

Lobby Attendant

Legislate for Webex makes moderating virtual and hybrid legislative sessions easy. You can set an agenda in advance or start new items right away. When it's time to meet, you can monitor your colleagues and Parties' hearings and debates as if you're in the same room. You can create votes for the agenda in advance or quickly schedule on the fly votes during a session.

The Lobby Attendant

As the Lobby Attendant, you're the first person who attendees will meet upon entering Legislate for Webex. Attendants should have excellent communication skills and be well presented at all times.

You should be pleasant, friendly, and courteous to all attendees. You may answer any attendee questions or concerns concisely so as not to hold up the queue. When there is high traffic, be aware that you may not have time to answer these questions as progressing the queue is your priority.

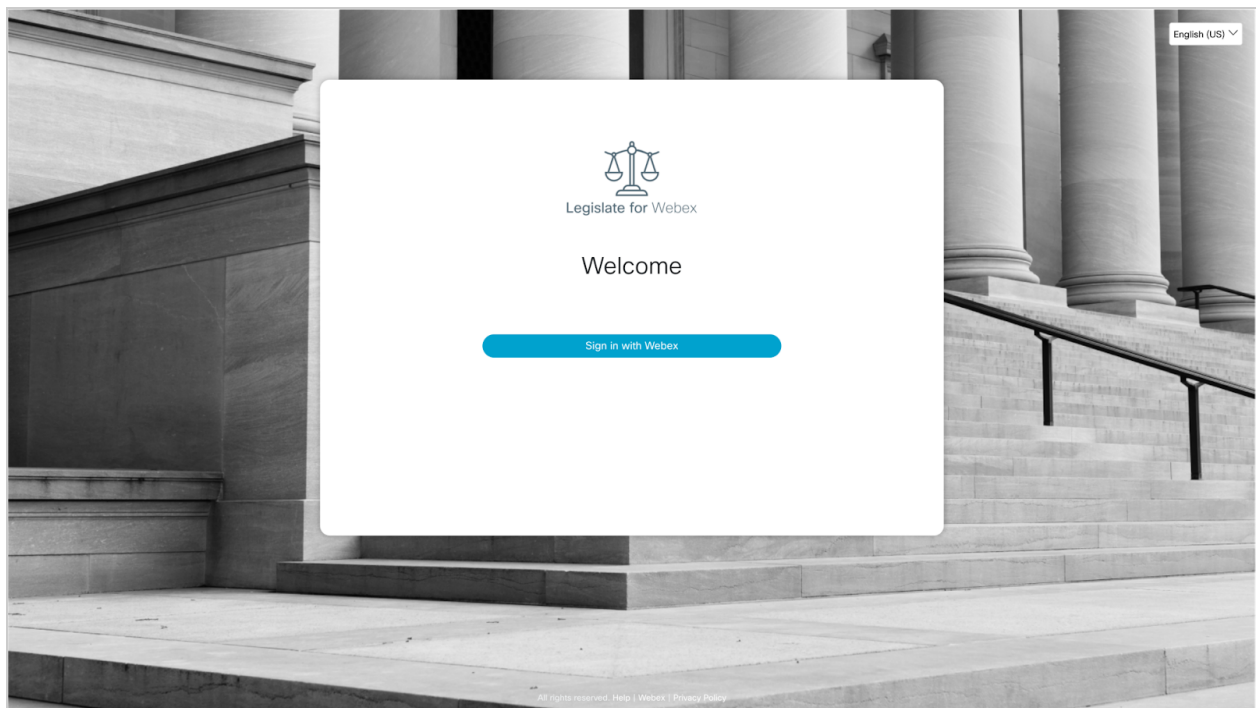
Lobby Attendants should also have basic security-awareness training, good IT skills, Webex, and Legislate for Webex knowledge. If you take some time to act or leave your computer, people may get stuck in the queue or locked out of the session. You must commit to your role as a lobby attendant for as long as it is required to admit people to the session.

