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Welcome to the 55th National Council Session!

The 55th National Council Session is a historic moment for Girl Scouts. We are excited to provide this opportunity to meet virtually. This user guide will provide you with the tools needed to make your NCS experience great.

In addition to hosting the National Council Session, there are a number of events that will take place on Hopin, a virtual event platform. Voting will take place using a voting platform called DirectVoteLive, a feature of Survey & Ballot (SBS). Detailed instructions and training for accessing the platform, participating in debate and voting during NCS will be provided to you in this guide and prior to the meeting.

The following pages offer a guide to using both Hopin and DirectVoteLive during NCS, along with technical recommendations and tips for how to optimally participate in the event.

By receiving and reading this User Guide, you acknowledge that the event and voting will take place on virtual platforms accessible via the Internet. You understand that you are responsible for your own internet connection, hardware and software. Girl Scouts of the USA is not responsible for failure of connectivity or devices.
We are here to help!

We know that doing the Movement's business in a virtual space is both exciting and challenging, and the NCS Support Team will be with you to provide support and assistance every step of the way.

The NCS Technical Support Team, a cross-functional team of GSUSA staff, is committed to supporting you in every way possible over the next several months, leading up to NCS. As additional information becomes available this guide will be updated and posted to the Delegate website. We remain available to help with your technology needs beyond this NCS User Guide, and understand how important it is that you get questions answered! Please note that the 55th NCS will be accessible to all, incorporating both closed captioning and a sign language interpreter.

For technical challenges and questions, or support questions and further information about Hopin or voting, please email: NCSsupport@girlscouts.org

If you are a delegate, alternate or delegate liaison and have questions about your role at NCS, the proposals or access to the delegate website, please email: GSDelegates@girlscouts.org
Answers to technical questions you may have about NCS events:

**Internet Browsers**

1. Which internet browser is recommended for viewing the NCS events?

   GSUSA highly recommends installing Google Chrome, a fast, secure, and free web browser on a desktop computer, laptop computer, or tablet for viewing NCS events. [Click here to download and install Chrome](https://support.google.com/chrome/answer/95346). Though we are recommending Chrome, attendees may also use Firefox as an internet browser to view events.

2. Can I participate in NCS events on my mobile device?

   Yes you can, but we recommend using a desktop computer, laptop computer or tablet. NCS consists of long sessions and presentations, and a larger screen will contribute to an optimal viewing experience. If you plan to use a mobile phone, we recommend using a newer Android or Apple/iOS device.

**For optimal visual and audio experience during the virtual event:**

- Do not open additional browser tabs other than for Hopin and your email inbox.
- Close out of all other audio and video streaming platforms (such as Microsoft Teams, Skype, Spotify, etc.)
Here are some ways you can prepare for the event:

Download and familiarize yourself with Chrome or Firefox. Once downloaded, you should make sure to open two tabs: one for Hopin and one for your email inbox (you’ll open tabs to DirectVoteLive, the voting platform, via invites to your email.)

Get familiar with the platforms. You will need to access two platforms for NCS. The first, Hopin, is a virtual events platform offering a comprehensive set of digital tools supporting the spirited debates of NCS. The second, DirectVoteLive, is a separate application in which delegates vote on NCS agenda items. You will receive access to both platforms via the email address in your Eventbrite registration. If you are unsure which email address was used, contact your Delegate Liaison.

Review the materials you’ll need to make informed decisions during NCS. Download resources from the Delegate Website, and gather materials you’ll need ahead of time. Consider making an "NCS" folder on your computer as well as an "NCS" folder in your email platform to organize messages and invitations received from Hopin and DirectVoteLive, and have resources always at hand. You may want to display those resources on a separate device, second screen (do not connect that device to the event to reduce audio feedback) or dual monitor if you have one. You may also want to print out, or have with you, hard copies of important documents. Resources will be available in Hopin online during the event or meeting.
Here are some ways you can prepare for the event:

We recommend using headphones or ear buds when participating in Hopin. This will help to eliminate echo and reduce audio feedback. Making sure you’re only using one device to access the event per room will, as well.

Select the best, most comfortable space for you to be an active participant during NCS. Four hours at a computer screen is quite a while. Consider your food and beverage needs; ergonomic needs for hands, feet, necks, and back; and position yourself near natural light for an energy boost!

Achieve On-Camera Excellence. During events you will have an opportunity to use your microphone and/or the camera on your computer or mobile device. Here are tips to consider so you can be seen and heard well:

• Know your lighting. Do your best to avoid overhead lighting, and make use of lamps and natural light (but test your lighting setup to ensure you avoid glare.) Look for shadows; If shadows on the wall are sharp, you might need to dampen the light a bit. (continued on next page)
Here are some ways you can prepare for the event:

(Presenter Tips, continued from previous page)

- **Know your pets.** If you have a cat or dog, pay attention to where your pal curls up, because that might be the prettiest, warmest light in your living space. Try to present from there.

