



International
Co-operative
Alliance

A large, stylized world map composed of numerous small white dots, centered on the page. The map shows the outlines of the continents in a light, dotted style.

Participation Guide General Assembly

3 September 2020
Virtual

Participation Guide

- Updated 20 August 2020

The ICA will use [Zoom](#) for the virtual General Assembly 2020. In order to have a successful General Assembly, members are highly encouraged to join one of the test runs.

Participants will receive separate emails providing access to the Assembly, online voting system and the test run. These emails will be sent about 24 hours before each meeting.



These invitations will be sent to the email address of each representative and YOU WILL NOT BE ABLE TO CONNECT WITH ANOTHER EMAIL ADDRESS. Each representative must provide the ICA with a different email address on the vote form. [Click here](#) to download the vote form.




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Prepare for the meeting

Before you join the meeting, please prepare. In order to have a successful General Assembly, it is highly recommended that you participate in one of the test runs. If this is not possible, please join the General Assembly one hour before it starts in order to test that your technology is working correctly.

PREPARE FOR THE MEETING	
	Download zoom desktop client. Please install the newest version here: https://zoom.us/download
	Make sure that you have a good internet connection . Sometimes it is sufficient to install your computer closer to where the modem is in your home.




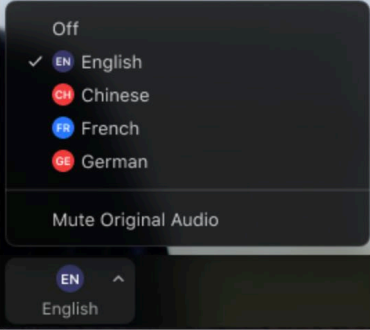
	<p>Use a headset such as one of the models to the left.</p> <p>If possible, avoid using the microphone built into your computer because the sound is not always good enough for the interpreters. Speaking in the computer’s microphone contributes to increasing the cognitive load and fatigue for the participants and the interpreters. Speaking in a separate microphone with headsets makes a difference for the interpreters who have to listen and speak at the same time. It will also make it easier for the other participants to hear you well.</p>
	<p>Test your webcam, microphone (headset) and internet connection before the online meeting.</p> <p>We suggest you test them by with your colleague before the meeting. Nothing is worse than trying to share something critical, and not being able to communicate clearly because your audio clarity and volume are poor. Make sure your camera is eye level and on the computer that you plan to use for the online meeting.</p> <p>If your computer system does not recognize your headset, please make sure that your headset is properly installed on your computer. Go to “sound” in your control panel if it isn’t.</p> <p>If your audio settings do not work, sometimes logging out and restarting zoom, then joining the meeting again solves the problem.</p>
	<p>An email will be sent to each voting representative to access the online conferencing system. If you do not receive the email providing the access information 24 hours before the test run or Assembly, please check your junk folder. If you still do not receive it, email GA2020@ica.coop.</p>