The Role of the Lobby Attendant

Lobby Attendants are responsible for the following:

1. Meet and greet guests.
2. Perform security screening.
3. Fasttrack VIPs through the lobby.

Login



Like your everyday place of work, the session is always in the same location. In this case, this is a URL (a web link). When you receive this URL, you can use this each time to access your login page.

You will receive an invite with the URL and instructions on how to join in an email invitation.

Click the link in your email and log in with your Webex name and password or credentials.

Tick the "Join as Lobby Attendant" check box under the sign-in button before you log in.

Foyer

Legislate for Webex

Sessions

Name	Date	Start	Finish	
TEST	Thu Feb 04 2021	3:03 pm	4:03 pm	Join

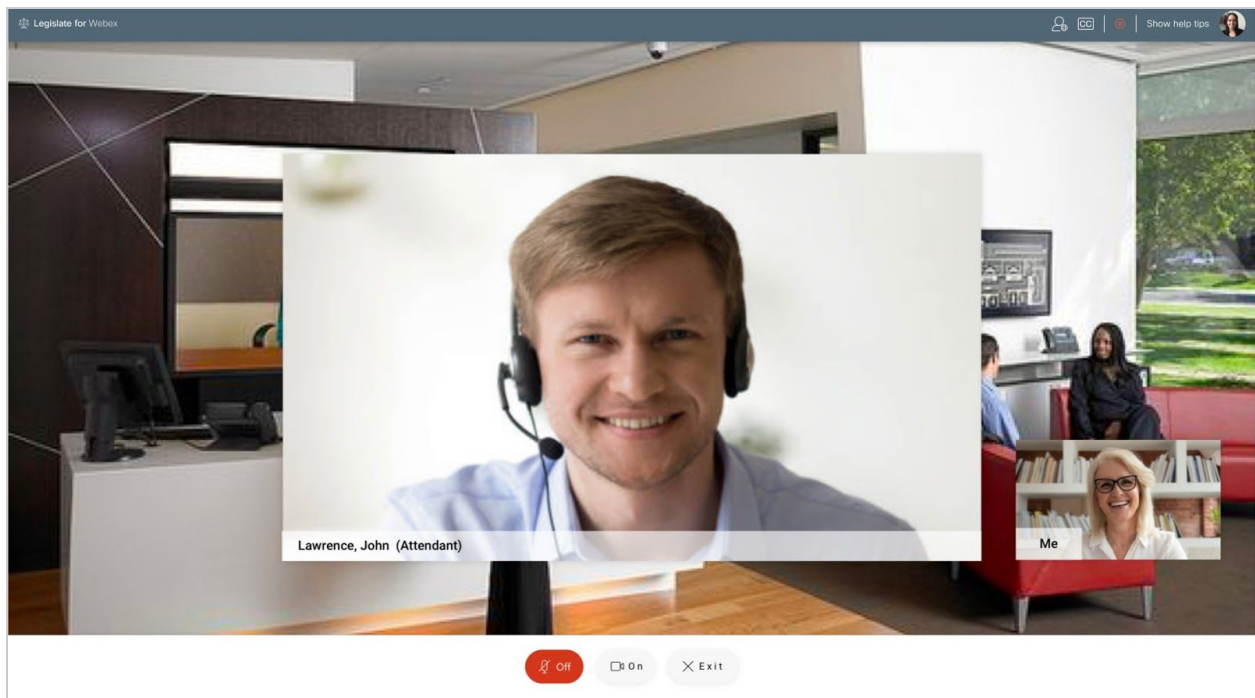
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When logged in you will arrive in the Foyer. This is where your active sessions are located. If you have more than one role you can choose which one you would like to join the session as.

The Lobby

In the session you are joining, the Administrative Clerks may have activated the lobby feature.

As the Lobby Attendant, your screen will look like this when you are verifying the participants.



Some things to keep in mind:

Your organization will give you an image along with further verification details on your top right screen. You can review these details before you interview the attendee.

You will see the queue of people waiting to be admitted to the bottom right of your screen. Long lines are an indication that the interview process speed should be increased. Remember that there can be multiple lobby attendants working in the queue together to help get all attendees through as securely and quickly as possible.

