

# 2020 NMHC Virtual Fall Meeting Technical User Guide

**Meeting registrants can use this handy guide to access tips regarding how to join and participate in meeting sessions.**

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# PREPARING FOR THE 2020 NMHC VIRTUAL FALL MEETING

- 1. Confirm** your meeting registration: Log in to your NMHC account at [NMHC.org/Your2020FallMeeting](https://nmhc.org/Your2020FallMeeting) to view your personal schedule and confirm that all of your join links are available. Attendees will have access to multiple join links for the various sessions throughout the week. *Note: Contact [membership@nmhc.org](mailto:membership@nmhc.org) if your links do not populate on this page.*
- 2. Install** and test the meeting platform software: We will be using GoToWebinar and GoToMeeting for the primary sessions.
  - [View the system requirements](#)
  - [Run a system test](#)
- 3. Plan** your week's schedule: [Browse the meeting agenda](#) and use the "Add to Calendar" feature to mark your calendar with the sessions you want to attend. *Note: Calendar invites will not include your personalized join links. Be sure to visit [NMHC.org/Your2020FallMeeting](https://nmhc.org/Your2020FallMeeting) to access your personal join links.*
- 4. Read** up on key policy issues to be discussed throughout the week: There's a lot going on in Washington, but we have compiled everything you need to know into one handy digital guide.
- 5. Start** each day reviewing your personalized daily schedule email: At the start of each day, NMHC will send you an email with all of your personalized join links and relevant meeting materials.

# JOINING A 2020 NMHC VIRTUAL FALL MEETING GENERAL SESSION

## WHERE TO FIND PERSONALIZED JOIN LINKS

All general sessions will be held in the GoToWebinar platform and all attendees will need to join each session by clicking on their personal join link. Each session requires a different link. These links can be accessed by [logging in to your NMHC.org account at NMHC.org/Your2020FallMeeting](#) and accessing your personalized schedule. (Reminder: This is the same account used to register for this meeting. Contact [membership@nmhc.org](mailto:membership@nmhc.org) with any account questions.)

Each attendee will also receive an email on September 11, 2020, with all of their personalized join links. Attendees will also receive an email reminder the morning of each meeting day.

*Note: Attendee join links are personal to each registrant and are cannot be used by more than one person.*

## CONNECTING TO GOTOWEBINAR

You can use the desktop app on your Windows or Mac computer, use a Chrome browser to join online, or even join on the go using your iOS or Android device. For the best experience, we suggest using the desktop app. Below, we've outlined how to connect to GoToWebinar using the desktop app.

1. Locate the personalized join link via one of the methods outlined above in "Where to Find Personalized Join Links."
2. At the designated time of the session, join the webinar by clicking on your personalized join link. If you are using a Windows or Mac Computer, the GoToWebinar desktop app will automatically download.
3. After the app has downloaded, you will be directed to the live session. You are now in the session!

*Note: If you wish to connect via a mobile device please see [GoToWebinar's guide to downloading and using the mobile app](#).*

### HAVING PROBLEMS CONNECTING?

Visit [GoToWebinar's support page](#) if you have issues joining a session or need help with audio issues. Otherwise, contact [membership@nmhc.org](mailto:membership@nmhc.org) for further questions.

## PARTICIPATING IN A GENERAL SESSION

After you enter the session, your screen will look similar to the image below.



On the right-hand side of the image you will notice the tool bar. (Pictured below.) The toolbar has a few functions attendees can utilize during the session.

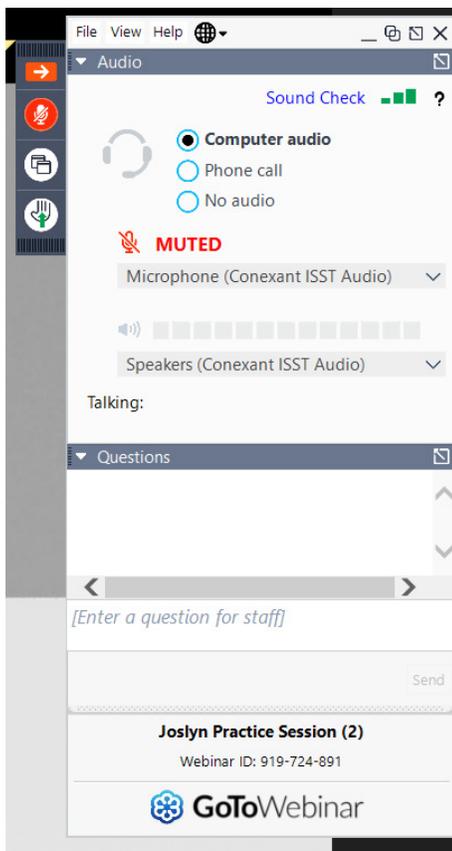


You can use the arrow function to extend the toolbar to view all your settings and available functions.

The red mute button controls your audio functions. All attendees will automatically be muted to ensure good video and sound quality. There may be an opportunity to participate in an audio Q&A during the session. When that opportunity arises, the session host will inform attendees on how to participate.

