



**17<sup>TH</sup>** Western Hemisphere Regional Conference  
03-06 July 2025 · Mexico  
Nuestra Cabaña

# Platform and Voting Guide

June 2025

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# Platform Guide Introduction

This is a guide on how you can navigate the Cvent platform correctly to find sessions and useful documents. If you have any questions on how to use Cvent, you can contact us at [WH.ReCo@waggs.org](mailto:WH.ReCo@waggs.org).

To access the platform's "Attendee Hub", you will find your link in the Circular 7 email. Once you click the link, you will be asked to enter your first name, last name and the email address you registered with. You must use the email address you used to register your details, as the system will recognise your details based on your email. You will find more information and useful pictures in the Attendee Hub section.

Within the Attendee hub, you will be able to find an agenda with all of the sessions listed and a page with all of the Regional Conference documents. For Head Delegates, you will be able to cast your vote on Proposed Motions and the election of Regional Committee Members on Cvent. You can find more about how voting will work on [page 18](#).

Please note, Cvent is a browser-integrated web platform; therefore, you do not need to download any other software. You can access the Attendee Hub on any internet browser (Google Chrome, Firefox, Microsoft Edge, Ecosia etc.)

Cvent is integrated with Zoom, therefore all of the sessions you join will be hosted on Zoom. There is a Zoom guide to help/provide a refresher on where to find the key features in Zoom. You can find this guide on [page 11](#).

We recommend that you login into the attendee hub before the Orientation session on the 21 June.

We aim to create a safe space for all attendees during the Western Hemisphere Regional Conference. We kindly ask for your support us with this by being respectful towards other attendees, staff members, volunteers and during sessions. The Regional Conferences are a space where we can come together to share good practice, common challenges we face and identify opportunities to work together.



# Attendee hub

## How to access the Attendee Hub:

The steps for accessing the Attendee Hub are the same whether using a computer or mobile phone.

1. Click [this link](#) to go to the log-in page
2. To change the language, click the button that says “English (US)” or “Español (ES)”, shown on the image below by the black arrow.
3. On the log-in screen (see image below), you will need to enter your First Name, Last Name and the Email Address that you used when registering.
4. Click the blue button that says “Next” shown on the image below by the red arrow

17th Western Hemisphere Regional Conference

Log in

\* First name  
Example First name

\* Last name  
Example Last name

\* Email address  
Example Email address

Use the email you registered with

Next

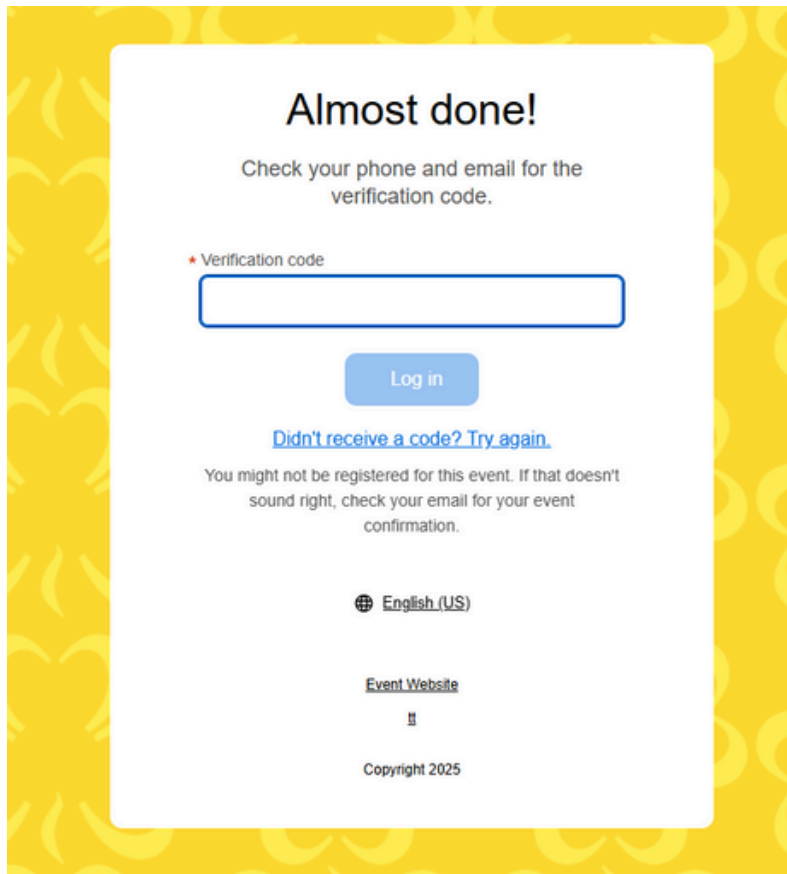
[Still haven't registered?](#)

English (US)

Event Website  
ii

Copyright 2025

4. After clicking the “Next” button, you will see the screen below asking for a verification code



5. A six digit verification code will be sent to your email address (and your mobile number, if you entered this during registration).

**Please be patient**, as the verification code can sometimes take a moment to come through. Make sure to check your junk folder in your email.

6. Your verification Email will look similar to the below image

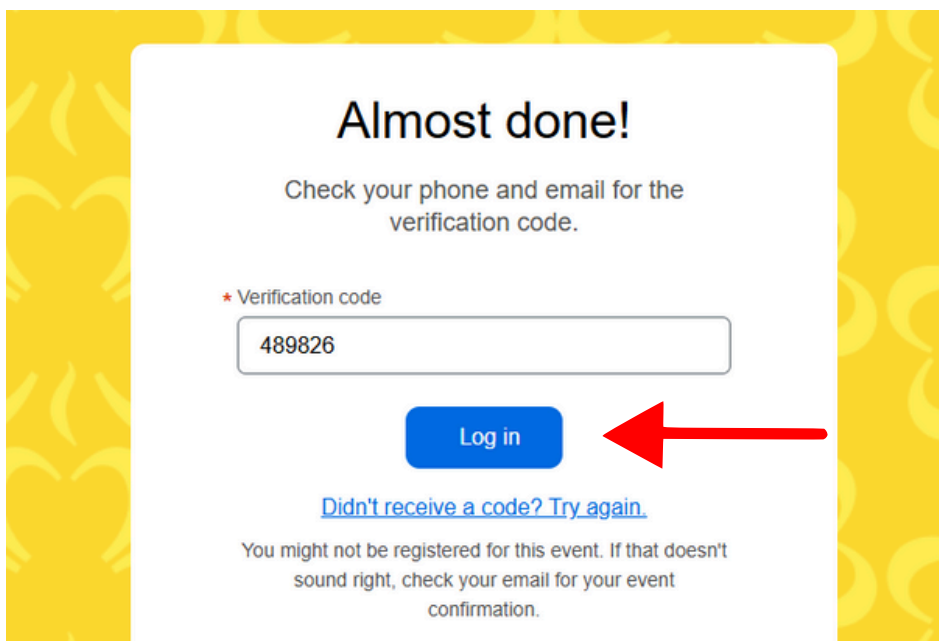


Simon Kershaw,  
Your login verification code is:

