU member ID number in order to create your convention account.

Your NTEU member ID number is: <MembershipId>.

To create your convention account, [click here](#) and follow the prompts.

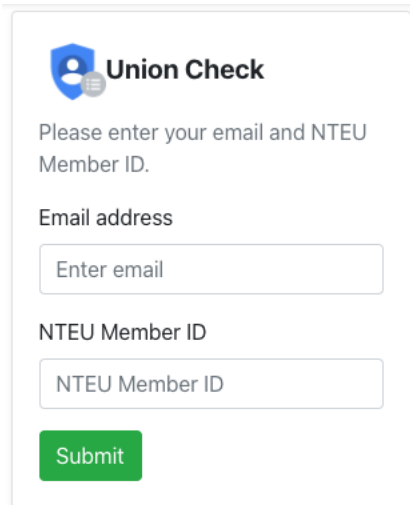
Here is a short guide that explains each of the four steps in the process.

Once you successfully create an account you will receive an email with a link to the convention website.

If you need further assistance creating your account, email CPsupport@nteu.org and use the subject line: Convention help.

The second email you receive will have your NTEU Membership ID included. You will need your Membership ID along with the email address you registered with to create your convention account. If you have both of these credentials, please proceed to Step 1 on the next page. Check your Spam folder if you don't see this email in your inbox. Please contact CPsupport@nteu.org if you do not receive these credentials.

Step 1:



The Union Check form features a blue shield icon with a white 'U' and a checkmark. Below the icon, the text 'Union Check' is displayed. The instructions state: 'Please enter your email and NTEU Member ID.' There are two input fields: 'Email address' with a placeholder 'Enter email' and 'NTEU Member ID' with a placeholder 'NTEU Member ID'. A green 'Submit' button is at the bottom. Two green arrows point to the input fields from the right.

Go to

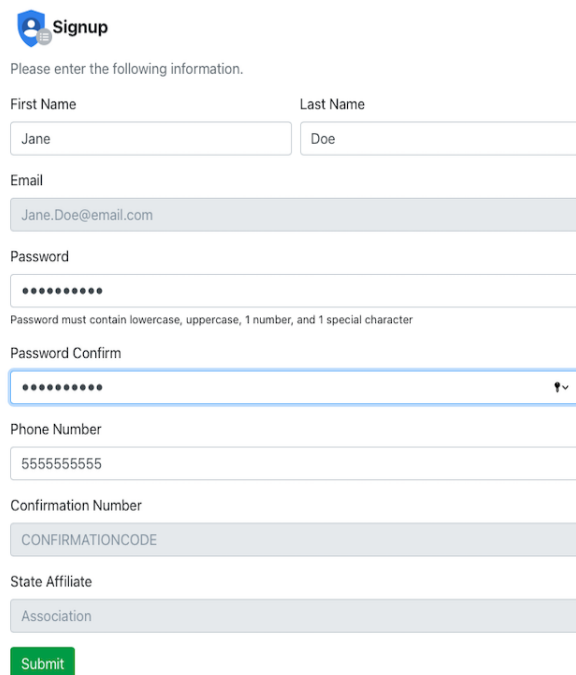
<https://www.onlineeventplus.com/nteu/credentials>

Enter your email address and NTEU Member Number in their respective fields. Then click **Submit**.

The email address and NTEU Member Number **must match** the credentials emailed to you by the NTEU.

*** If you are unable to complete Step 1 successfully, please contact NTEU's Help Desk at CPSupport@NTEU.org

Step 2:



The Signup form includes a blue shield icon with a white 'S' and a checkmark. The instructions are: 'Please enter the following information.' The form has several fields: 'First Name' (Jane), 'Last Name' (Doe), 'Email' (Jane.Doe@email.com), 'Password' (8 dots), 'Password Confirm' (8 dots), 'Phone Number' (5555555555), 'Confirmation Number' (CONFIRMATIONCODE), and 'State Affiliate' (Association). A green 'Submit' button is at the bottom. A small note below the password field states: 'Password must contain lowercase, uppercase, 1 number, and 1 special character'.

If you've successfully completed Step 1, this window will pop up.

Please **complete all fields** in the form and confirm that the information you entered is correct. This info will be used to enable you to participate during the National Convention.

