

## How to SIGN IN to the GCC/IBT 2021 Fourth Convention Live Event

**PLEASE READ ALL THE INSTRUCTIONS BEFORE YOU START THE SIGN IN PROCESS. YOU WILL NEED YOUR REGISTERED EMAIL ADDRESS AND ACCESS TO MESSAGES SENT TO THAT ADDRESS TO COMPLETE THE SIGN IN.**

1. Using your internet browser (Google Chrome, Apple Safari, or Microsoft Edge), go to the following web site:  
<https://liveprogram.events/gcc-2021/>

Depending on your device (desktop, laptop, tablet or phone), a page similar to the ones below will appear.



If you see a box with three lines in the upper right corner of the page, click this box to see the drop-down menu with button options.

SIGN IN should be the last option on the menu.



2. Click the SIGN IN button in the upper right section of the screen or select SIGN IN from the drop-down menu. The Sign in page will appear.

A screenshot of the Sign In page. It features a white box with a close button (X) in the top right corner. Inside the box, it says 'Enter this conference by using the email address you registered below:'. There is a text input field labeled 'Email Address' with the placeholder text 'Enter your email address'. Below the input field is an orange button labeled 'REQUEST CODE'. At the bottom of the box, there is a link for 'Privacy Policy'.

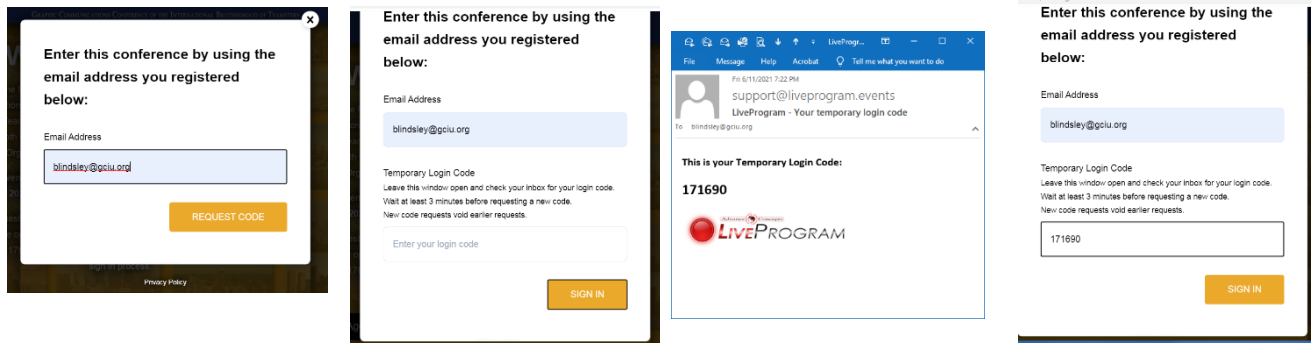
**Important: For the next step you need access to incoming email because a verification code will be sent to your email address.**

Enter your registered email address, then click the REQUEST CODE button.

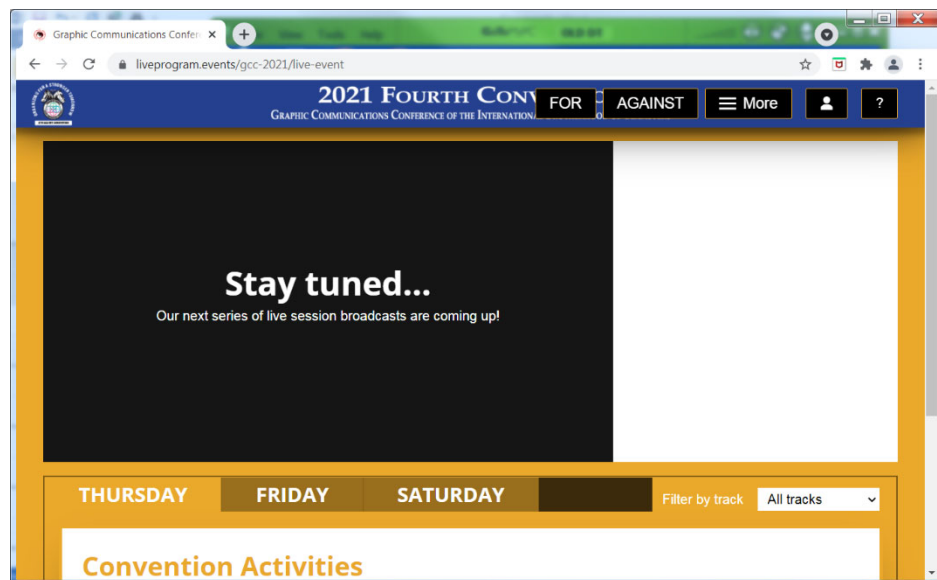
For delegates, the registered email address is the one provided on the Delegate Credential.