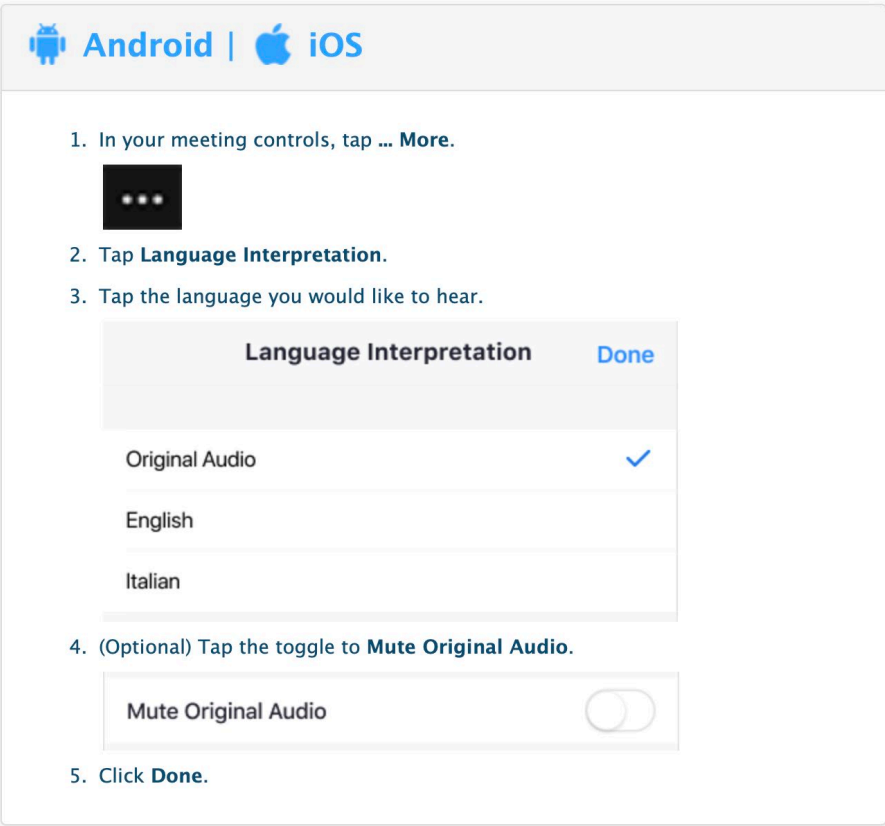
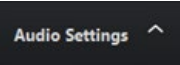
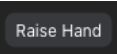
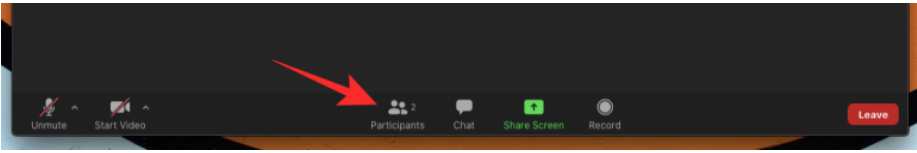
Join the Meeting

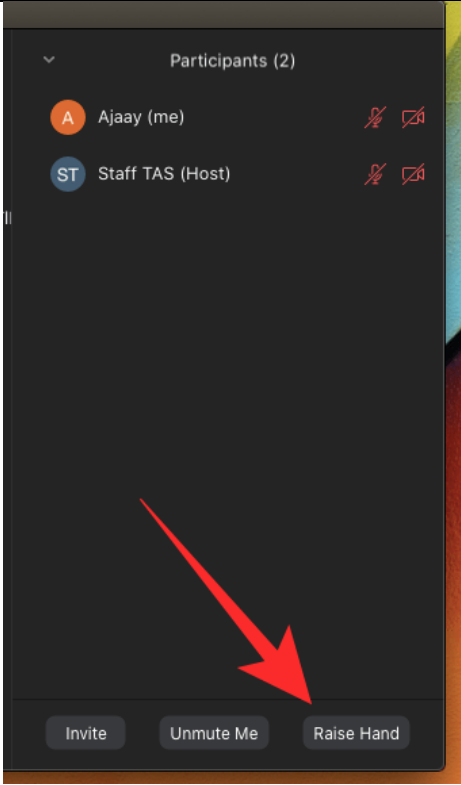
	<p>The link to join the meeting will be sent to the email address specified in the vote form. You will not be able to connect with a different email.</p>
	<p>Login 30 minutes before the beginning of the meeting to make sure that everyone is ready to start on time.</p> <p>If you did not participate in a test run, login 1 hour before the meeting.</p>
<p>Please wait, the meeting host will let you in soon.</p>	<p>When you click the link to join the meeting, you will be placed in a waiting room so that we can identify and approve each attendee before they enter the meeting. This may take some time if all attendees join at once.</p>
	<p>If you are unable to access the online conferencing system, email GA2020@ica.coop and we will try to help you through the process.</p>

Please do not turn your video or microphone on during the Assembly unless the ICA President gives you permission to speak.