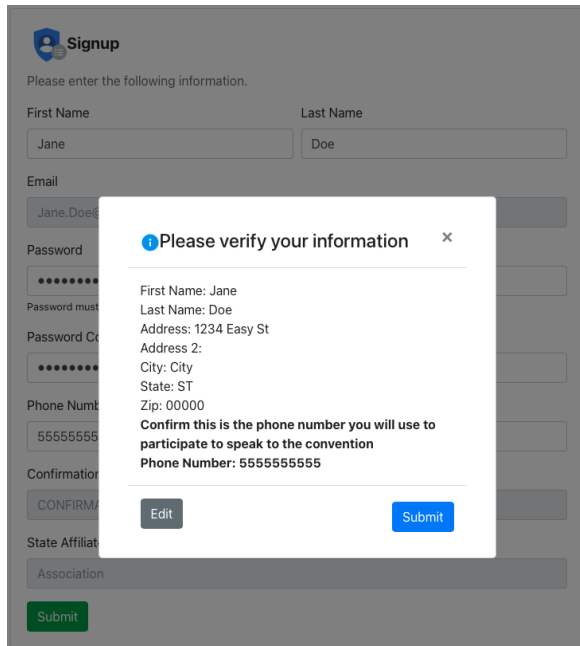
Create a password. The password must be 8 characters long, must have 1 uppercase letter, 1 lowercase letter, 1 special character (such as #, \$, %, ^) and 1 number.

IMPORTANT! Please note and save your password. You will need this password to access the NTEU Organized to Win website and Meeting on Aug 12th.

Next, enter your phone number. **Important:** During the proceedings, there may be a time you request to speak to the convention. Enter the phone number where you can be reached during the proceedings so the platform team can connect you to your National Convention.

Once you have completed the required fields in this window, click **Submit**.

Step 3:



The image shows a 'Signup' form for the NTEU Organized to Win platform. The form includes fields for First Name, Last Name, Email, Password, Password Confirmation, Phone Number, Confirmation, State Affiliation, and Association. A green 'Submit' button is at the bottom. A white pop-up window titled 'Please verify your information' is overlaid on the form. The pop-up contains the following details: First Name: Jane, Last Name: Doe, Address: 1234 Easy St, Address 2: City, City: City, State: ST, Zip: 00000. It also includes a confirmation message: 'Confirm this is the phone number you will use to participate to speak to the convention' and 'Phone Number: 5555555555'. At the bottom of the pop-up are 'Edit' and 'Submit' buttons.

Please verify all the information shown in the next pop-up window is accurate before proceeding.

Click **Submit**.

Once your verified information is submitted your account will be created for the NTEU Organized to Win Virtual National Convention. As confirmation, you will receive an email from support@OnlineEventPlus.com. This email will include instructions on how to access the NTEU Organized to Win Platform for the meeting. **Please check your spam folder if you do not receive this email in your inbox.**

Step 4:

NTEU Organized to Win National Convention Landing Page Log In



The image shows the landing page for the NTEU Organized to Win National Convention. The header features the logo 'Organized to WIN' and 'NTEU 58TH NATIONAL CONVENTION'. Below the header is a yellow button labeled 'Click here to Log In'. A message box states: 'Before logging in for the first time please ensure you have created an Account'. Below this, a text box provides instructions: 'To access the event page and the event platform, you'll need your Virtual Badge. After you are registered for the convention, please visit <https://www.onlineeventplus.com/theconvention> and follow the steps. A detailed guide on how to get your badge can be found [here](#).' Below the text box is a link 'Still Having Trouble Logging In?'. At the bottom, there are two input fields: 'Did you forget your password?' and 'Are you still having difficulty logging in?'. Each field has a small square icon to its right.