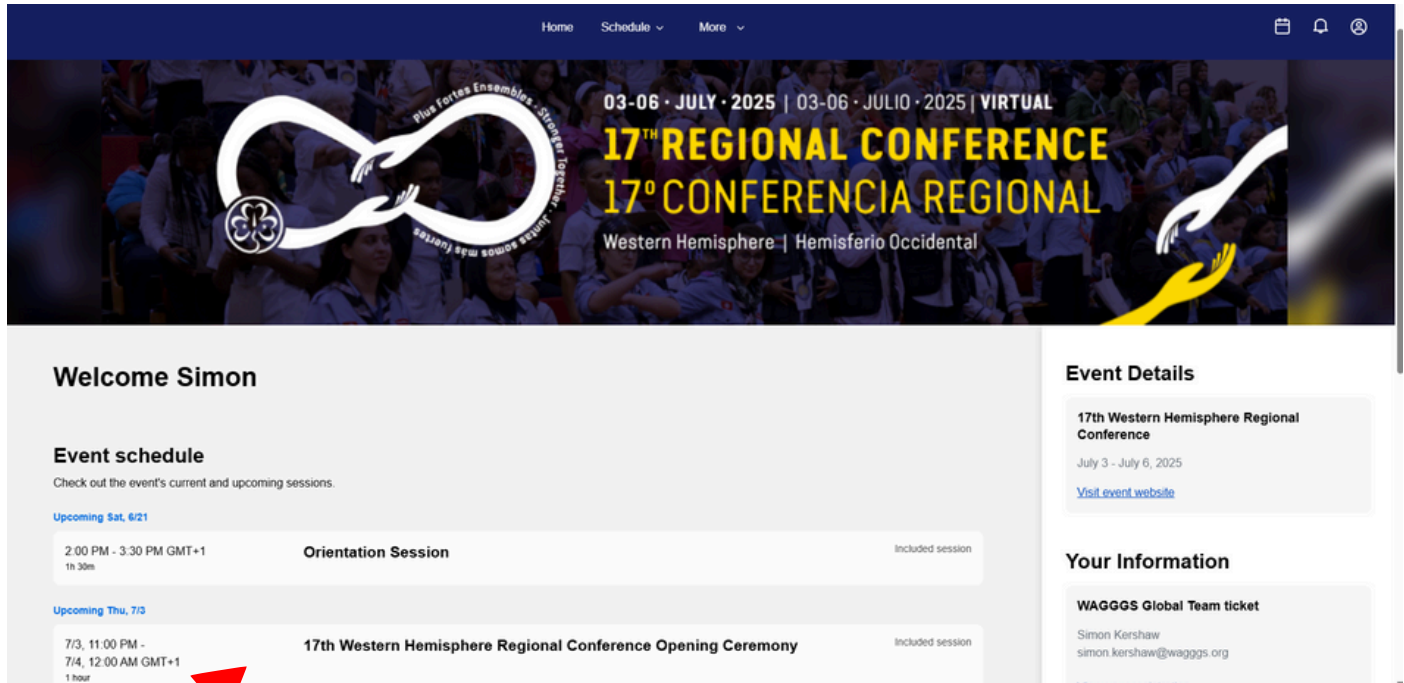
 **489826**

This code can only be used once and will expire after 24 hours. After it expires, or if you're logging in from a new device, you'll need a new code.

7. Enter the six digit verification you receive (example shown above) into the log-in page on Cvent and click the blue "Log in" button (see image below)



8. You will now be taken to the Attendee Hub homepage (see image below)

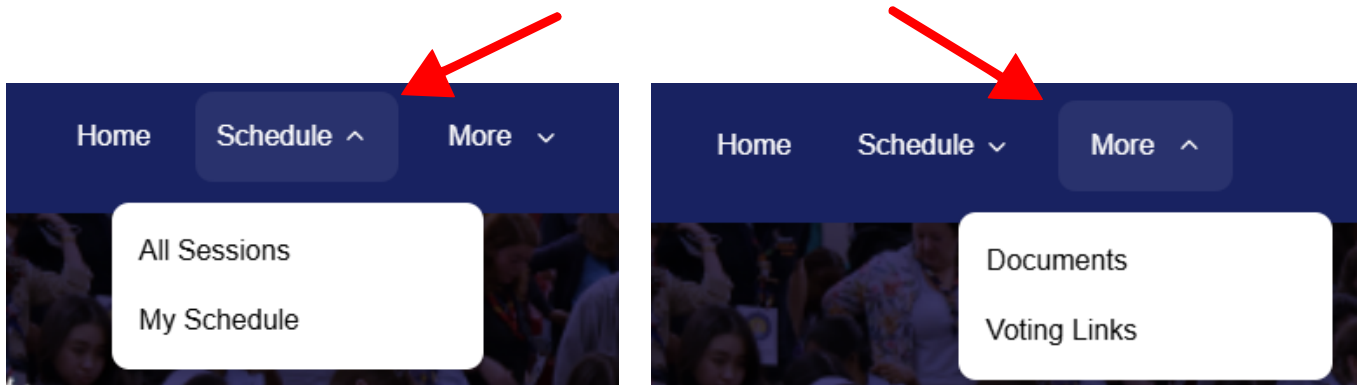


## Using the Attendee Hub on a Laptop / computer

1. To change the language on the Attendee Hub, you can scroll down to the bottom of the screen and select either English (US) or Español (ES) - see image below.

powered by **cvent** Copyright 2025 [Visit Event Website](#) | [tt](#) | [English \(US\)](#)

2. To navigate to other areas of the Attendee Hub, hover over the dropdown options in the toolbar at the top of the page.



## How to join the online sessions from the homepage:

A blue button with the words “Join session” will appear to the right of an upcoming session **five minutes before a session is due to start** (see image below)

### Thursday, June 12, 2025

6/12, 11:00 PM -  
6/13, 12:00 AM GMT+1  
1 hour

Example Session ● LIVE

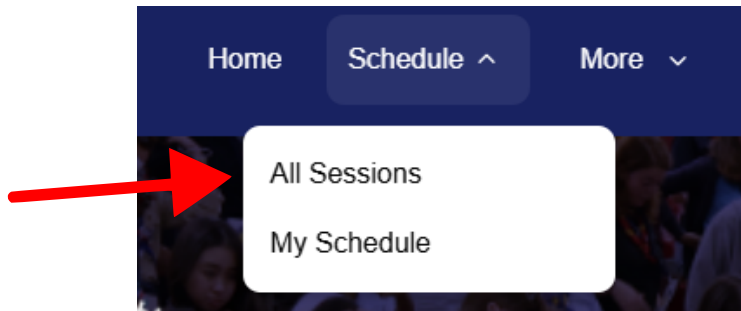


Join session

To join the virtual session, simply click this button and you will be taken directly to the zoom meeting, which will open in a different window.

## How to join the online sessions from the All Sessions page:

1. To navigate to the “All Sessions” page, hover over the word “schedule” on the top toolbar (see image below) and click “All Sessions”.



On this page you will see a full list of all sessions throughout the conference. **Up until five minutes before any session starts**, you will see a faint “Join Session” button (see image below)

### Saturday, June 21, 2025

2:00 PM - 3:30 PM GMT+1  
1h 30m

Orientation Session



Join session

This button will **turn blue five minutes before a session is due to start** and you can simply click this button to join the virtual meeting on Zoom, which will open in a different window.

## Friday, June 13, 2025

6:15 PM - 7:15 PM GMT+1  
1 hour

**Example Session** ● LIVE



Join session

## Using the Attendee Hub on a Mobile phone:



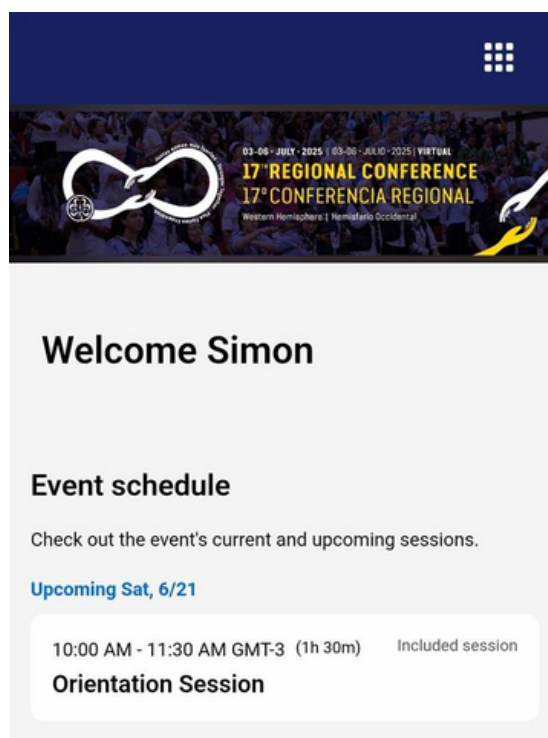
1. To change the language on the Attendee Hub, you can scroll down to the bottom of the screen and select either English (US) or Español (ES) - see image below.