Home

Your video will appear in a small box at the bottom of your screen, by The Drawer. If your video is on, everyone will see you.

The features on this page will always be visible on the screen. If you haven't moved or clicked your mouse for some time, the features will remain. This page is static and straightforward for you, with no flashing effects or unexpected transitions.

Mic

The mic button is used for muting and unmuting your mic.

Camera

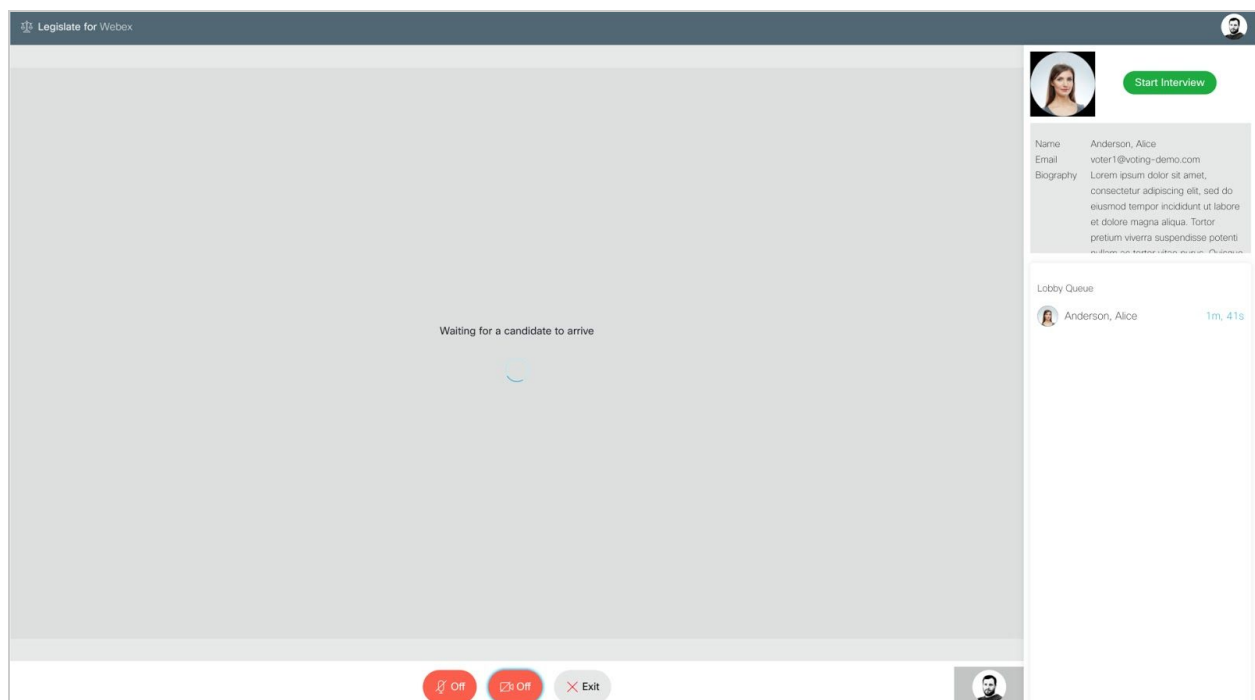
The camera button is used for switching on and off your camera. A preview of your camera can be seen on the bottom right when your camera is on. This will change to your profile picture when your camera is off. Whichever is displayed, is what other attendees will see. Note your video screen will be black if you have your webcam covered.

Exit

This will log you out and bring you back to the sign-in screen.