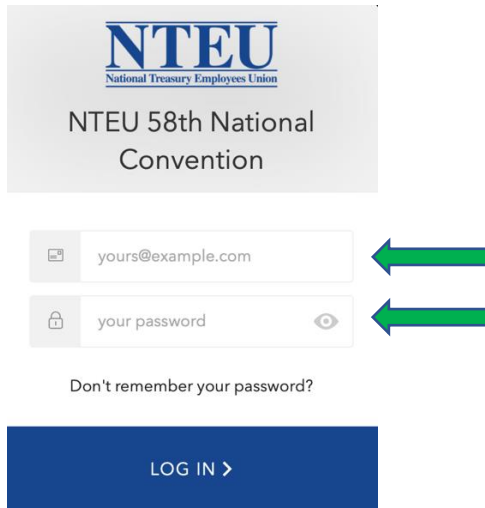
To access the NTEU Organized to Win website which contains NTEU resources, materials, event information, and a live broadcast link to the convention, go to:

<https://NTEUOrganizedToWin.com>

To log in, click

[Click here to Log In](#)

Step 4 cont'd:



When you click [Click here to Log In](#), this window will open.

Enter your email address and the password from when you created your account in Step 2. **To view your password as you're typing it, click on the "eye" in the password field to verify it is correct.**

If you've forgotten your password, click the "Don't remember your password?" link to create a new one. Once you verify the email address you would like the reset link sent to, you will receive a confirmation on screen that a link has been emailed to you. This confirmation is a security measure built-in to the system.

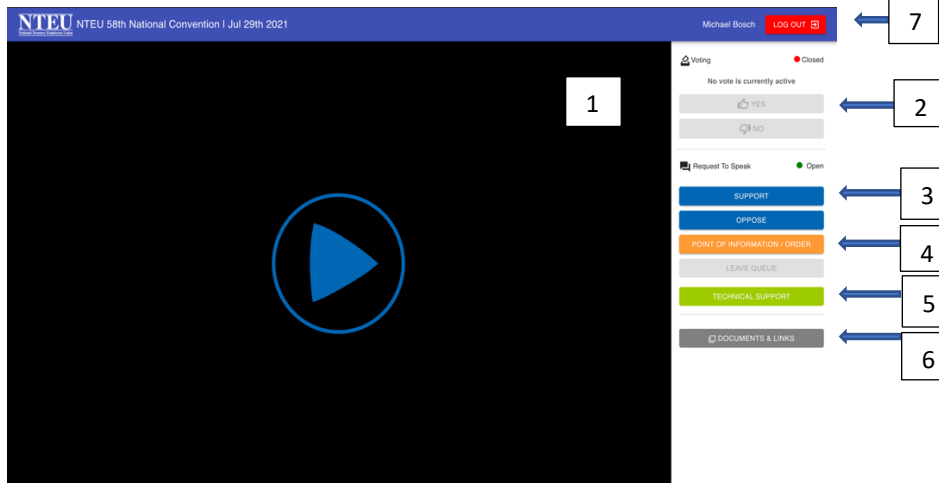
Please note you will only actually receive the password reset email if you have created a platform account. If you do not receive the password reset link, check your Spam/Junk folder, if it is not there then that is an indication that your account has not been set up. Please contact the NTEU Help Desk at CPSupport@nteu.org



You are now logged into the NTEU's 58th National Convention Website.

Welcome! This website is NTEU's virtual lobby where you will be able to access the meeting. You can review NTEU resources, by clicking on the desired tiles. There is a "NTEU 58th National Convention Broadcast" banner, click the "Join Now" button. You will be brought to a page that will have information about the National Convention and a Join Button. You will be able to join the Convention 1-hr before the 10:30 AM EDT start time on Aug 12th.

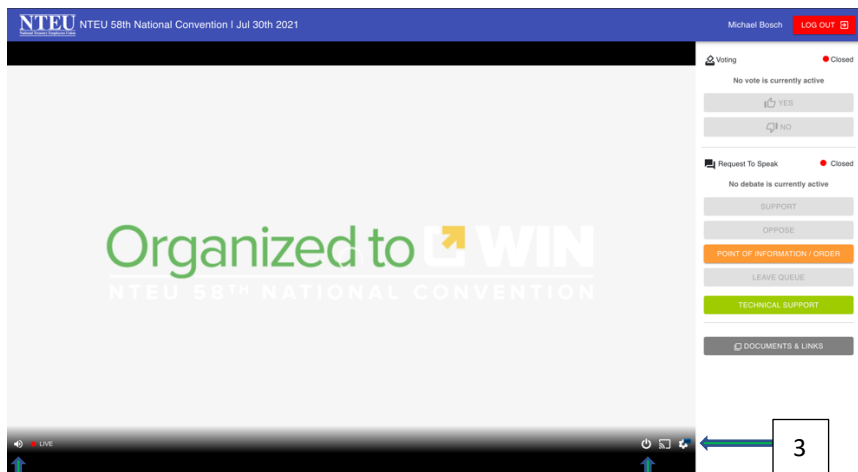
Live Broadcast Platform (Delegate Panel)




Once you've selected a meeting to attend, you will be brought to this window.

