Help and FAQ for PSC AGM 2022

Advice for all attendees

To take part in the AGM this year will involve the use of two platforms:

- Zoom, for the webinar,
- Democracy app for voting on motions and amendments,

You will receive your links to access these via email closer to the time of AGM.

Please note that you will need to have the Democracy on a separate browser window from Zoom, or on a separate device, so that you can access both at the same time. The Democracy app work best on a computer or laptop. If you use a mobile, it should work, but this cannot be guaranteed.

If you are having issues using the voting apps, please see FAQ below.

Advice for speakers

If you are speaking in a debate, you must ensure you are logged into Zoom with your full name so you can be located by the audio-visual team. They will promote you to make your camera and microphone live. Please wait for this to happen, it will take a few seconds and it may briefly appear as if you are being logged out.

On the day if you are having issues accessing the PSC AGM or voting systems, please consult our FAQ below. If your problem is still not resolved after doing this, please contact our admin team via email on **info@palestinecampaign.org**.

Please note that we advise using a computer, laptop or tablet to participate in the AGM, not a phone. This is because you will need to be able to open up voting links in your browser in addition to running Zoom.

FAQ and Troubleshooting

Zoom

I don't have Zoom.

Zoom is a video-hosting software which you will need to access the PSC AGM. If you do not already have Zoom, you can download it here: **https://zoom.us/download.**

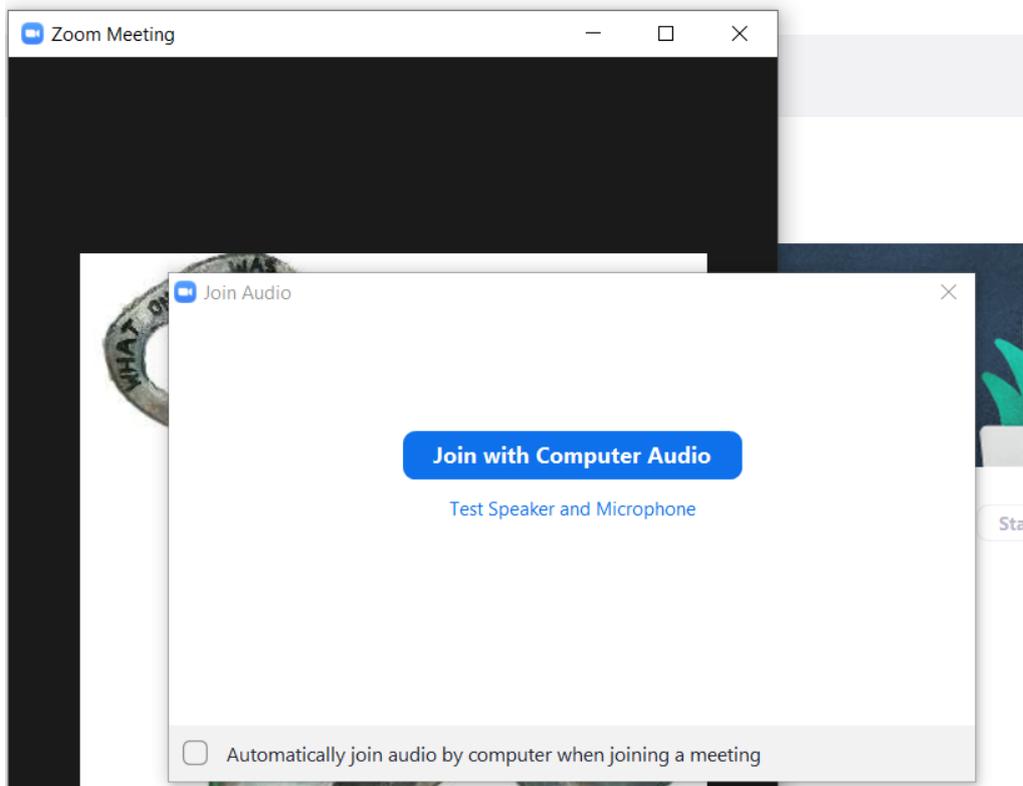We advise doing this ahead of the AGM.

I don't have the Zoom link.