Interviewing participants

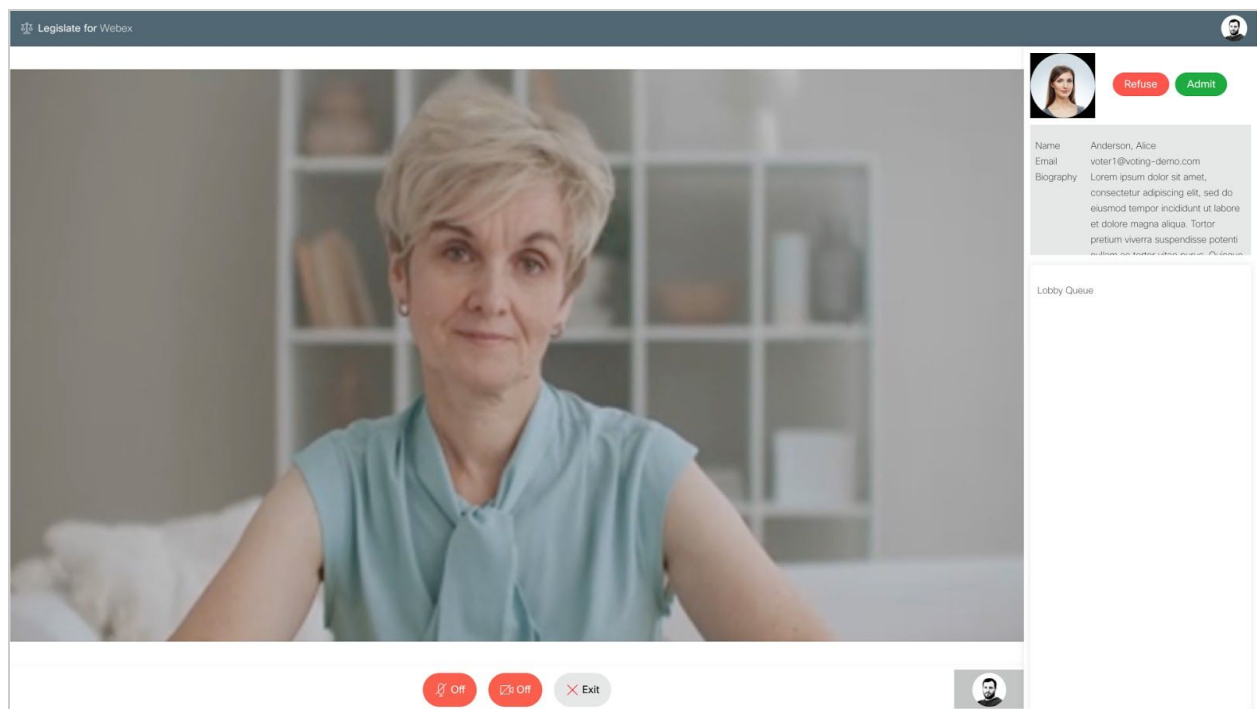
There may be VIP attendees waiting in the queue that you need to verify instantly. If so, you can choose to bring them forward and interview them before the others. To ‘grab’ a VIP, scroll down the list, or use the search bar and select the VIP. After you admit a participant, the next person is lined up for you to preview before you interview them. You can see the questions and the image before you interview them. The image is an official photo.



When you are between interviews, you will get a chance to look at the attendee's details in the top right of your screen.

To select the interviewee, you must click on their name in the drawer to the right of your screen.

You can then click the green 'Start interview' button once you're ready to begin the interview.



While the interview is in progress, you will see the interviewee appear on your screen. You will appear on a small screen to the bottom right of your screen. You have the various video and speaker options along the bottom of your screen. If you select the 'Exit' button, this will bring you back to the sign in screen.

To put someone on hold, place your mic on mute and turn off your camera.

If the interviewee answers all of the questions correctly, you may select the green 'Admit' button in the right-hand corner.

If the interviewee does not answer the questions correctly, select the red 'Refuse' button in the right-hand corner.

Valid reasons for refusing entry are:

- Their answers to the questions are incorrect.
- They refuse to turn on their camera.
- Their audio is not working.
- They don't look like their official photo.

The refused attendee will be given a chance to enter again. You will go back to the queue to choose the other interviewees.

If you also have a role in the chamber, you can move from being a lobby attendant to a chamber attendee. Go to the avatar menu in the top right-hand corner of your screen and select log out.

Then log in and make sure the 'Sign in as lobby attendant' box is not selected. You will then enter as a regular attendee or another role you fill.