1. Live Broadcast Player
2. Voting Controls
3. Request to Speak Controls
4. Point of Information/Order
5. Technical Support Chat
6. Documents and Links
7. Log Out (Exit)

Live Broadcast Window





To launch the broadcast, click the large play button located in the center of the Live Stream Player Window. The broadcast will begin at the meeting's start time. There is no pause feature due to the live environment of the proceedings.

Click  to adjust the volume.


Legend:



1. Volume Control/Mute
2. Power On/Off Button
3. Video Stream Quality Control

Tip: If you are experiencing video lag after changing video speed and refreshing your browser. You can also try turning off the player


by clicking the power button . After it's off, click it again to turn it back on. Click the  when it displays in the Live Broadcast

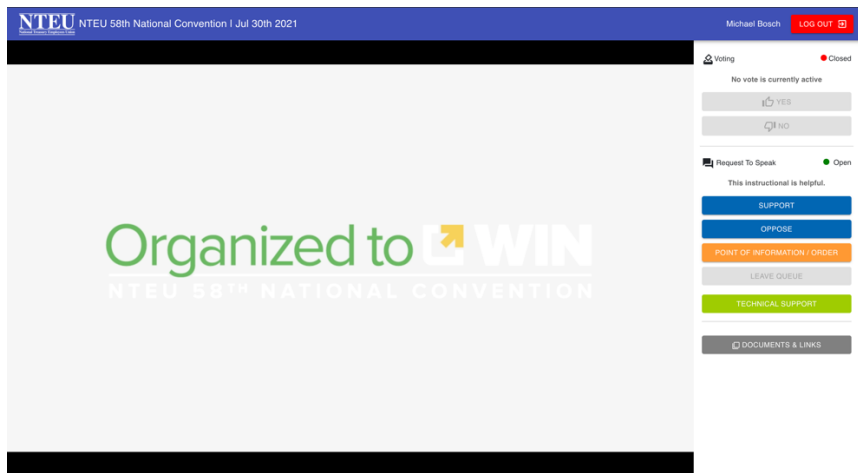
Streaming speed is auto-set based on your connection speed. If you experience interruptions in the broadcast, try clicking the

Video Stream Quality Control  to adjust the setting. You may also try refreshing your browser by clicking the "Refresh Icon":

Google Chrome , Safari  to reset the streaming speed.

Delegate Request to Speak Controls – The Debate Queue

If you are seeing the broadcast but aren't hearing audio, please refresh your browser and cycle the power button .



You will be registered and assigned a role defined by the NTEU. The roles are Delegate and Guest. If you are registered as a Delegate, you will have the ability to Vote and Request-to-Speak. The Chair may call for discussion on a motion. The Delegate's "Request to Speak" queues will open by turning from grey to blue. Delegates can then select a button to speak in "Support" or to "Oppose" the motion listed above the buttons.

Delegate Request to Speak Controls – The Debate Queue – cont'd

Once you click a choice, a notification will indicate that you have entered the queue.