The Zoom link and passcode was sent to the email address you used to register for the AGM. Please check your emails, including your junk/spam folder. If you have a Gmail account, please check your 'Promotions' and 'Social' labels, as well as your spam folder.
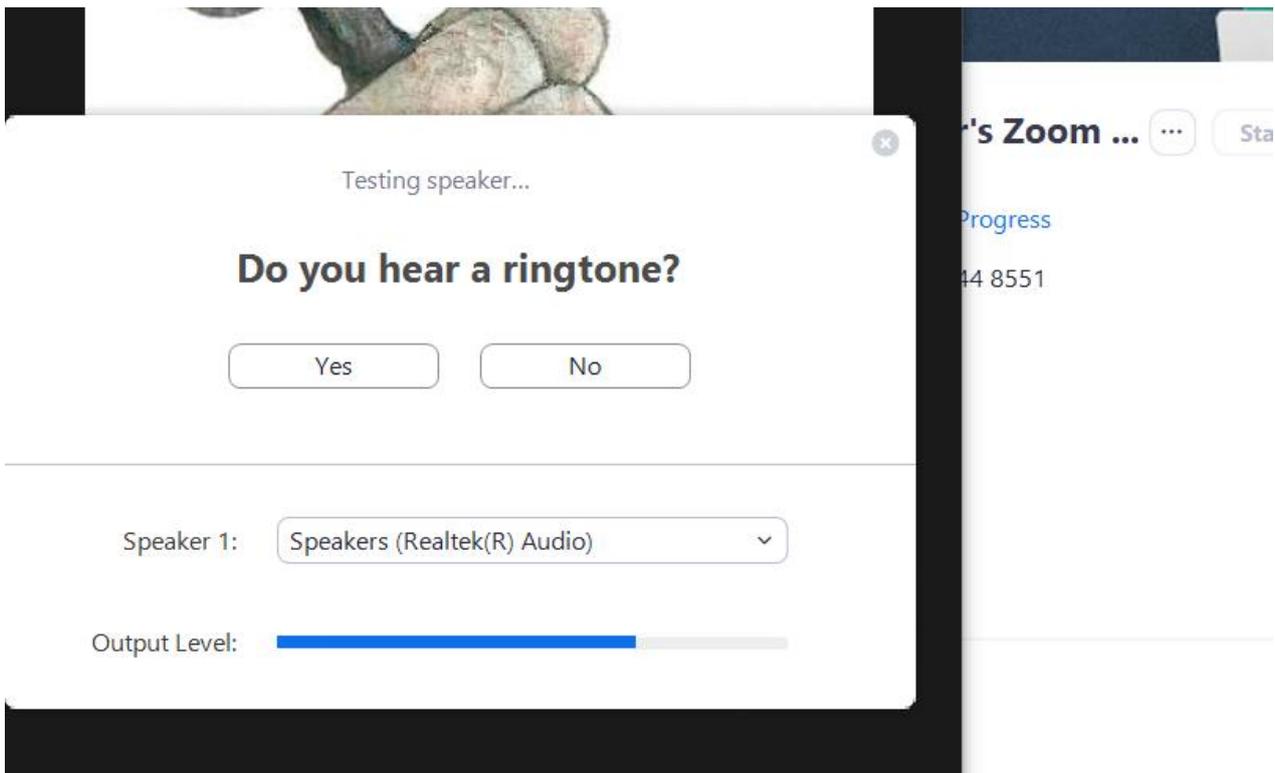
If you still cannot locate your link, email **info@palestinecampaign.org**.

Why can't I hear the Chair or speakers?

1. Check the volume level on your device.
2. Ensure that you connected to your computer audio at the start of the meeting.

3. If you still don't hear anything, leave the meeting and re-join. Upon re-joining ensure you click on 'Test Speakers and Microphone' and follow instructions on the screen.

If you're called to speak.

You'll need to raise your hand in Zoom a few minutes before you're called, so we can find you. You should also ensure, when you log into Zoom, you use your name, not an alias such as 'Steph's Macbook' or similar.

If you need to change your name, you can do this in your Zoom app by clicking on 'Settings', then 'Profile' and tap on 'Display Name'. If you can't do it in the app, here's what you need to do:

- Log out of Zoom
- Open Zoom app & click "Join Meeting"
- Enter Meeting ID (this was sent to you via email)
- It asks you for your name here - enter it
- Enter Passcode (this was sent to you via email)
- It also gives you another chance to check your details when it asks you to "Finish registration to join webinar"

Voting

I don't have my Democracy app link.

Your personalised Democracy app (for voting on motions and amendments) link was sent to the email address you used to register for the AGM. Please check your emails, including your junk folder. If you still cannot locate your link, email **info@palestinecampaign.org**

The link can only be used once, so please do not share it.

Please note: Only attendees who are eligible to vote will receive voting link. If you are a new member of PSC, or if your membership was lapsed for a significant period of time and have joined / renewed after the deadline of 17th December 2021, you will not be eligible to vote.

I have received one link but entitled to 1+ vote(s). Do I get another link for the additional votes?

Each link is unique to each delegate, it has been programmed with the number of votes you are entitled to.

To vote

If you have any problems with opening the app, please close your browser completely and then click on your link to reopen.

We have to lock delegates into the system before we can take votes. Each time we unlock, it places a strain on the technology, so we can only do it at the start of each motion. If you find you're locked out, hold on and you'll be let back in.