Participate in the Meeting

DURING THE MEETING	
	<p>Turn off your mobile phone or set it to silent.</p>
	<p>As soon as you log in, before the meeting starts, select the language according to the language through which you want to follow the meeting (English, Spanish or French). Below are instructions. Note that the process is slightly different for those connecting from a tablet.</p> <p>Listening to language interpretation</p> <p>Windows macOS</p> <ol style="list-style-type: none"> In your meeting/webinar controls, click Interpretation.  Click the language that you would like to hear.  (Optional) To only hear the interpreted language, click Mute Original Audio.

	 <p>Note: there is no such thing as a « floor channel » on Zoom. Everyone gets a language assigned. This means that participants should stick to one single language. Bilingual participants should only speak one language and not swap, otherwise it will create problems with the interpretation. If you wish to speak another language, change your language before speaking another language.</p>
	<p>As soon as you login, ensure that the correct devices are connected in “audio settings” at the bottom of the screen.</p>
	<p>If you wish to speak, click the “raise hand” button. ICA staff will then inform the President that you wish to speak. DO NOT click on “unmute” until the President calls on you to speak.</p> <p>The raise hand button will also be used for voting by show of hand.</p> <p>To find the “raise hand” button, click the ‘Participants’ button from the meeting controls at the bottom of the screen. This brings up several options to choose from to provide nonverbal feedback.</p>  <p>Select the ‘Raise Hand’ option inside the Participants panel from the right-hand side of the screen.</p>

