LUMI Technology Cheat Sheet

This cheat sheet is provided to assist voting members with navigating the virtual General Assembly. Information such as understanding how to use and log into the LUMI platform, how to join the speaking queue and what to do if you are having technical problems are included. We advise reading this cheat sheet prior to attendance at the virtual General Assembly and prior to the Delegate Training session. Also, keep it available during the General Assembly meeting for ease of reference.

The LUMI and Zoom Panels (Same Platform)
You will use two panels to participate in the meeting.

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<thead>
<tr>
<th>LUMI Panel</th>
<th>Use for:</th>
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<td>• Voting on motions</td>
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<td>• Entering the speaking queue (A key to the speaking queue terms you must use will be found on the information page of the LUMI platform)</td>
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<tr>
<td>Zoom Panel</td>
<td>Use for:</td>
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<td>• Viewing meeting proceedings</td>
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<td>• Raising your hand to speak <em>after being called on by the Chair</em></td>
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<td></td>
<td>• Enabling audio and video to participate in the discussion, <em>after being called on by the Chair</em></td>
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If you are attending the virtual meeting by yourself from home:
You will log into the LUMI platform from your computer. Mobile devices, including iPhones, iPads, and Android phones, are not supported at this time. You will need the latest versions of Chrome. **PLEASE DO NOT USE INTERNET EXPLORER.** Please use a desktop or laptop device to attend the meeting.

When connecting to Zoom:
• All microphones will be muted. You will only be able to unmute if asked to do so.
• Please **DO NOT** turn on your video (webcam) unless asked to do so. This can be very distracting to other delegates.

If you are attending the virtual meeting with others in a viewing party:
Each individual person will log into the LUMI platform on their own computer and only 1 person will use their computer speakers for the rest of the group. Everyone else should mute their computer. If a person in the group is called on to speak, the computer speakers of the group should be muted and the person called up should unmute their computer speakers.

Your Login
• For the LUMI Platform, use this link to access the virtual meeting: https://web.lumiagm.com/235450251
• Each delegate/alternate delegate will receive an email from governance@ena.org by Tuesday, September 1 with the following log in information:
  o Log in: ENA Member Number
  o Password: ENAGA2020

Getting Connected
The following are tips for getting connected to the virtual General Assembly:
❑ Check your internet connectivity
❑ Check your headset for speaker and microphone
❑ Log into the LUMI platform 30 minutes before the session starts
❑ Familiarize yourself with Zoom:
- Mute Button: bottom left-hand corner
- Start your video when called upon to speak: bottom left hand corner
- Raise your hand:
  - Click on the “Participants” from the bottom center menu, then click on “Raise Hand” from the Participants window.

**Speaking**
- When you are logged into the LUMI Platform, you will see a basic information screen.
- Once the Speaker opens the Speaking Queue, you can click the messaging icon in the upper right menu bar.
• Use the quick terms to enter your intent to speak in the chat box and hit the gold 'send' icon to send your message into the queue. You may type in the text of your intention to speak and then click on the arrow button to submit. Example:

- PRO = speak for a motion
- CON = speak against a motion
- AMEND = make an amendment
- CALL = move the previous speaker
- OBJECT = raise and objection
- POINT = point of order
- PERSONAL = point of personal privilege
- QUESTION = request information
- SECOND = second a motion
- REMOVE = be removed from speaking

• The Chair will announce the order in which delegates speak. When you are called upon, **Raise your hand in the Zoom Panel.** You must raise your hand so production staff can enable your speaking and video rights. The raise hand icon is available in the participants button.
- Once the production staff have enabled your microphone and camera, you may start your video (if you wish), unmute your microphone, and begin speaking.
- Once your turn to speak is over, the production team will mute your microphone and disable your camera.

**Voting**
• Once the voting has opened, the item you are voting on will be automatically displayed. To vote, simply select your response from the options shown on screen. A confirmation message will appear to show your vote has been received. To change your vote, simply select another choice while the vote is open.

**Best Practice Tips**
The following are tips to prepare for the best virtual General Assembly:
• If possible, connect to the Internet via an Ethernet cable. If using WiFi, ensure that you are close to your wireless router and that your connection is stable
• Headsets are helpful for hearing audio more clearly
• Voting delegates will be able to be seen on webcam while speaking, but do not need a webcam to participate in the Zoom meeting. To share your webcam video, ensure you have a webcam built into your computer, or connect a free-standing one.
• Please keep your audio muted in Zoom until called upon to speak
• Please keep your video turned off in Zoom until called upon to speak
• Want a preview? Watch our mini tutorial titled [here](#).
Delegate Orientation Session

- There will be a practice delegate orientation session before the virtual General Assembly. We encourage all delegates to participate in the practice sessions to test logging into the LUMI platform and to get comfortable using both panels. Ensure that the computer you use to access the delegate training session is the same computer you use to access the virtual General Assembly.
- The virtual platform will be open on Friday, September 4 from 8:00 am to 2:00 pm central time to test your log in. Please visit the above meeting URL to make sure you can log in and hear the audio clip. If you experience any issues, please contact governance@ena.org or 847-460-4095.

FAQs

- **My member number and unique password do not seem to be working to log into the LUMI platform?**
  Be sure you entered your member number and unique password; ENAGA2020 *(the password is case sensitive)*. Delegates with problems logging in may contact ENA staff via live chat, email governance@ena.org or call 847-460-4095 for assistance with obtaining your username and password.

- **I entered the wrong password 5 times and now I am locked out for 5 minutes. What do I do?**
  Delegates with problems logging in may contact ENA staff via live chat, email governance@ena.org or call 847-460-4095 for assistance with obtaining the correct unique password. You will be required to wait 5 minutes before attempting to login again.

- **Where can I get help if I lose internet connectivity?**
  Delegates with technical issues may contact ENA staff via live chat, email governance@ena.org or call 847-460-4095 for assistance. Please note that unless there is a widespread outage in one area, proceedings will continue.

- **Does the platform allow for voting members to group chat with each other and other voting members during the virtual General Assembly?**
  No, the Zoom chat feature will be deactivated. Voting members are responsible for determining a preferred method of communications outside of the provided LUMI platform and Zoom platform. Some options include use of free group chat platforms like Teams, group text or email chains, conference lines, or apps like GroupMe.

- **How do I vote?**
  When a motion is put before the meeting, the voting will automatically pop up within your LUMI platform. Simply click on your selection to cast your vote.

- **Which devices and browsers are supported?**
  Currently only computers running Windows and the latest version of Chrome are supported. There is ongoing testing and development for other browsers and devices however it would be best to ensure you have access to a computer or laptop in advance to attending the virtual General Assembly.