- **Know your position.** Position your device’s camera so that it isn’t pointing up at your neck or nose. Angle the device so that it’s straight on your face.

- **Know your background.** If your background is busy, over-patterned, a pass-through (like a kitchen) or distracting in any way, consider moving your position to align with a better background.
Here’s how you will get access to Hopin:

• Your Delegate Liaison will register you for NCS events via Eventbrite, after which you will receive (or may have already received) a confirmation email from Eventbrite.

• Your first and last name, email address, council or Girl Scouts affiliation and role will be entered into Hopin.

• An invitation email will be sent from Hopin to the email address entered by your Delegate Liaison. There will be a link in that invitation email which will take you directly to an event reception page on the Hopin platform. You will only receive one email for each event (one for the first event you access, and one for every event to follow.)

• If your council decides to bring your delegation together, that’s great! Just know that every delegate in the space must still access Hopin via the invitation link sent to be included in quorum and to have access to the debate queue.
Registration and Access to Hopin

- Check your inbox for a welcome email containing a link to Hopin.

1 Tapping the link/button in the welcome email will take you to the Reception page for the event on Hopin. If you do not see the welcome email in your Inbox, please check your Junk or Spam email. Once you arrive on the event Reception page, you will be able to add a photo to your profile by tapping the top right corner of the page. Your name and headline will already have been assigned by Girl Scouts of the USA, chosen to clearly identify you during NCS when queuing and debating—changing your name or headline may invalidate your ability to vote. Please contact your Delegate Liaison if you need to edit your name or headline.

If you click the link before the event has begun, you will be brought to an event waiting page in Hopin. While waiting, you will still be able to add a photo. Once the event is live, you will then be able to enter.
Once you enter the event, you’ll be on the event Reception page.

1. Notices appear here to direct you to presentations on the Stage when live!
2. View the Schedule to see the Agenda for the meeting and the other events of the day.
3. Use the icon bar on the left side to visit other areas of the event.
4. The top right side of the header gives you access to add a photo to the profile previously populated by your Delegate Liaison.
5. This field on the Reception page is the NCS Support space, where members of the NCS Support Team are available and ready to assist you! Please know that all support requests on the Reception page are visible to all and moderated. Inappropriate use of the NCS Support space will result in rejection from the meeting.
• After entering the event, feel free to add a photo to your Profile

1. Once inside the Profile, feel free to upload an image. Your name and headline will already have been assigned by Girl Scouts of the USA, chosen to clearly identify you during NCS when queuing and debating—changing your name or headline may invalidate your ability to vote. Please contact your Delegate Liaison if you need to edit your name or headline. You also have the option to add additional links, though sharing will be unavailable during NCS events.

2. Once finished, tap “SAVE” to save your photo. You can also tap the close button on the top right side to close the profile without saving. You can come back and add your photo at any time during the event.

3. If you need help at any time, tap the blue circle to chat with a Hopin support specialist.
If a stage presentation is live, visit “Stage” via the icon bar!

1. Tap “Stage” in the left-side icon bar to view presentations when the stage is live. Here you can watch live presentations by speakers, or streaming video presentations. During the debate, if you are going to speak, you must enter a Session room (tap “Sessions” in the icon bar to exit the Stage and enter the Sessions space.) Participants will only get access from a moderator to share audio and video when inside a Session room.

2. If the Stage presentation is not yet live, you will see a wait screen.

3. This field page is the NCS Support space, where members of the NCS Support Team are available and ready to assist you! You can toggle between Stage and Reception in order to target your question to staff handling those spaces. Please know that support requests are visible to all and moderated. Inappropriate use of the NCS Support space will result in rejection from the meeting.
• If a stage presentation is live, visit “Stage” via the icon bar!

1. Once the event is live, presentations, video or speakers will appear in the center panel. Feel free to adjust your volume or rewind backwards using the video timeline at the bottom of the stream.

2. Tapping “LIVE” will bring you back to the current moment in the presentation. You can also tap to bring the presentation out into its own window, or tap to have it fill your screen (with the option to return to the default view once expanded).
The "Sessions" feature will provide delegates with the ability to debate.

• Delegates will be notified in Hopin (either during a Stage presentation, or by a member of the event staff via the Question Log) when a debate is opened. They will be directed to move to a "session" room to queue and speak for or against a specific topic. Participants will be able to see and hear events happening on Stage while waiting in a Session room.

• “Virtual” microphones for debate will be set up using the Sessions feature.

• For debates, one session will be dedicated as the “For” queue; one as the “Against” queue. You can only wait in one queue at a time. If you need to switch, please be aware that you will lose your place in your current queue.

• An interrupting "session" or queue will also be available and can be used only for a Point of Order or an Appeal. A delegate who wishes to make one of these motions shall join a virtual “Interrupting” queue in that specific “session” room to speak as an interrupter, and shall thereafter wait for the chair’s instructions before attempting to interrupt the speaker.