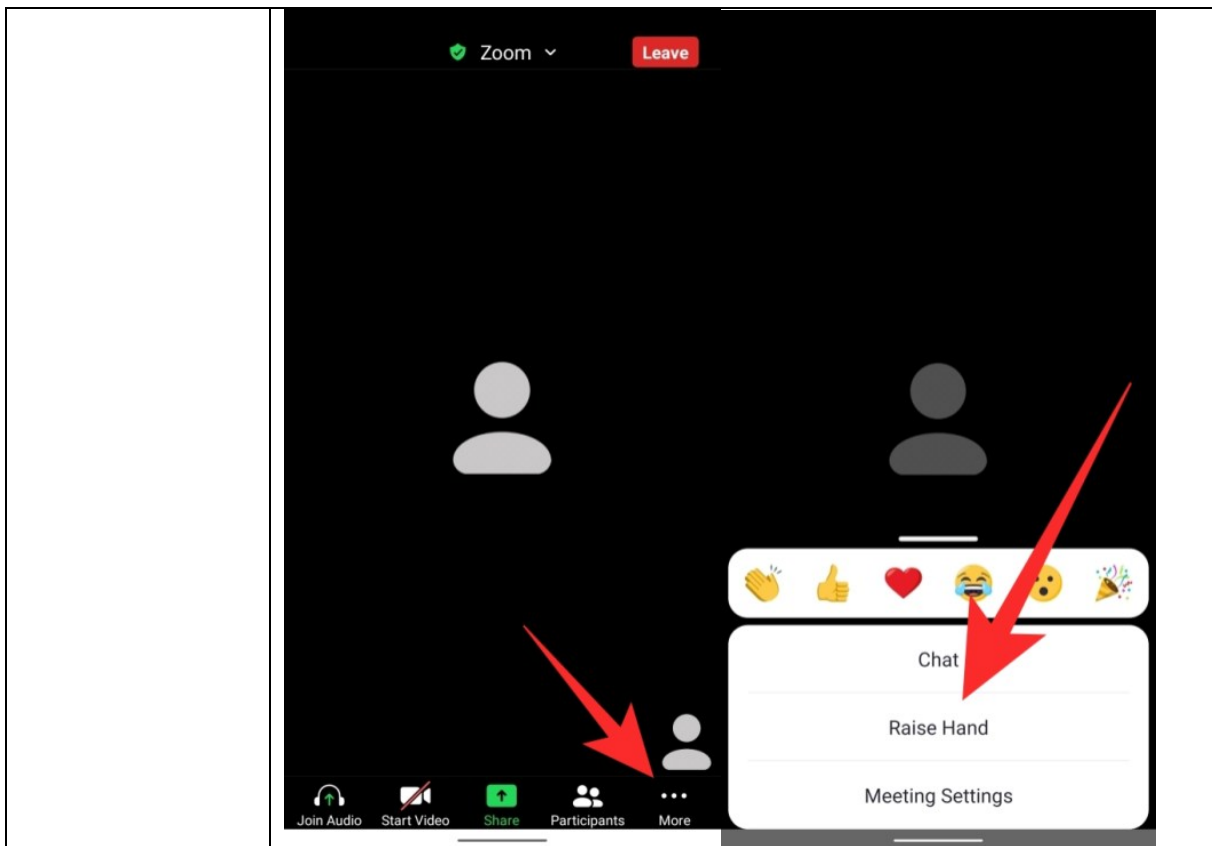


The screenshot shows a Zoom meeting interface. At the top, it says "Participants (2)". Below this, there are two participants listed: "Ajaay (me)" and "Staff TAS (Host)". Each participant has a small icon to their right, likely for muting or raising a hand. At the bottom of the screen, there are three buttons: "Invite", "Unmute Me", and "Raise Hand". A red arrow points to the "Raise Hand" button.

There's a keyboard shortcut! Alternatively, you can use keyboard shortcuts to Raise your hand on Windows and Mac. Press the "Alt + Y" key on either of the systems to toggle Raise Hand option ON or OFF.

How to Raise Hand on Android and iPhone

To raise your hand to speak up, tap on the 'More' button from the meeting controls at the bottom right corner of the screen and then select the 'Raise Hand' option from the popup menu.



Raise Hand option missing?

When in fullscreen mode, Zoom minimizes the bottom toolbar to create an immersive experience. If you don't see the bottom toolbar while in a meeting, here's what you can do:

- On mobile devices, simply tap the screen of your Zoom meeting and the toolbar will appear. Now you can select the 'Participants' tab and select 'Raise hand'.
- On PC, simply move your mouse on the Zoom meeting screen to reveal the toolbar. You can now click on the 'Participants' tab and then click 'Raise hand'.

How to lower hand yourself



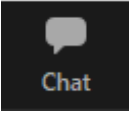
If you're the one who used the 'Raise Hand' feature to speak up during a meeting but you now want to undo it, you can do so using the 'Lower Hand' button that will appear in place of the 'Raise Hand' button.

To lower your hand inside a Zoom meeting on PC, click on the Participants tile from the meeting controls section at the bottom of your screen.

This will open up the Participants panel on the right-hand side and to undo the 'Raise hand' action, click on the 'Lower Hand' button at the bottom of the screen.

There's a keyboard shortcut! Alternatively, you can use keyboard shortcuts to Lower your hand on Windows and Mac. Press the "Alt + Y" key on either of the systems to toggle Lower Hand option ON or OFF.

When using Zoom on your **phone (Android or iOS)**, you can lower your hand by tapping the More button from meeting controls at the bottom right corner and then selecting the 'Lower Hand' option.

	<p>If the ICA President gives you permission to speak, you will be notified. At that time, you will also be able to turn your video on.</p> <p>Introduce yourself each time you speak so that everybody is clear about who is actually speaking.</p> <p>Speak slowly and into the mic so you can be understood.</p> <p>When you finish speaking, please press mute again.</p>
	<p>Most of the voting will be done by “show of hand” using the built-in “raise hand” tool in zoom.</p> <p>The resolution will be presented by the ICA President and you will be asked to raise your hand for “yes”, “no”, or “abstain”.</p> <p>Be sure to wait for the President and only push the “raise hand” button when you agree to the option being presented.</p> <p>There is one resolution which must be voted on by secret ballot. For that resolution, you will be asked to login to a different system (not zoom). The instructions for this is below.</p>
	<p>Please do not use the chat function in Zoom once the General Assembly begins. Its use will be reserved for members who have technical problems or technical questions during the meeting. The technician will monitor the chat box.</p>

Electronic Voting System

An email with the link and a secure access code to the electronic voting system will be sent to each voting representative starting 18 August. If you do not receive this email before the Assembly begins on 3 September, please check your junk email box. If you still have not received it, [send](mailto:GA2020@ica.coop) an email to GA2020@ica.coop.