For guests, the registered email address is the one used for your invitation.

- Keep the Sign In window open while you check for the incoming email from [support@liveprogram.events](mailto:support@liveprogram.events). The email, which usually arrives within 30 seconds, will provide you with a six-digit Login Code. If the message does not appear promptly in your email inbox, check the junk/spam folder. If you need to request a second code, the first one will be voided.

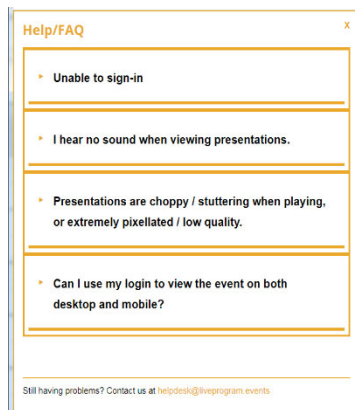
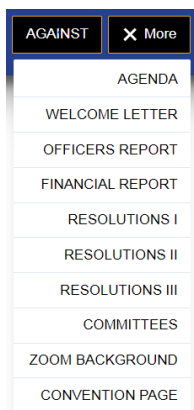


- Enter the six-digit code from the email you receive, then click the SIGN IN button. You will now be able to see the Live Event page.



Spend some time reviewing options in the MORE menu and frequently asked questions.

Answers to the FAQ's are also at the end of this document.

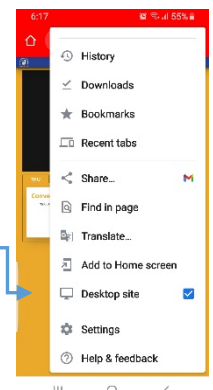


**TIP: IF YOU CANNOT SEE ITEMS AT THE BOTTOM OF THE LIST,**

**SET DESKTOP SITE OPTION ON OR  
REDUCE THE FONT SIZE IN YOUR BROWSER SETTINGS**

Click on the three vertical dots, top right of the web page, follow the drop-down menu and select "Desktop site". This will allow full functionality of the web site.

Alternately, select "Settings", then locate "Font Size" and change from Medium to Small



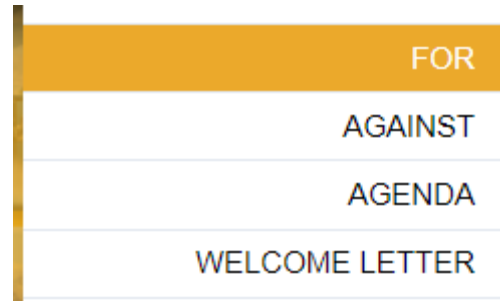
# How to Speak to the Convention during the GCC/IBT 2021 Fourth Convention Live Event

Zoom Meeting Rooms have been setup to allow delegates to speak to the Convention. Zoom Rooms can be accessed by clicking the either the FOR or the AGAINST button. The meeting rooms will not be active when the Convention is not in session, however, you can use the buttons to test your audio and video before the Convention begins. You can also download the Convention Zoom Background from the Live Event menu and set it up as your Zoom Background. See the example below for how to use the Zoom Room features.

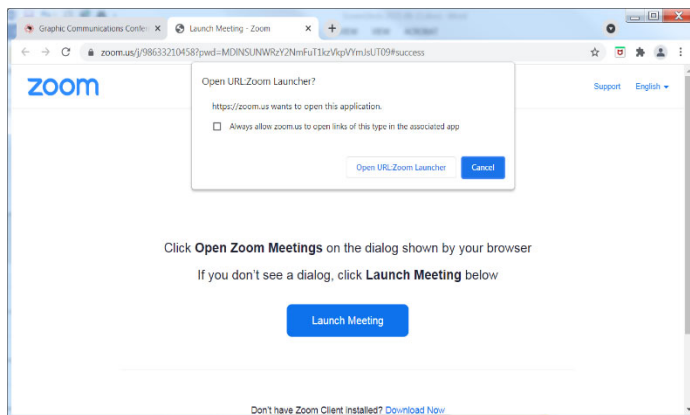
1. Click the FOR button in the Live Event banner bar or from the MORE drop-down menu options.



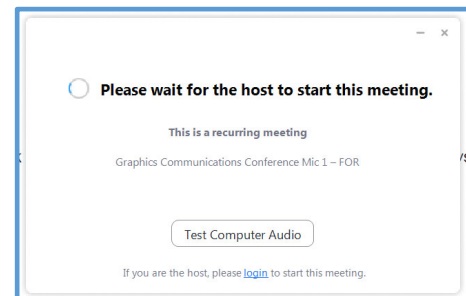
This will open a Zoom Room Meeting.