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[Visit Event Website](#) | [tt](#) | [English \(US\)](#)



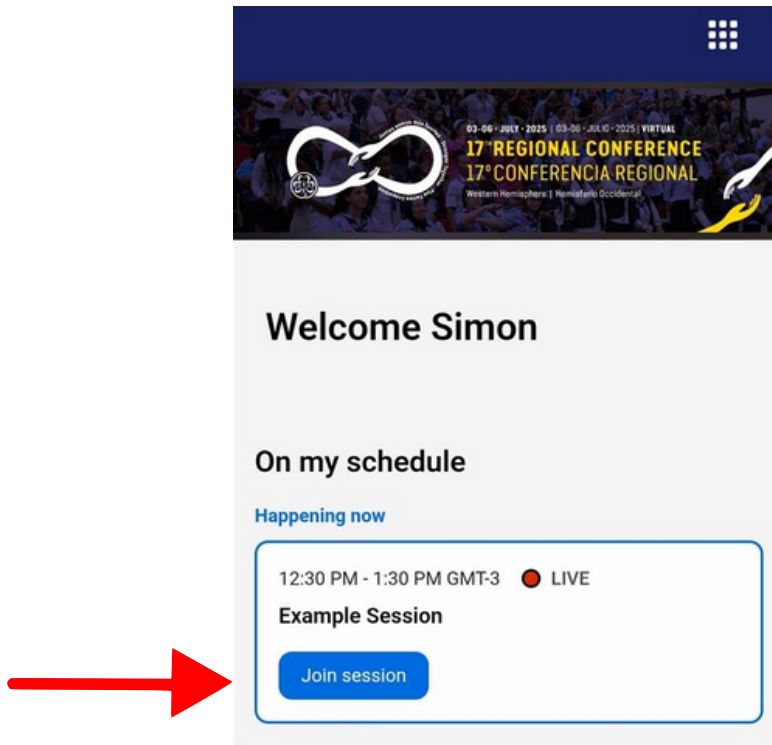
2. To navigate to other areas of the Attendee Hub on your mobile phone, click the nine dots icon in the top right-hand corner of your screen (see image below)



## How to join the online sessions from your mobile phone:

A blue button with the words “Join session” will appear beneath an upcoming session **five minutes before a session is due to start** (see image on the right)

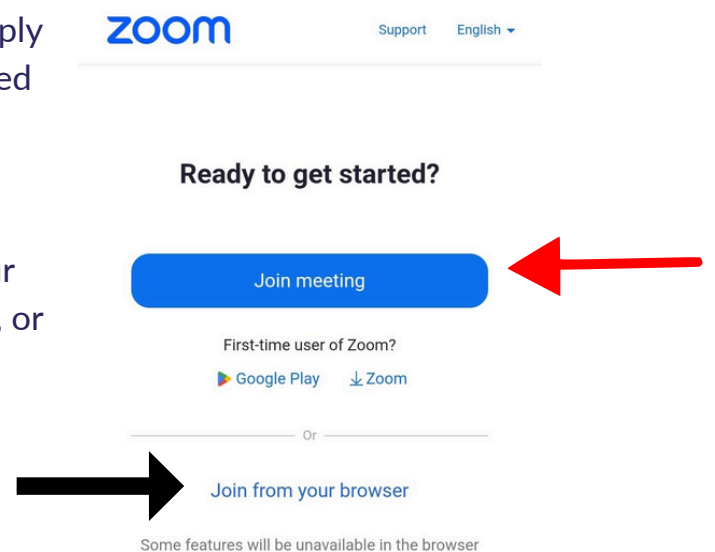
This is the same whether on the homepage or the “All sessions” page.



To join the virtual sessions, simply click this button and you will be taken directly to the zoom meeting, which will open in a different window.

If you have the Zoom app on your mobile, simply click “Join Meeting” button, indicated by the red arrow in the image on the right.

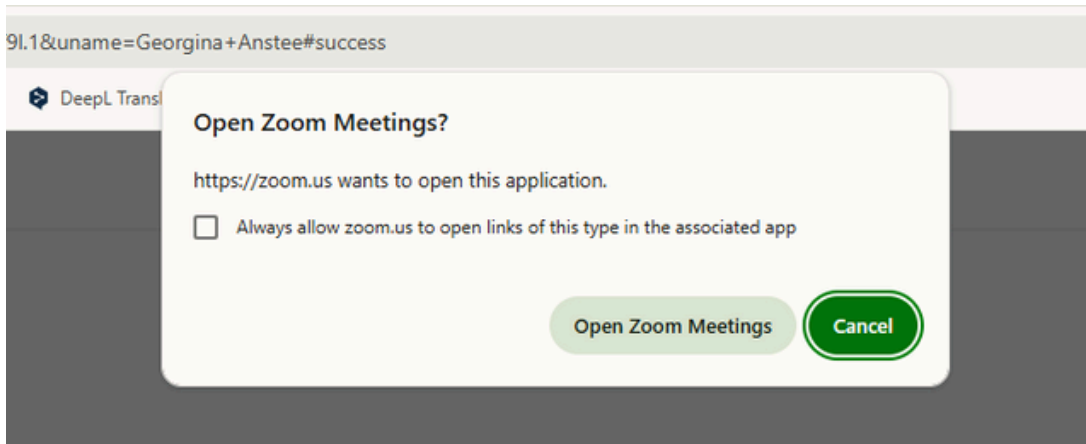
If you do not have the app installed on your mobile, you can either click the “Join from your browser” option, indicated by the black arrow, or choose to install zoom.



# Zoom

## Joining a Zoom session

Once you have clicked on the 'Join session' button you will automatically be redirected to Zoom. You will see the message below. Please click the 'Open Zoom Meeting' button

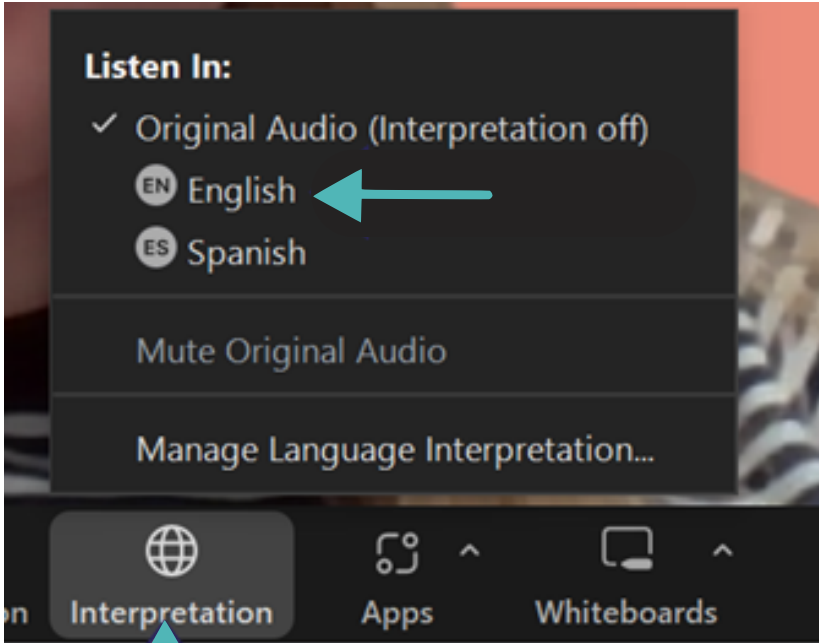


After you have clicked the 'Open Zoom Meeting' button you will enter the waiting room. The host will let attendees in at the start and during the session (in case anyone drops off the call). In the waiting room you can test your speaker.