If you have votes for multiple member organisations or proxies, you will receive a separate email with a secret password for each organisation.

The electronic voting system is in English, French and Spanish.

When you arrive at the webpage for the electronic voting system, you will see a home page. Click the “start” button to proceed.

ICA / Asamblea General Virtual de la ACI de 2020, 3 de Septiembre de 2020
ICA / Assemblée Générale 2020, 3 Septembre 2020, Réunion Virtuelle



International Co-operative Alliance
Alliance Coopérative Internationale
Alianza Cooperativa Internacional

ICA General Assembly 2020, 3 September 2020, Virtual

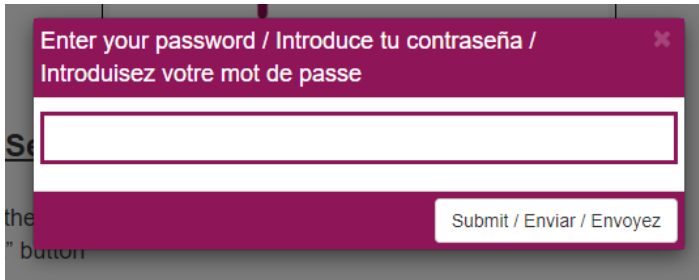
Welcome to the vote for Re-appointment of the Auditor
To begin the voting process, press the “start” button

[Start / Inicio / Démarrer](#)

Asamblea General Virtual de la ACI de 2020, 3 de septiembre de 2020

Te damos la bienvenida a del auditor
Para comenzar el proceso de votación pulsa el botón «Inicio»

You will then be asked to enter your password.



Once you enter your password, you will see a welcome screen confirming the number of votes (ballots) that you can cast.



Click proceed to view the ballot for approval of the auditor. You will see 1-12 columns of ballots on the screen which correspond with the number of votes which you can cast. To cast your vote, click on the red button on the first ballot.

Asamblea General Virtual de la ACI de 2020, 3 de Septiembre de 2020
 Assemblée Générale 2020, 3 Septembre 2020, Réunion Virtuelle

Renew RSM InterAudit as the auditor for the International Co-operative Alliance AISBL
Renovar los servicios de auditoría de RSM InterAudit para la Alianza Cooperativa Internacional AISBL
Reconduction de RSM InterAudit en tant qu'auditeur de l'Alliance coopérative internationale AISBL