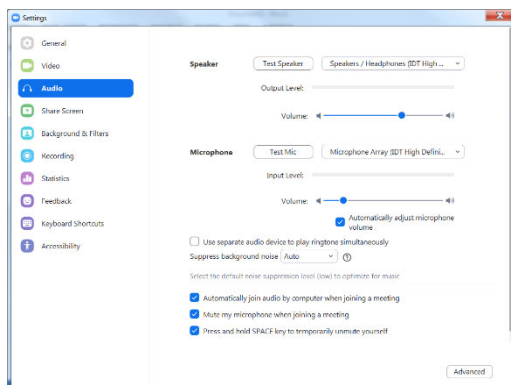
2. The first time you use the Zoom Room buttons, you may be prompted to Open the URL:Zoom Launcher. Click the [Open URL:Zoom Launcher](#) button to continue to the meeting room. You can stop this message from appearing every time by checking the box to the left of the “Always allow zoom.us to open links of the type in the associate app” statement. If you need to install the Zoom app on your device, click the “[Download Now](#)” link at the bottom of the zoom page.



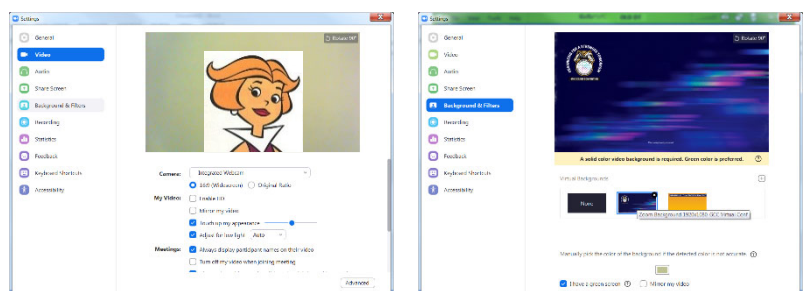
After you launch the meeting, you will see a screen similar to the one below instructing you to wait for the host to start the meeting.



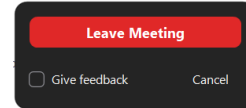
3. Click the Test Computer Audio button to access Zoom settings page.



This is the area where you can set your preferences, modify sound and camera settings, select a Zoom Background, etc.



4. When the Convention is in session, a Zoom Moderator will be in the meeting room to assist you with any audio and camera issues you may have, and to let you know when it is your turn to speak to the Convention. You will be able to hear what is happening in the Convention Live Event area while you are waiting to speak.
5. Delegates speaking in support or against a question are limited to three minutes of speaking time. A timer will be displayed on the main Convention screen indicating how much time is remaining.
6. Close the Zoom Meeting window and/or click the Leave Meeting button to leave Zoom Room.
7. When you exit the Zoom Room, you will return to the Convention Live Event page.



## **FREQUENTLY ASKED QUESTIONS**

### **UNABLE TO SIGN-IN**

Ensure you are using the email you registered with. Leave the website open while you check your email for the 6 digit code. If you don't see it within 30 seconds, check your spam/junk folder for an email from [support@liveprogram.events](mailto:support@liveprogram.events).

If you have not registered for this event, or you used a different email address for registration, send a request for access to [gcc@gciu.org](mailto:gcc@gciu.org). Provide your name, Local Union or Company, telephone number, and the email address you want to use for registration. You will receive an email when your request has been processed.

### **I HEAR NO SOUND WHEN VIEWING THE PRESENTATIONS**

Click on the volume control in the video player; some browsers force streaming video to start muted. Ensure your speakers are powered and the volume turned up. Ensure the correct audio output device is selected.

### **PRESENTATIONS ARE CHOPPY/STUTTERING WHEN PLAYING, OR EXTREMELY PIXELLATED/LOW QUALITY**

This can be the result of insufficient bandwidth available at your viewing location. We recommend a minimum of 4Mb/s download speeds to view the presentations in 720p, and 8Mb/s to view presentations in full 1080p HD. You can test your bandwidth by visiting Fast.com. Additionally, we recommend closing any other applications or browser tabs that may be utilizing bandwidth.

### **CAN I USE MY LOGIN TO VIEW THE EVENT ON BOTH DESKTOP AND MOBILE?**

Yes, only one login is needed to view this site on either desktop or mobile.

### **NEED ADDITIONAL HELP?**

Still having problems? Contact us at [helpdesk@liveprogram.events](mailto:helpdesk@liveprogram.events)