## Interpretation

Once in the Zoom meeting, you will need to switch on interpretation by clicking the Globe icon and then selecting your preferred language, see image below;



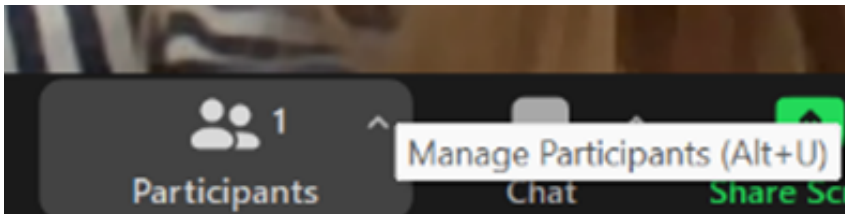
\*Please note, you do not have to change your language when the speaker is talking in your preferred language

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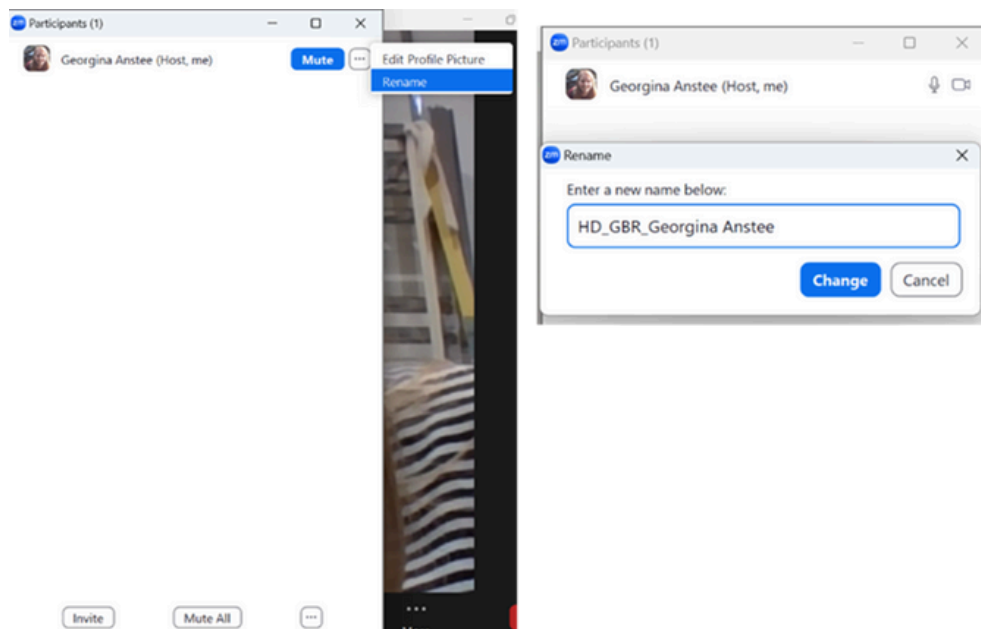
## Renaming yourself in Zoom

You will need to rename yourself in the meeting, to do this please follow these steps

1. click on the Participants icon at the bottom of the screen. It is displayed as two people



2. This will bring up a side panel. You can then find your name, which will be at the top of the list of all participants and will have '(me)' in brackets. You can then click the blue 'more' button and click rename. Please see images below;



We will ask you to rename yourself during the WH ReCo using the following format: Role\_3 letter country code\_name. This is important to help our Procedural Team and Tellers identify your role at the conference.

An example of this would be;

- Head Delegates: HD\_GBR\_Georgina Anstee
- Delegates: DEL\_GBR\_Georgina Anstee
- Observers: OBS\_GBR\_Georgina Anstee
- Guests: Guest\_Georgina Anstee

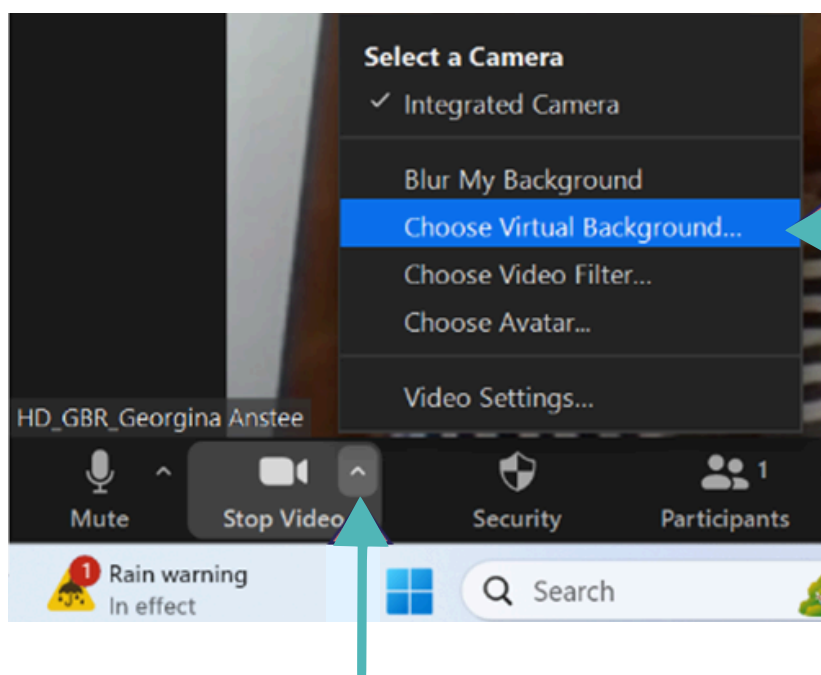
You can find your 3 letter country codes [here](#)

\*Please note, you are unable to change your name whilst you are in the waiting room.

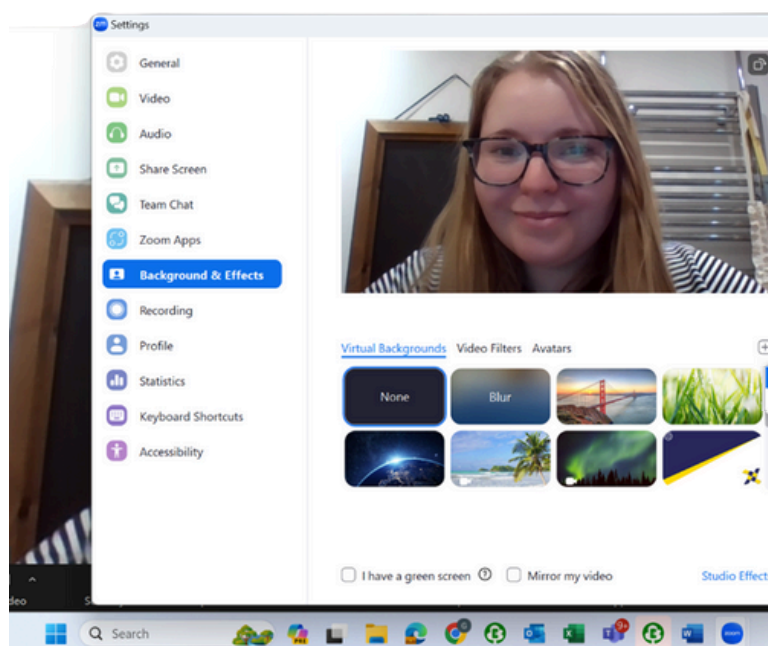
## Changing your Zoom background

Please follow these steps to add the Zoom background:

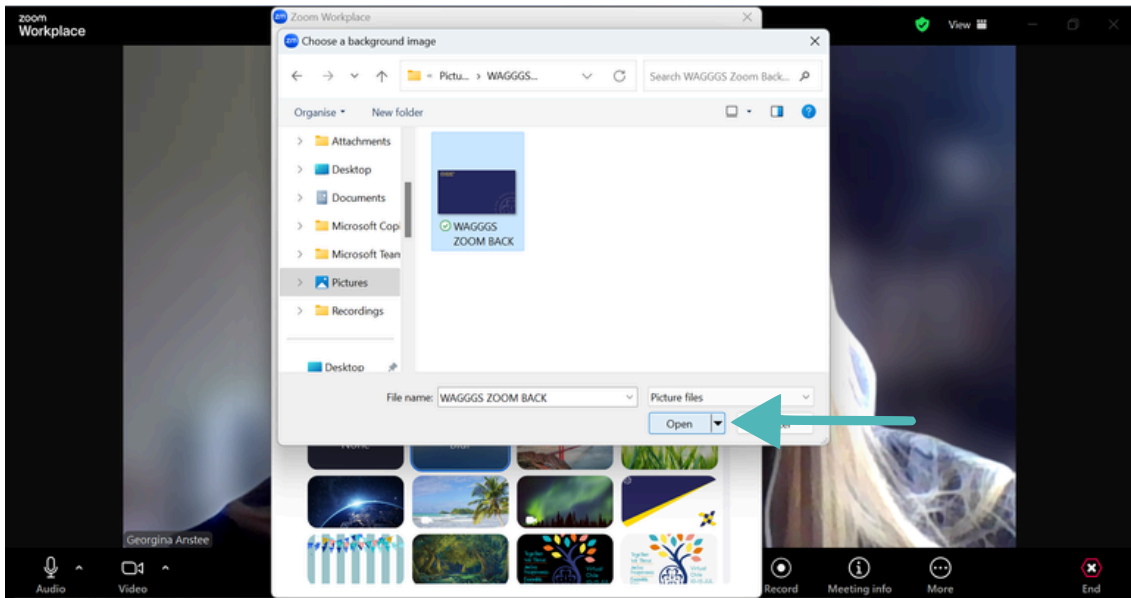
1. Download the Zoom background attached to this circular and save it in your files.
2. When you have joined the Zoom meeting, click on the arrow next to the camera icon at the bottom of the screen. When you have clicked on the arrow you will see a list of options. In this list you need to select 'Choose Virtual Background...'



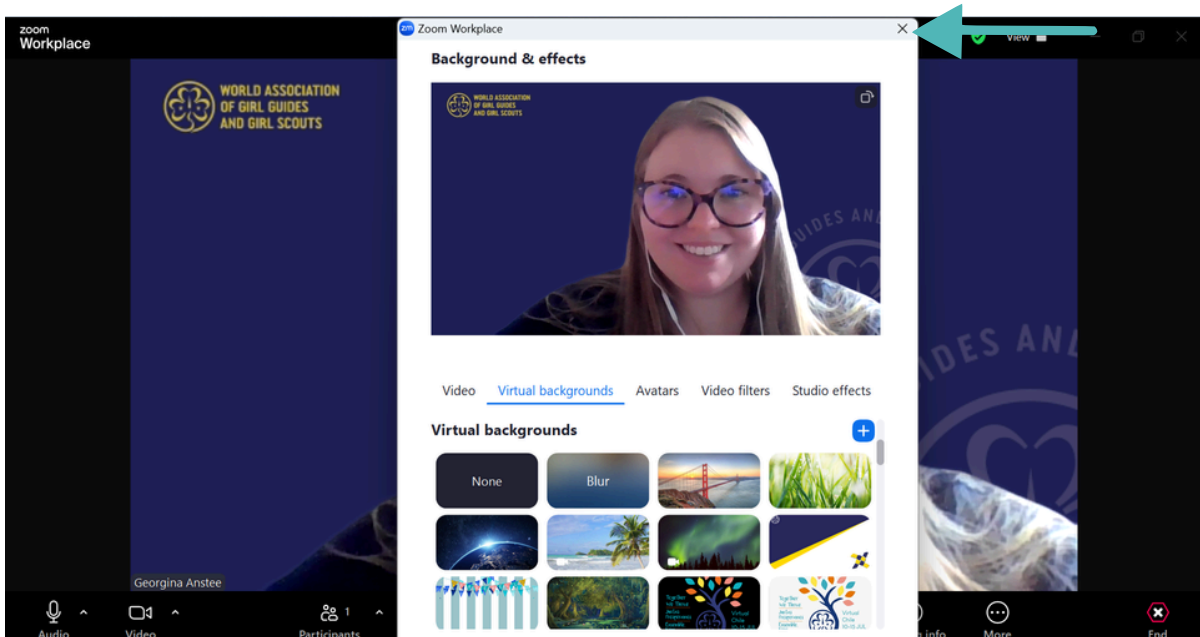
3. Once you have clicked on 'Choose Virtual Background...' A panel will pop up. In this panel you need to click the '+' button and 'Add Image', you can see this below;



4. Once you have clicked Add Image, you will be able to see your files. In your files you can then find the EGM Zoom background and either double-click on the image or press open to add the background;



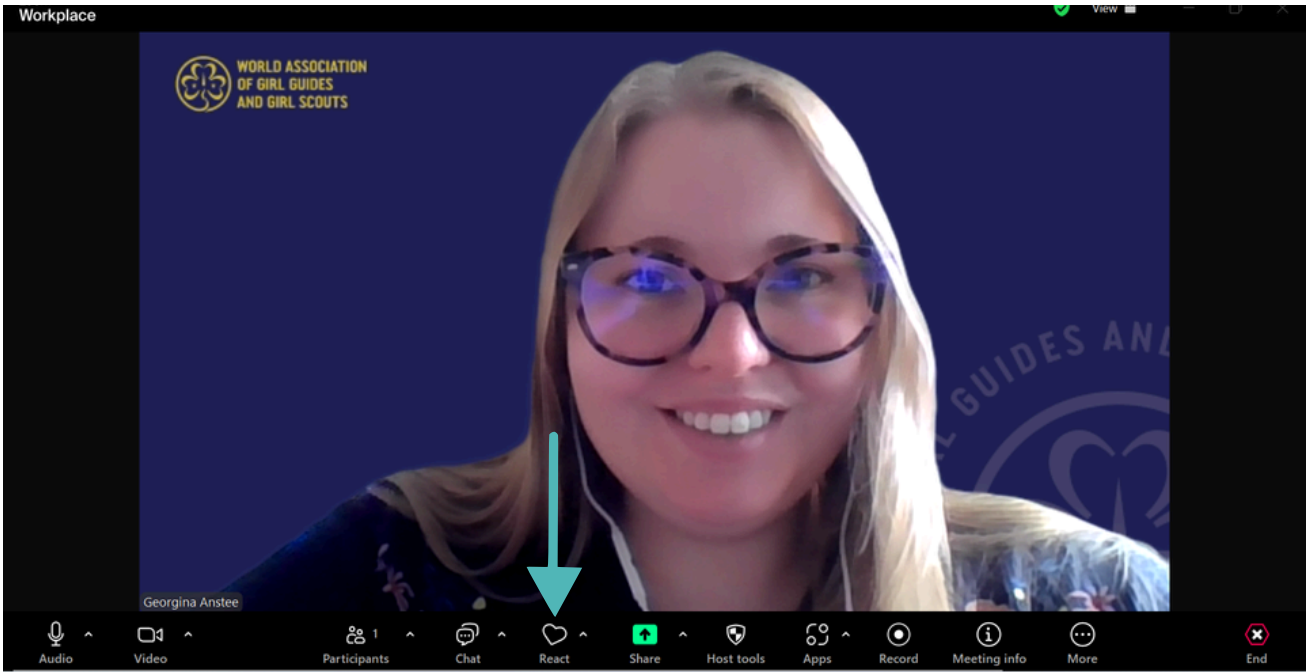
5. Once you have added the background you will see the preview of it in the panel. You can now exit the panel and the background will be applied;



