

# TECH SUPPORT SERVICE

NACHA's Tech Support Service is available to assist you in hosting virtual meetings. We can set-up the online meeting and provide registration admin and technical support during the meeting. Tablets and one conference speaker are also available, if required.

Below is a summary of our services as well as a detail explanation.

## VIRTUAL MEETING (PACKAGE)

- Host General Meeting
- 1 Test Meeting (prior to the GM date)
- Technical Support (both the Test Meeting and General Meeting)
- Create Polls for Motions and Elections
- Record Meeting

## TABLET LOAN \*

- Maximum 8 (limited data enabled)
- Delivered 2 days before the meeting to the Co-op Board via courier
- Must be returned to NACHA within 2 days after the meeting.

\* The co-op is responsible for any damages to the tablet

## MEETING CONFERENCE SPEAKER \*

- 1 available
- Delivered 2 days before the meeting to the Co-op Board via courier
- Must be returned to NACHA within 2 days after the meeting.

\* The co-op is responsible for any damages to the speaker

## COST

Meeting Set-up & Registration Admin	\$40/hr
Tech Support *	\$40/hr
Test Meeting	\$40/hr
Tablet Courier Fee	\$20
Hybrid Meeting Conference Speaker Rental	\$20

\* If additional tech support is required, the cost is \$40 per support technician



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## DETAILS

### 1) SCHEDULE MEETING

The co-op will notify NACHA of the date of the meeting and we will:

- create the meeting registration link;
- send the meeting registration link and instructions to the co-op for distribution to their members;
- provide the co-op with sample notice of meeting
- provide the co-op with links to video tutorials to help members familiarize themselves with the meeting platform;
- provide the co-op with a link to the Online Meeting Etiquette sheet.

### 2) HOST GENERAL MEETING

NACHA will:

- open the meeting 15 minutes before the scheduled start time to allow members to join and address any last-minute technical issues;
- monitor the Chat and relay the information to the Chair;
- manage the Polls/Online Elections and Voting;
- provide a telephone number for members to text their votes, if required;
- transfer Host and Co-Host abilities, if required; and
- facilitate Screen-Sharing to allow members to view the document that is being discussed, if applicable (e.g. Share the Financial Statements so that the members can follow the Auditor's presentation etc.).

### 3) TEST MEETING

You may hold one test meeting (approx. ½ hr duration) before the scheduled meeting. This will allow your members to:

- test their ability to access the meeting (via computer, smartphone, tablet, or telephone),
- familiarize themselves with the meeting platform; and
- ask questions relating to the meeting platform.
- address any technical issues.

The test meeting will help to alleviate any potential concerns for the members and/or the co-op.

#### 4) TECHNICAL SUPPORT

NACHA will provide technical support for both the Test Meeting and the General Meeting. Our technician will be available to assist anyone who is experiencing any issues.

Depending on the size of the co-op, an additional technician may be required to deal with any technical issues and obtaining the votes from members via text and/or calls.

#### 5) MEETING RECORDING

We automatically record all meetings; and the file is retained by the Service Provider in cloud storage for 30 days unless you state otherwise. All recording will be deleted after 30 days.

If you wish to obtain a copy of the recording, please notify us in writing within 30 days of the meeting date.

#### 6) TABLET LOAN TO CO-OPS

As previously noted, we have a maximum of 8 tablets available for loan to the co-op. The co-op will need to notify us of the number of tablets required within 5 business days before the scheduled meeting date.

The tablet(s) will be setup as follows:

- The meeting link will be preloaded on the tablet.
- The meeting link will be located in the Notes section of the tablet on the front page
- The Member will only need to click the link and they will be put straight into their zoom meeting

Important information:

- The member must have access to Wi-Fi to request a tablet;
- The member must also have access to an email account as the meeting platform (e.g. Zoom) will send the meeting link once they have registered.
- The tablet(s) will be delivered 2 business days before the General Meeting to the Board of Directors via courier to the co-op;
- The co-op needs to retain the package the tablet(s) were delivered in;
- The co-op will deliver the tablet(s) to the respective member(s);
- The co-op will retrieve the tablet(s) from the member(s) and notify NACHA; and

- NACHA will arrange a time with the co-op and send a courier to retrieve the tablet(s).

If over 50% of your members are participating in the Telus program and you have a common room or meeting area etc., Telus can set the space up with free Wi-Fi.

As noted, the tablet(s) are delivered 2 business days before the meeting to the Co-op, as a result, NACHA will do a test meeting with those members to ensure that they are able to use the tablets and access the meeting.

There is no cost to the co-op for the loan of the tablets, with the exception of the \$20 courier fee. However, the co-op is responsible for any damages to the tablet.

## 7) EVENTBRITE

NACHA can create a registration page on Eventbrite. Eventbrite can be used to:

- distribute the meeting registration link to your members;
- inform and distribute the test meeting link to the member,
- determine if the member needs a tablet,
- ensure that they have access to wi-fi etc.

You can ask NACHA about Eventbrite when you contact them to request a meeting registration link.

## 8) OTHER INFORMATION

- All members are expected to follow the meeting etiquette. If any member is disrupting the meeting, with the Chair's approval they will be removed from the meeting.
- All members will be muted upon entry into the meeting as background noise is disruptive. They will need to unmute when they wish to speak and are expected to mute themselves after they have spoken.
- If members wish to communicate with each other, they can use Chat; however, they must ensure that they change the destination of the message. Any message sent via Chat is automatically sent to everyone.