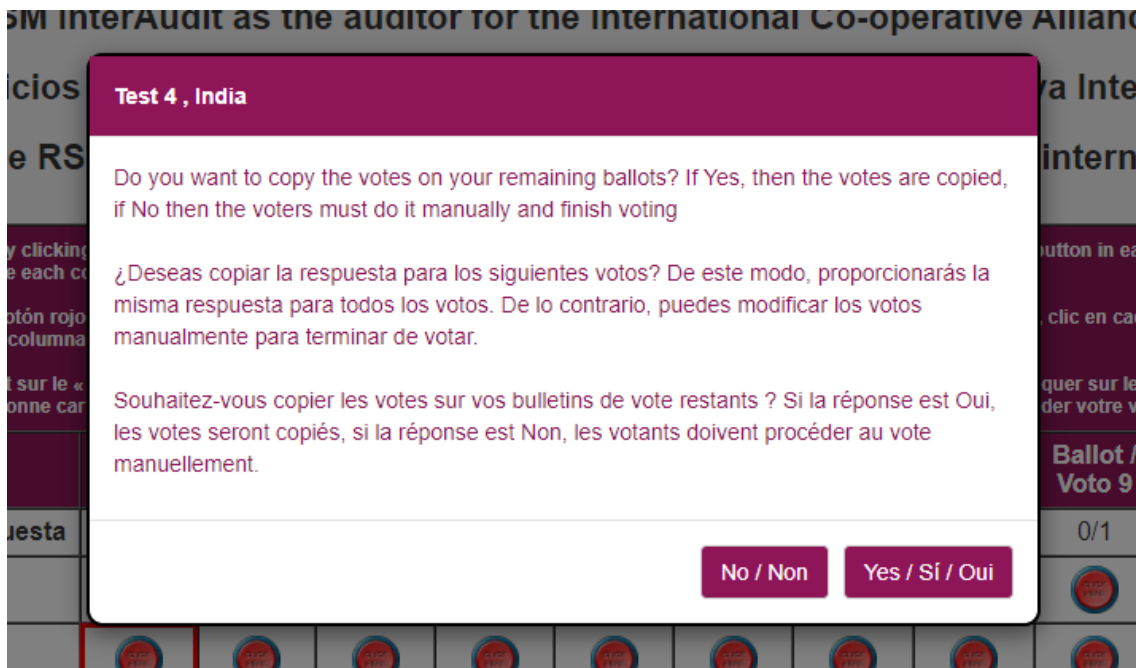
Cast your vote by clicking on the "red button" next to your choice. If you have more than one ballot, you will need to click the red button in each of the columns because each column is a ballot. When you have finished, click on the "vote" button to cast your vote.
 Haz clic en el «botón rojo» que aparece junto a la opción que quieres votar para emitir tu voto. Si tienes que emitir más de un voto, clic en cada una de las columnas. Cada columna corresponde a un voto. Cuando hayas terminado, haz clic en el botón «votar» para confirmar tu voto.
 Votez en cliquant sur le « bouton rouge » en regard de votre choix. Si vous disposez de plusieurs bulletins de vote, vous devrez cliquer sur le bouton rouge dans chaque colonne car chacune représente un bulletin. Une fois que vous avez terminé, cliquez sur le bouton « Votez » pour valider votre vote.

	Ballot / Voto 1	Ballot / Voto 2	Ballot / Voto 3	Ballot / Voto 4	Ballot / Voto 5	Ballot / Voto 6	Ballot / Voto 7	Ballot / Voto 8	Ballot / Voto 9	Ballot / Voto 10
Action / Repuesta	0/1	0/1	0/1	0/1	0/1	0/1	0/1	0/1	0/1	0/1
Yes / Oui / Sí										
No / Non / No										
Abstain / Abstenez / Abstención										