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The "Sessions" feature will provide delegates with the ability to debate. (continued from previous page)

• When you join a session, you must "request to share audio and video" straight away by tapping the button to Share Audio and Video. Only when this is pressed are you registered in the queue. Then once it is your turn to speak, the moderator will turn on your camera and microphone; your video stream will then be simulcast from the Session Room to the Stage, and you will speak for, against or as a point of order for the motion on the floor.

• Once you finish speaking, please wait to be removed. Do not press “Leave.” The moderator will turn off your camera and microphone. Then you may exit the session and return to the Stage.

We will be using Sessions in a number of ways for NCS and related events:
• Meet and Greet Space after Keynote Presentation
• Movement-wide Sing Along
• Virtual Queuing for Debate during NCS
• Tap “Sessions” to attend and participate in debates or sessions.

1 Tap “Sessions” in the left-side icon bar to enter any breakout or side sessions happening during the event, including debates. Here you can queue for, participate in or listen to debates. **NOTE:** During sessions, you will be able to share your video or mic in order to participate after it is turned on by the moderator.

2 Tap a session card to enter that session and participate
• Tap “Sessions” to attend and participate in debates or sessions.

1. When you join a session, you must "request to share audio and video" straight away by tapping the button to Share Audio and Video. Only when this is pressed are you registered in the queue. Then once it is your turn to speak, the moderator will turn on your camera and microphone.

2. When you are called on by the moderator to speak, double check that Hopin is using the right mic and camera, that the video is okay, and tap the button to start sharing.

3. Once the mic and camera are on, you can turn them off (if you need help, enter a question in the NCS Support space!), or tap to change your camera/mic settings. Once you are called on by the moderator, you will have two minutes to speak and then your camera and mic will be turned off by the moderator. Once you finish, please wait to be removed. Do not press “Leave.” The moderator will turn off your camera and mic.
We will be using a second platform, DirectVoteLive, to vote during NCS and related events:

• The general registration information provided by your Delegate Liaison will be used to verify your credentials for the voting platform. DirectVoteLive will generate your invitation email. If you do not receive an invitation, or are having trouble accessing DirectVoteLive, please contact your Delegate Liaison to ensure your email is correct.

• For every practice event and each of the four meetings of the National Council Session, you will receive a newly generated access / invitation email from DirectVoteLive. This feature helps us to protect voter integrity.

• The invitation email from DirectVoteLive will contain a link that takes you directly to a landing page in DirectVoteLive for a specific event. That landing page will provide access to a room labeled as a “Meeting” in DirectVoteLive—this Meeting Room will contain a specific motion or set of motions on which you will vote.

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We will be using a second platform, DirectVoteLive, to vote during NCS and related events:

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• If your delegation decides to come together to participate in NCS, that’s great! Just know that every delegate in the space must access the voting platform through an individually created link, emailed to you from DirectVoteLive, if you wish to participate in voting.

• To maximize accessibility, DirectVoteLive does not require a high speed internet connection for voting, and is usable via a standard mobile device data plan in case of an emergency or if your WiFi goes out.
• Delegates will vote on motions using DirectVoteLive, a dedicated voting platform.

1. You will receive an email invite directly from DirectVoteLive. If you do not see the welcome email in your Inbox, please check your Junk or Spam email. You can access the voting platform by following instructions in the email—clicking a customized button will take you directly to a landing page in DirectVoteLive that provides access to a Meeting Room containing a motion or a set of motions.

2. You may arrive at the landing page to find that it is closed/the button is not available and active. This means that the Meeting Room has not yet been opened by the NCS event staff. Once voting begins and the Meeting Room in DirectVoteLive is opened, the button will appear. Click “Continue to Meeting” on the landing page in DirectVoteLive. This will take you directly into your Meeting Room where you can then vote on a proposed motion or set of motions.
• Inside the Voting Booth, delegates will be presented with motions.

1. Once inside a specific Meeting Room, you will see one or more motions on which to vote. Click the “Vote” button for each motion. This will allow you will to select and cast your vote. Each motion requires its own separate vote, so be sure to enter each one to cast your vote.

2. You can click the “back” button in your browser or click “Leave Meeting” at any time to return to the DirectVoteLive landing page.
Once inside a motion, delegates can cast their vote.

1. Once inside a motion, make your selection and click “Submit” to enter your vote. At this point your vote will be submitted and you can no longer change your vote—so please double check your selection before you submit your vote!

2. You can click “Leave Meeting” or the “back” button in your browser to return to the Meeting Room.
We Look Forward to Connecting with you at the 55th National Council Session!

If you need help at anytime:

For technical challenges and questions, or support questions and further information about Hopin or voting, please email: NCSsupport@girlscouts.org

If you are a delegate, alternate or delegate liaison and have questions about your role at NCS, the proposals or access to the delegate website, please email: GSDelegates@girlscouts.org