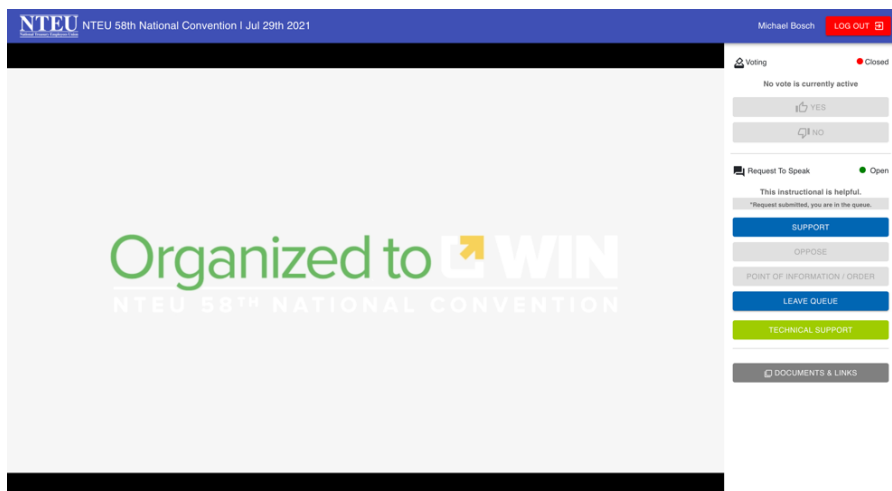
As your turn to speak nears, you will receive a phone call from **(202) 800-9570**. This call will be made to the telephone number you provided when you created your account. You must answer the call. ***Tip: Store the phone number in your Contacts as NTEU National Convention to make it more recognizable.***

After answering, you will hear an automated message.

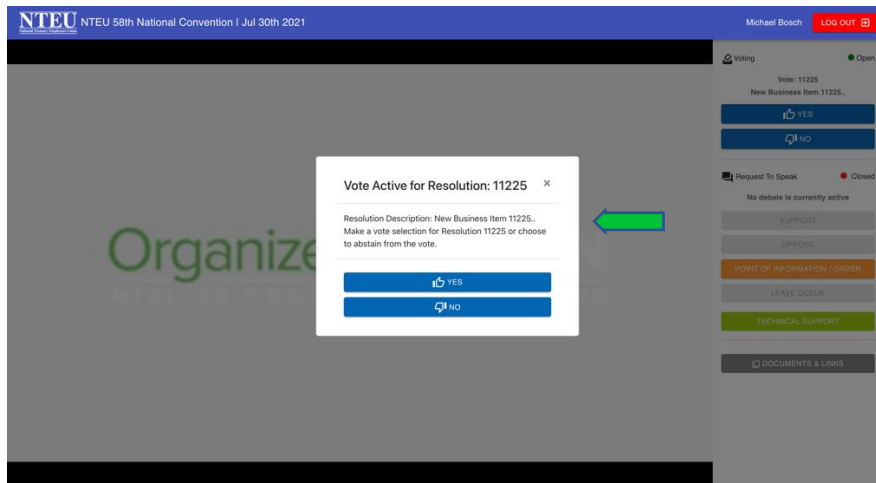
You will then hear the live broadcast through the phone line while you wait. ***If you are watching from your computer, laptop, or tablet, please mute the volume on that device so you can be heard clearly through your phone when you are connected to the Chair. If you are watching from your phone, the muting of the broadcast audio will happen automatically.*** Please wait until you are recognized by the Chair to speak.

After you have spoken, your phone line will be disconnected. You can resume viewing the broadcast on your computer, laptop, tablet, or mobile device.

Remember to unmute the volume of your device to resume broadcast audio.



Delegate Voting Controls



During the convention, Delegates will have the opportunity to vote on convention business.

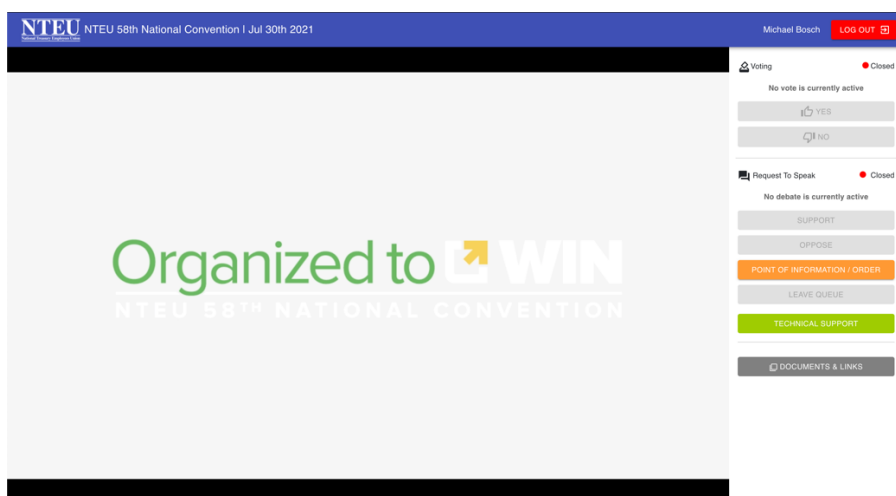
When a vote is opened, a pop-up window will appear, and the controls will become enabled (they will turn from grey to blue). Participants can vote “Yes” or “No.”