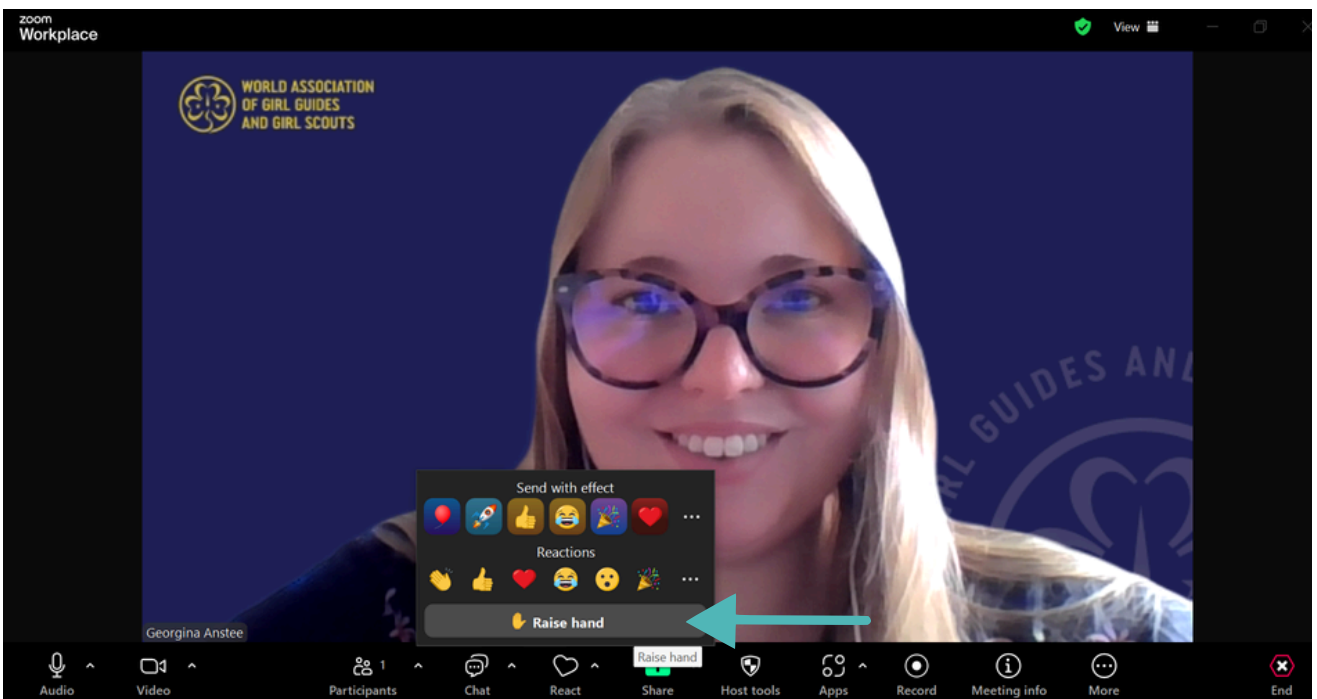
## Raising your hand on Zoom

To raise your hand on screen, please follow these instructions:

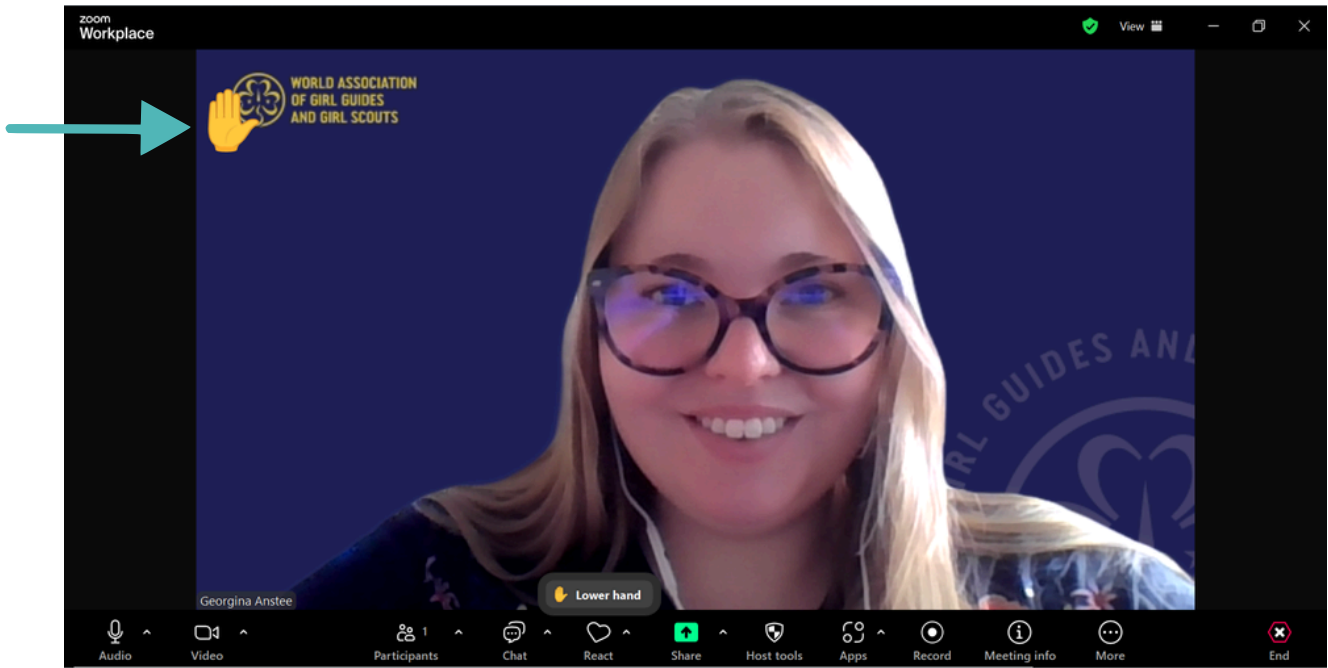
1. Click on the heart button called 'React'



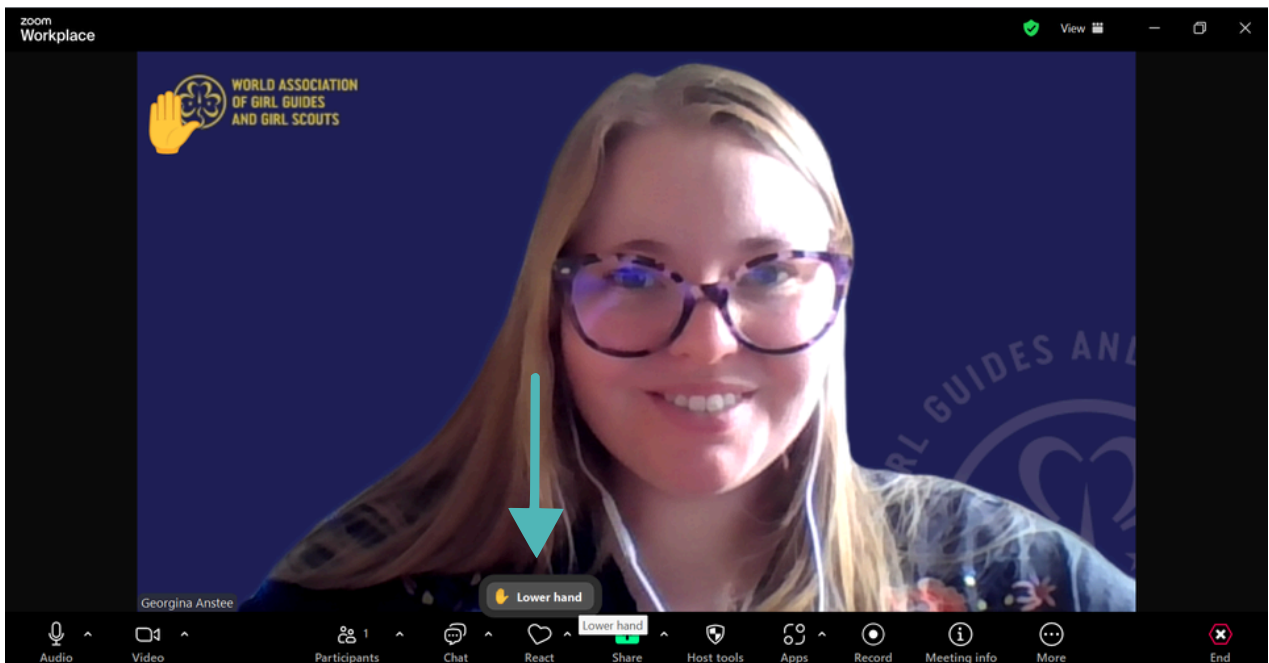
2. Once you click Reactions, you will see the display below where you can select raise hand



3. Once you have raised your hand, you will see your hand raised on the left hand of your screen



4. If you need to lower your hand, just click the 'Lower hand' button



# Voting Guidelines for Head Delegates

During the Regional Conference, we will be voting through the Cvent platform.