The hand raise feature may be used during the Q&A portion of the session. If an attendee has a question for the speaker or moderator, they can click this button and the host will be notified. The session moderator will indicate when attendees should use this feature.

When the full toolbar has been extended (see below), you will have access to your full suite of settings and available functions.



Within this window, attendees will have the ability to connect to their audio source of choice and test their audio connection.

Attendees may also utilize the Questions tab throughout the session. Opening the Questions tab allows attendees to ask questions to the session moderator, tech assistant, or host.

1. Click on the Questions tab.
2. Click on the white text box at the bottom labeled “Enter a question for staff.”
3. Type out your question and click the send button.

# JOINING A 2020 NMHC VIRTUAL FALL MEETING LUNCH-N-LEARN

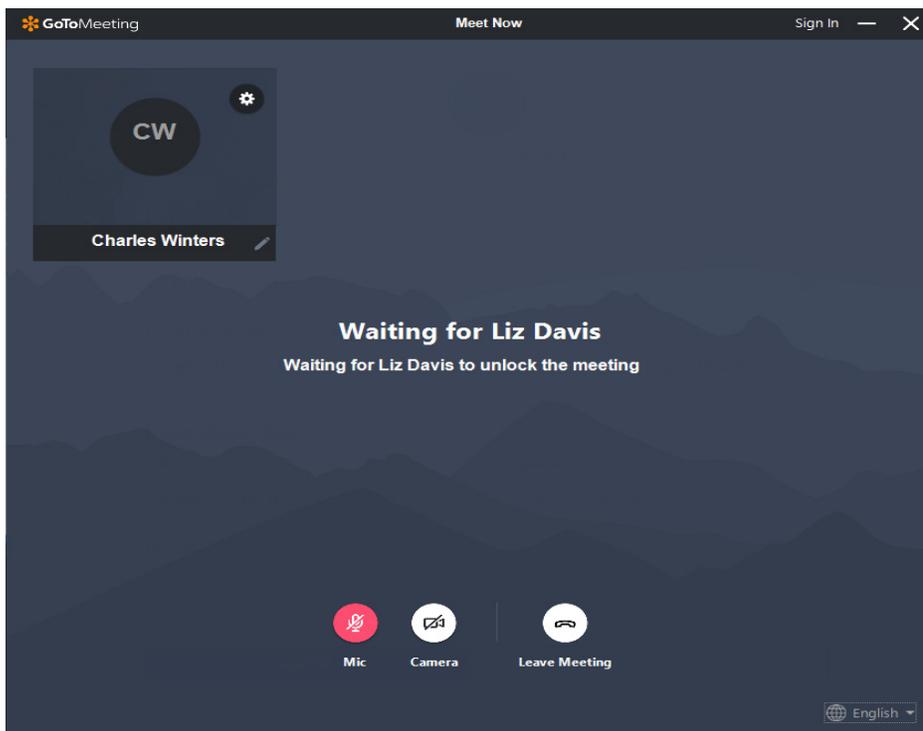
The goal is to keep the Lunch-n-Learn sessions small, working groups where attendees can participate in conversations with subject matter experts. For that reason, NMHC staff will limit the number of attendees per room.

All Lunch-n-Learn sessions will take place via GoToMeeting. If you attempt to access a room that is locked (see message below), simply exit out and join a different session.

All meeting registrants have access to three Lunch-n-Learn sessions:

- The Cost of Risk: A Challenging Landscape for Multifamily
- More than the Virus: Leading in a Time of True Disruption
- Rent Control Rolls On: NMHC Staff Recap Current State of Play

Although these are concurrent sessions and attendees will need to choose one to join, they will be recorded and available to all NMHC members on NMHC.org.



## WHERE TO FIND YOUR LUNCH-N-LEARN JOIN LINKS

All three Lunch-n-Learn session links can be accessed by [logging in to your personalized schedule](#) on the NMHC.org website.

Each attendee will also receive an email on September 11, 2020, with all three Lunch-n-Learn links. The links can also be found in the Wednesday, September 16th daily email.

*Note: This is the same account used to register for this meeting. Contact [membership@nmhc.org](mailto:membership@nmhc.org) with any account questions.)*

## CONNECTING TO GOTOMEETING

For the best experience when joining a Lunch-n-Learn session, we suggest using a web browser (Chrome recommended) on your computer. Below, we've outlined how to connect to GoToMeeting using your browser.

- 1.** Locate join link via one of the methods outlined above in “Where to find the join links.”
- 2.** At the designated time of the session, join session by clicking on your join link.
- 3.** You will then be prompted to activate your Mic and Camera. After designating settings, click “OK, I’M READY.”
- 4.** You will then be directed to the live session. You are now in the session!
- 5.** Once in the session, use the buttons at the bottom of the screen to easily control your Mic and Camera settings.

*Note: If you wish to connect via a mobile device please see [GoToMeeting's guide to downloading and using the mobile app](#).*

### HAVING PROBLEMS CONNECTING?

Visit [GoToMeeting's support page](#) if you have issues joining a session or need help with audio issues. Otherwise, contact [membership@nmhc.org](mailto:membership@nmhc.org) for further questions.