After you vote, a message will notify you that your vote has been received.

You may change your vote any time before the vote is closed. You may not change your vote once it has closed.

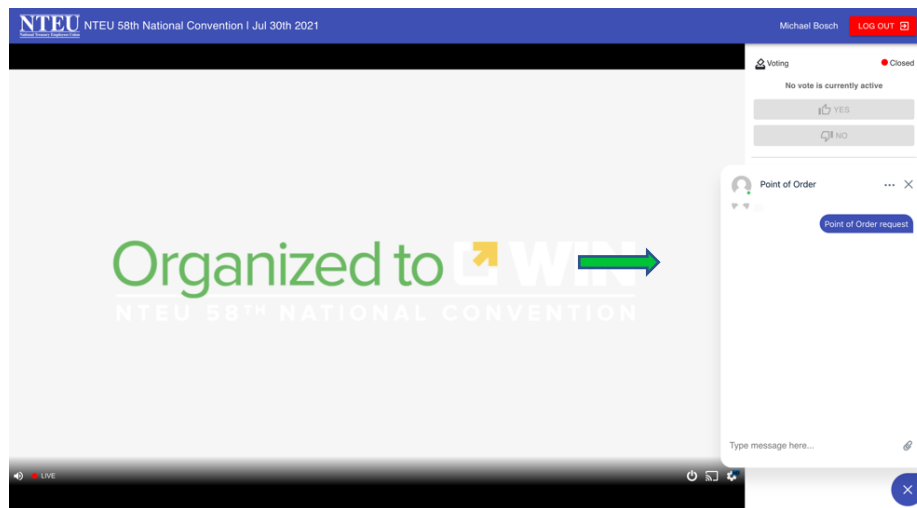
If you are logged in to the platform on multiple devices, your vote will only count once. If you were to vote multiple times on each of your devices, the platform will only record the last vote you make before the vote closes. ***If you wish to abstain from the vote, don't click on the “Yes or No” buttons and that will be recorded as an abstention.***

Delegate Point of Information/Order Controls



The “Point of Information/Order” button is located here. Delegates may call a Point of Information/Order at any time during the meeting by clicking this button.

Delegate Point of Information/Order Controls cont'd.

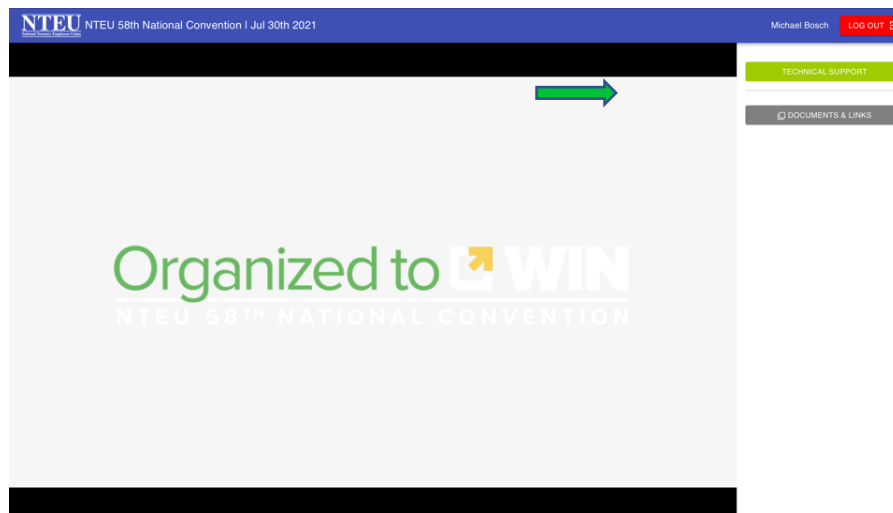


Once you click the Point of Information/Order button, a chat box will appear in the lower right corner of the window. Please write a short description of the issue that forms the basis for your Point of Information or Order in the chat box. Your request and description will be received by an NTEU Moderator who will review the basis of your request and reply.