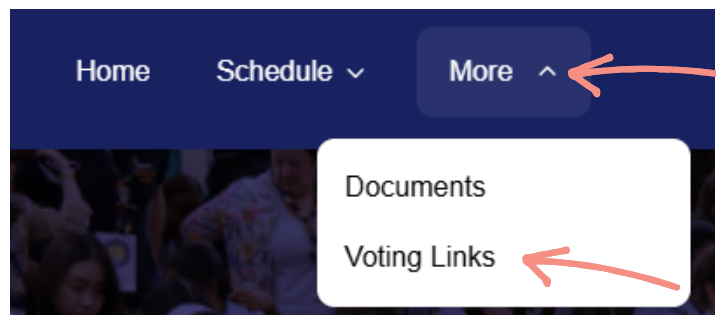
Head Delegates will be able to access the voting links via the Attendee Hub or via a QR code that will be shown on screen during the voting session.

Head Delegates are encouraged to log into their Attendee Hub before a voting session starts. This will ensure that you are ready when the time comes to cast your votes.

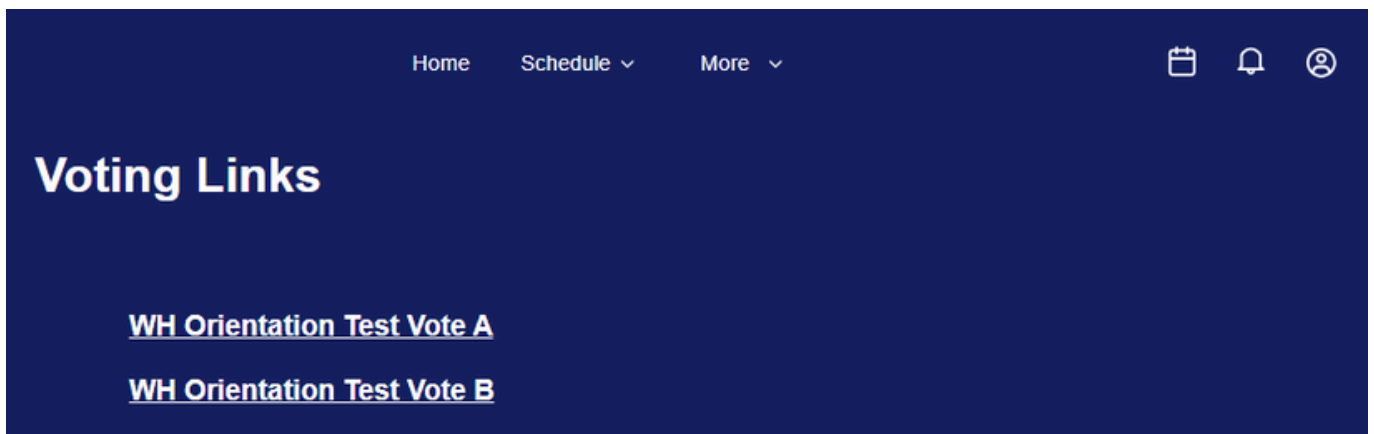
Follow the steps earlier in the guide on page \*\*\* for details of how to login to the Attendee Hub.

## Where to find the voting links

On the Attendee Hub click on the “More” button to access the dropdown list and then click on “Voting Links” as shown below.

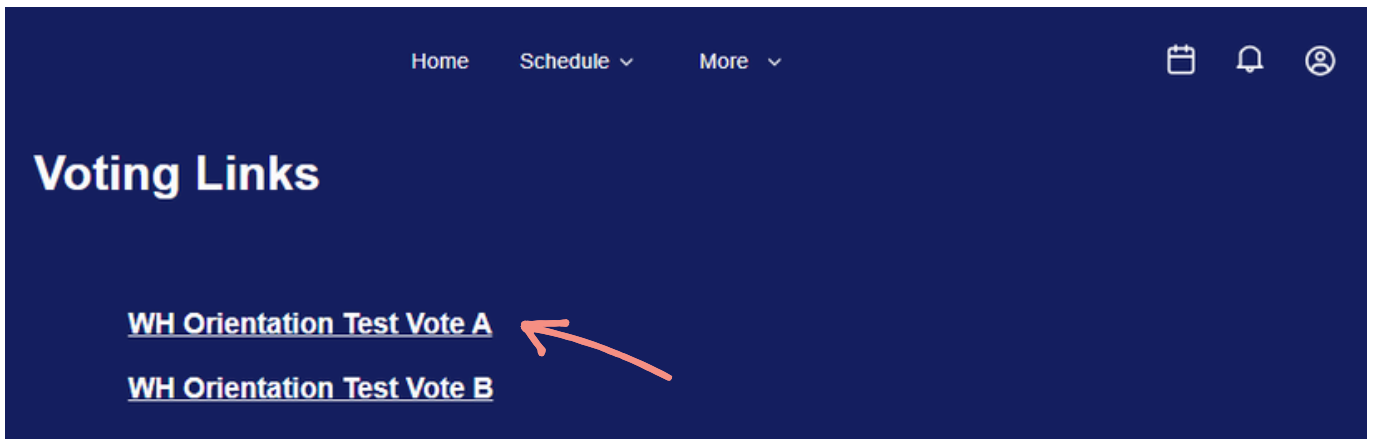


This will take you to the page with all the voting links which will look similar to the page shown below.



## How to submit your vote

At the appropriate time, when the Conference Chair or Procedural Team Coordinator announces that voting is open, click on the relevant link from the list. In the example below we will click on WH Orientation Test Vote A.




A new browser window will open and you will see the screen below asking you to enter your email address. This is so that the platform knows you are eligible to vote on this Proposed Motion.

A screenshot of a web form titled 'WH Orientation Test Vote A'. The form has a light gray header with the title. Below the header, the section is titled 'Personal Information' with the instruction 'Fill out your information below to continue.' There is a single input field labeled '\* Email Address' with a red asterisk. A red arrow points to the right side of the input field. Below the input field is a dark blue button with the text 'Next'. A red arrow points to the 'Next' button.

Enter your email address and click the 'Next' button. This **must** be the email address that you used to register for the Regional Conference (you will also need to use the same email you registered with to enter the Attendee Hub).

The voting page will then open as shown in the example below:



**Orientation Test Vote A**

**"Monday is the best day of the week"**

Please select For, Against or Abstain from the list below:

For

Against

Abstain

**Submit**

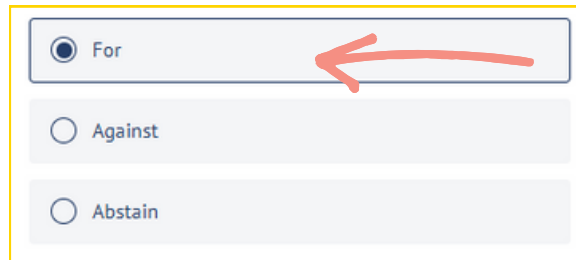
For each vote, with the exception of the election of the Regional Committee, there will be three options:

- 'For'
- 'Against'
- 'Abstain'

Please note that, as per our [Rules of Procedure](#), only votes For and Against will count. Abstentions do not count when determining the number of votes cast. "Abstain" means you do not want to express an opinion. As much as possible, we would like to encourage the Head Delegate to take part in all votes: if you do not wish to express an opinion, you can select "Abstain".