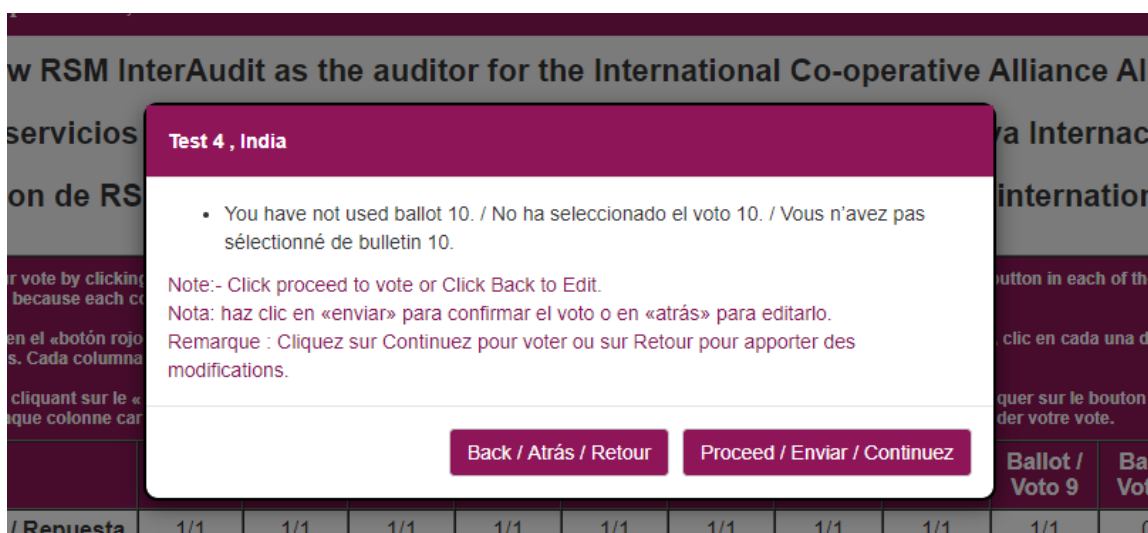
Vote / Votar / Votez

If you have multiple ballots, a pop-up screen will appear asking if you wish to copy your vote onto the remaining ballots, which would give the same answer across all your ballots to help you save time. If you wish to vote differently across your ballots, this is possible one of two ways:

- Either say “no” when the popup appears asking if you want to copy your vote to the other ballots and then manually push the red button on each ballot, OR
- Say yes, and then unselect the vote copied on a ballot to change your response.

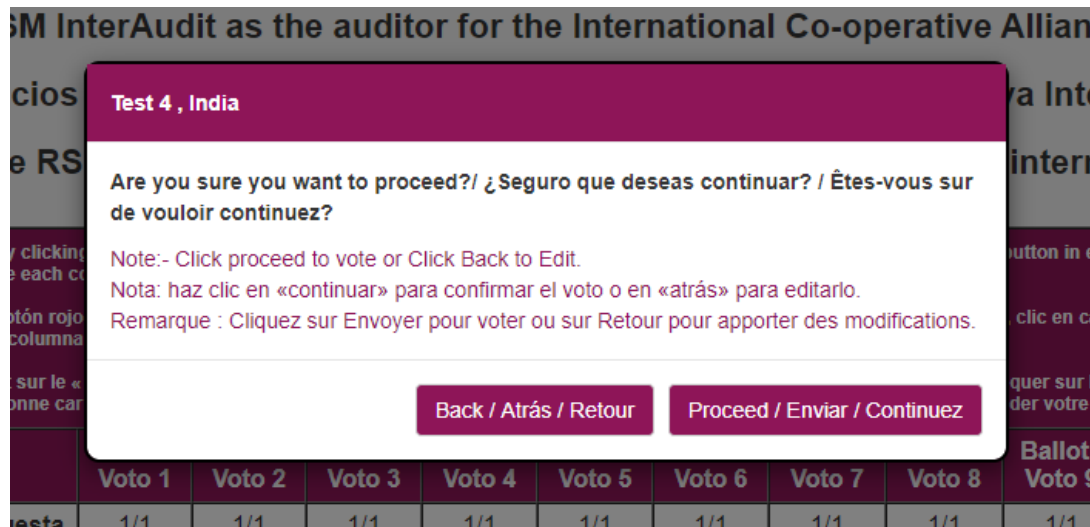


Once you have finished filling your ballot(s), press the “vote” button. You will then receive a pop-up asking if you are satisfied with your vote and you wish to proceed. If yes, click proceed, and if no, click back to amend your ballot.



Note that you do not have to fill all the possible votes on your ballot. If you do not fill in all of the votes, a pop-up will appear explaining that you have unused votes on certain ballots and

asking if you wish to go back and correct them, or proceed as is without casting all possible votes.



The last step is to click on “vote” to cast your vote. Once your vote has been cast, a thank you page will appear:



If you have votes for multiple member organisations or proxies, you will receive a separate email with a secret password for each organisation. You will need to click the web link again and do the same process for all passwords that you have received.

Questions?

Do you have questions about how to participate that are not covered in this guide? Send them to us by email at hacquard@ica.coop, preferably with the words "Questions ICA GA 2020" in the subject line. We will consolidate the questions and publish the answers regularly on our website [here](#). The sooner we receive your questions, the sooner we can provide answers accessible to everyone and in all languages on our site to clarify your participation.



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