You will receive a phone call from **(202) 800-9570** to the phone number you provided when creating your platform account. **You must answer this call to speak to the convention.**

Follow the same process as outlined in the "Request to Speak" section of this tutorial.

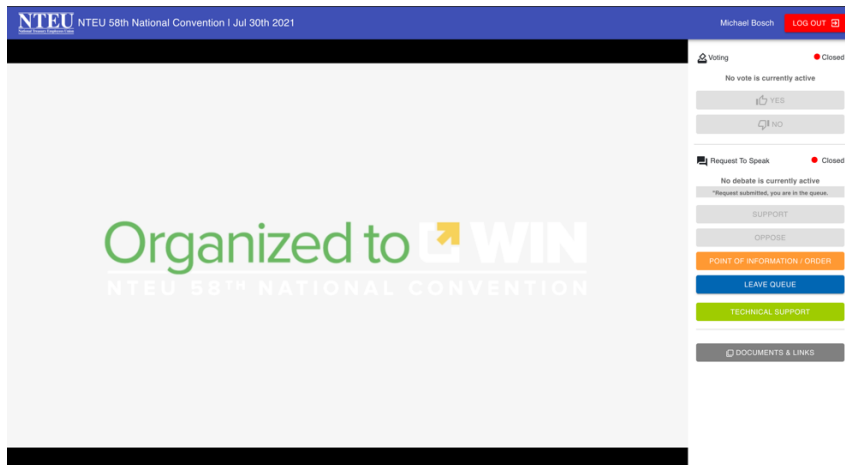
Guest Access and Controls



If you are registered as a Guest, the Voting and Request-to-Speak controls you saw in the "Live Broadcast Platform Participant Panel" section will not be available to you. You will only be able to observe the session, contact Technical Support, and access the Documents and Links.

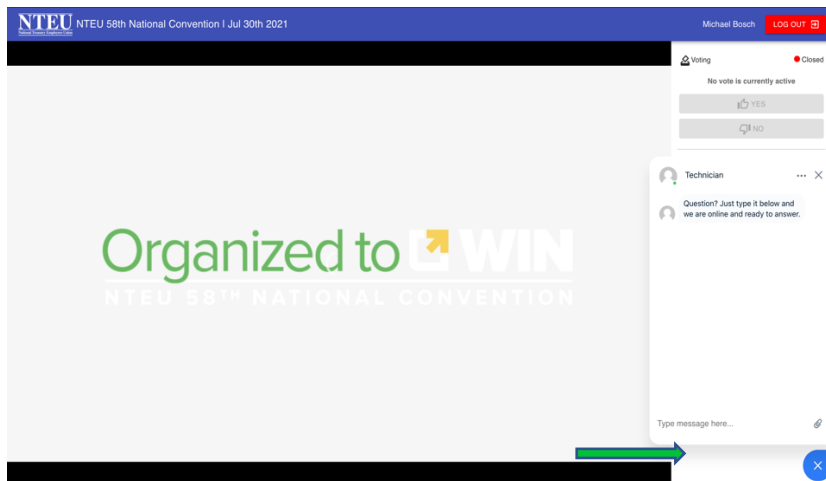
If you believe that you are receiving Guest access in error, please contact the NTEU Registration Help Desk at CPSupport@nteu.org

Technical Support



If you are experiencing any difficulties with the platform or its controls during the live meeting broadcast, you can initiate a chat with a live representative that can assist you by clicking the “Technical Support” button.

Technical Support cont’d.



Once you click the “Technical Support” Button, a chat box will open in the lower right corner of your screen.

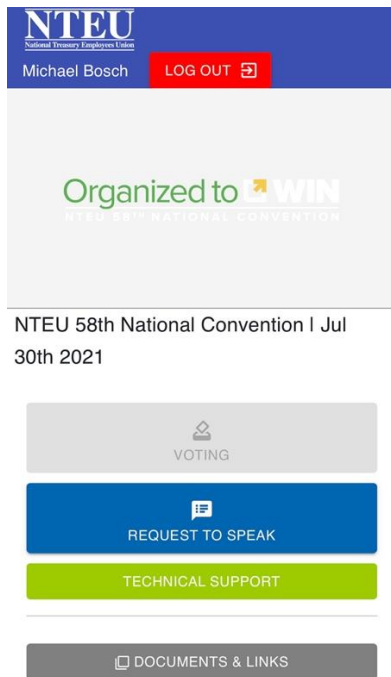
The broadcast will continue playing and the controls will remain active during your interaction.