If you are in favour of the Proposed Motion or Proposed Amendment, please select the first option:

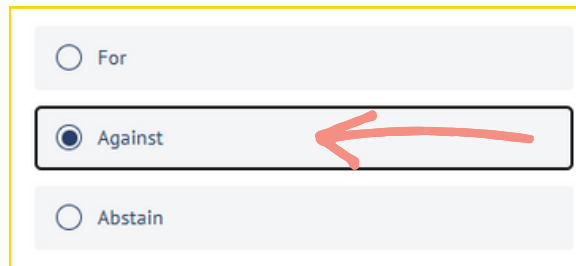
**'For'**



A screenshot of a voting interface with three radio button options: 'For', 'Against', and 'Abstain'. The 'For' option is selected, indicated by a filled circle and a red arrow pointing to it from the right.

If you wish to vote against the Proposed Motion or Proposed Amendment, please select the second option:

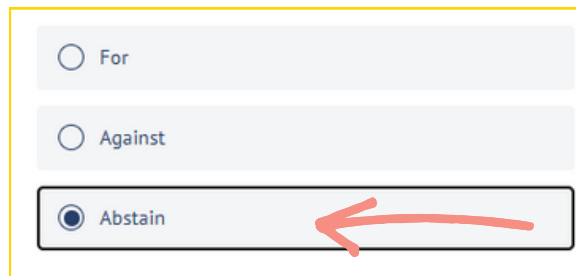
**'Against'**



A screenshot of a voting interface with three radio button options: 'For', 'Against', and 'Abstain'. The 'Against' option is selected, indicated by a filled circle and a red arrow pointing to it from the right.

If you do not wish to express an opinion on the Proposed Motion or Proposed Amendment, please select the third option:

**'Abstain'**

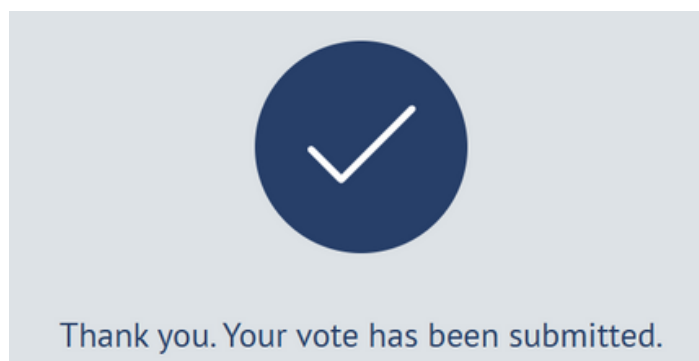


A screenshot of a voting interface with three radio button options: 'For', 'Against', and 'Abstain'. The 'Abstain' option is selected, indicated by a filled circle and a red arrow pointing to it from the right.

Select your preferred option and click "Submit Vote".



Once you have submitted your vote, a "thank you" message will appear as shown below. At this point, you can close the voting page.



## Election of the Regional Committee

For the election of the Regional Committee, the names of the candidates standing for election will be displayed in alphabetical order on the voting platform.

Head Delegates will be asked to select up to six candidates from the names listed.

You can select less than six candidates if you wish.

The platform will not allow you to submit your vote if you have selected more than six names.

Below you can see an example of a voting page where you can select more than one option:

### Orientation Test Vote B

Please select up to six (6) of your favourite pizza toppings from the options listed below.

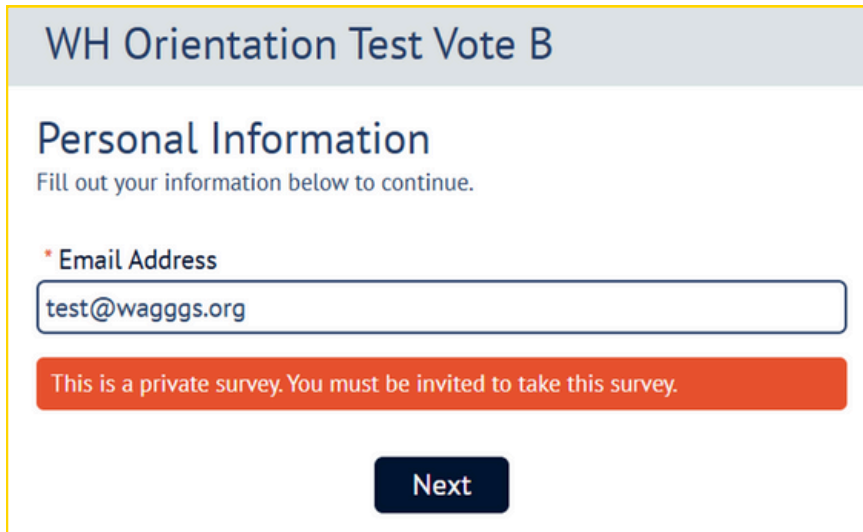
- Mushroom
- Red pepper
- Sweetcorn
- Pineapple
- Onion
- Olives
- Broccoli
- Tomatoes

[Submit Vote](#)

## If you receive an error message

There are a few reasons why you may receive an error message when trying to vote.

When entering your email address to access the voting page, you may receive an error message like the one below.



WH Orientation Test Vote B

Personal Information

Fill out your information below to continue.

\* Email Address

test@waggs.org

This is a private survey. You must be invited to take this survey.

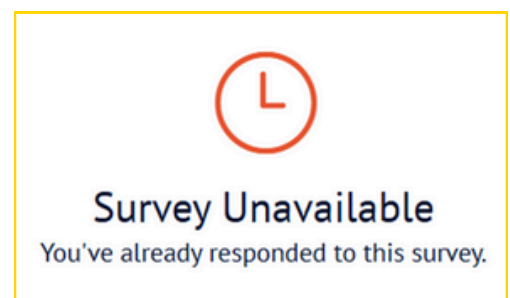
Next

This could mean:

- The email address you have entered does not match the email address that you registered with. Please check the spelling of the email address carefully to make sure you have entered this correctly. If you are not sure of the email address you registered with please contact the Procedural Team/Tech Support team.
- You are not registered as a Head Delegate for this Regional Conference. If anyone other than a registered Head Delegate tries to access the voting page, they will receive the error message above.


If you see the error message shown here, this means that you have already submitted a vote for this Proposed Motion.

Once you have submitted your vote you cannot change your vote or vote more than once on the same Proposed Motion.



If you have clicked on a voting link, entered your email address successfully and see the error message shown here, this means that voting on this particular Proposed Motion is closed.

Please wait until the Conference Chair or Procedural Team Coordinator has announced that “Voting is open” before clicking on the voting link.

  
**Survey Closed**  
Sorry, this survey is no longer accepting responses.

.....

If you see the error message below, this means that you have tried to select more than six options. Please check carefully before submitting your vote that you have only selected up to the maximum number of options allowed.

### Orientation Test Vote B

Please select up to six (6) of your favourite pizza toppings from the options listed below.

<input checked="" type="checkbox"/> Mushroom
<input checked="" type="checkbox"/> Red pepper
<input checked="" type="checkbox"/> Sweetcorn
<input checked="" type="checkbox"/> Pineapple
<input checked="" type="checkbox"/> Onion
<input checked="" type="checkbox"/> Olives
<input type="checkbox"/> Broccoli
<input checked="" type="checkbox"/> Tomatoes

Select between 1 and 6 choices.