To help resolve an issue you may be having, the tech support representative may ask you to refresh or even close your browser to reset the video signal. After opening a new browser window go to www.NTEUOrganizedToWin.com to resume the program. If you need additional assistance, click the “Technical Support” button again to resume the chat.

After your challenge has been resolved, just close the Technical Support Chat Box.

If you are unable to access the platform, please email the NTEU IT Helpdesk CPSupport@nteu.org

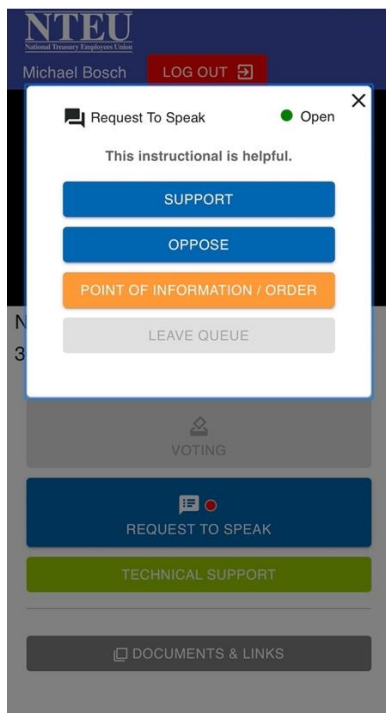
Mobile Layout



If you are accessing the platform from a mobile device, this is the layout you should expect to see. All the delegate controls are located just below the Broadcast Player Window and are revealed by pressing the “Request to Speak” button. You may need to scroll down to show all the controls.

The mobile layout will function just like the desktop layout. If you are logged in to the platform on multiple devices, your vote will only count once. If you were to vote multiple times on each of your devices, the platform will only record the last vote you make before the vote closes.

Mobile Layout cont’d.



When you click on the “Request to Speak” feature, a pop-up window will display all of the Request to Speak functions including “Point of Information/Order.” When it’s your turn to speak, the platform will automatically mute the Broadcast audio on your phone as you are recognized by the Chair. Once your turn has ended, you will be disconnected from the convention and the Broadcast audio will resume automatically.

Technical Specifications

Platform System Requirements for Windows, macOS and Linux

Internet Connection with 30+ Mbps of download and upload speeds.

Supported desktop systems:


PC/Mac:

Browser: Newest version of Google Chrome, Firefox, MS Edge, or Safari

Operating System: Windows 7+, Mac OS X 10.7+, or Ubuntu 10+

Close all other tabs, browsers, and programs while streaming the live event. If possible, hardwire your internet connection instead of using a wireless network connection.

Slower internet speeds or system specs may require reducing the quality of the video stream.

 **Important! Privacy settings in Apple MacOS devices prevent the site from functioning properly. Please make sure to follow these instructions:**

For MacOS devices when using Safari:

- Go the Safari app on your Mac,
- choose Safari > Preferences, then click Privacy Tab.
- Uncheck "Prevent cross-site tracking."
- Uncheck "Block all cookies"

For MacOS devices when using Chrome:

- Open Chrome preferences click on Settings, then Show Advanced Settings
- Under Privacy and security, click on Site Settings
- Then Click on Cookies and site data
- Make sure "Block third-party cookies and site data" is not checked

Supported tablet and mobile devices:

iOS and Android devices

Browser: Safari on iOS, Chrome on Android. Latest versions.

On all iOS Mobile devices: iPhone or iPads regardless of whether you use Safari or Chrome as your browser:

- Go to Settings.
- Click on Safari.
- Privacy & Security.
- Turn the toggle 'Prevent Cross Site Tracking' to 'Off'
- Turn the toggle 'Block All Cookies' to 'Off'

Questions?

Please visit our Frequently Asked Question page located at www.NTEUOrganizedtoWin.com in the “Documents and Links” section.

If you need NTEU for registration help or general technical support questions, contact the NTEU IT Help desk
CPSupport@nteu.org