



FREQUENTLY ASKED QUESTIONS – MSBA’S LOBBY DAY 2021

How do I access Lobby Day virtually?

You can enjoy Lobby Day in two ways: through the event website on your desktop or laptop, or through the “MSBA Learn” App via your mobile phone or tablet. To make sure you’ll have a smooth entry into the sessions, please orient yourself with the following Apps and websites before Lobby Day. Please make sure that you use the email associated with your event registration when you sign into the Lobby Day event website or App.

Note: If you are using a computer, we highly recommend that you use a Chrome Browser for the best experience (Chrome download available [HERE](#)).

Quick Links to View or Download

1. **Lobby Day Event Website (for desktop or laptop):** Click [HERE](#) to login to the MSBA Lobby Day Event website on your desktop or laptop:
<https://app.socio.events/ODg2NQ/Overview/110871>
2. **Lobby Day Mobile App (for mobile phone and tablet):** Search for “MSBA Learn” App in the Apple Store or Google Play to download the Mobile App on your iPhone or Android.

After you enter your registration email, create a password. If you’re prompted to enter a Passphrase, enter LobbyDay21. Once you’ve logged in, don’t forget to [Create a Profile](#) and [Add a Picture](#). You’ll be able to view the Agenda (where you’ll access all sessions on the 26th), interact with fellow attendees, post on the social wall, and more.

Note: In the Mobile App, if you only see information for “MSBA Legal Excellence Week 2020” on your phone or tablet, click on the arrow in the upper left corner, click “Yes” to switch events, and then click into the “MSBA Lobby Day” event.

3. **Zoom:** For some sessions, the event website or mobile app will open a separate Zoom meeting, so please be sure you have [downloaded, updated, and tested](#)

your Zoom App before the event. After the Zoom meeting session is complete, simply click back into the Web App or Mobile App to access any remaining sessions.

We recommend testing these apps and websites as soon as possible and not waiting until the day of your scheduled session(s). That way you can confirm that you can login to the App.

Detailed Instructions for Event Website Access

- For the best experience, we highly recommend that you access the Web App using a Chrome Browser on your computer. Download the browser here: <https://www.google.com/chrome/>
- Open the Event Website by clicking [here](https://app.socio.events/ODg2NQ/Overview/110871): <https://app.socio.events/ODg2NQ/Overview/110871>
- Please enter the email address linked to your event registration to sign up and create your profile.
- If a Passphrase is requested, enter **LobbyDay21** (note this is different than the password you will create during the sign up process). Click **OK**.
- You're in!

Detailed Instructions for Mobile App Download

- Search for the "MSBA Learn" App on your iPhone or Android.
- Follow the download instructions to install the App on your device.
- After the App is installed, sign up with the email address linked to your event registration and create your profile. (Note that if you've already logged into the event website above, you'll enter the same email and password you just created here in the Mobile App.)
- Under **Events**, click on **MSBA Lobby Day** to join.
- If a Passphrase is requested, enter **LobbyDay21** (note this is different than the password you will create during the sign up process). Click **OK**.
- You're in!
- Note: In the Mobile App, if you only see information for "MSBA Legal Excellence Week 2020" on your phone or tablet, click on the arrow in the upper left corner, click "Yes" to switch events, and then click into the "MSBA Lobby Day" event.

I'm on the Event Website or the Mobile App, but why can't I login?

Make sure you're using the email address associated with your event registration when you login. If you are prompted to enter a Passphrase to join, enter **LobbyDay21**.

How can I receive live technical support if I'm having trouble logging in or navigating the App or the Event Website?

If you experience issues, please contact our Membership Team via email or phone:

Email: membership@msba.org

Phone: 410-685-7878

I can't hear anything through the Event Website or Mobile App. What should I do?

Make sure that you've done the following:

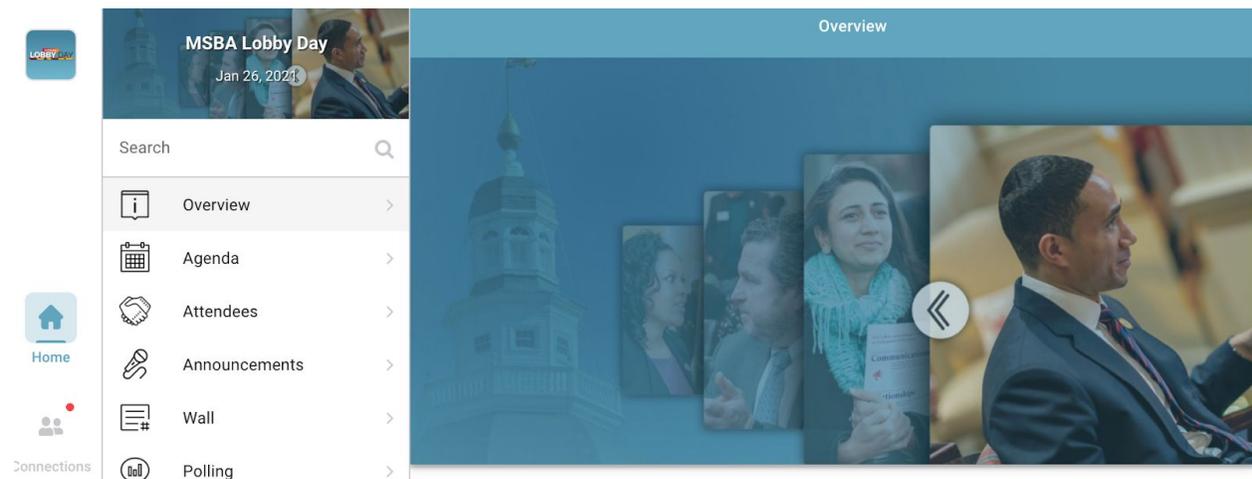
- 1) If you're in the Mobile App, click into the lower right corner of the video screen on the sound button and make sure it's on.
- 2) Make sure your volume is turned up on your mobile device, tablet, or computer.
- 3) Unmute your phone (turned on the ringer)
- 4) Are not connected to bluetooth which may be sending sound out to another area

The screen is frozen/I'm seeing a scrolling balloon.

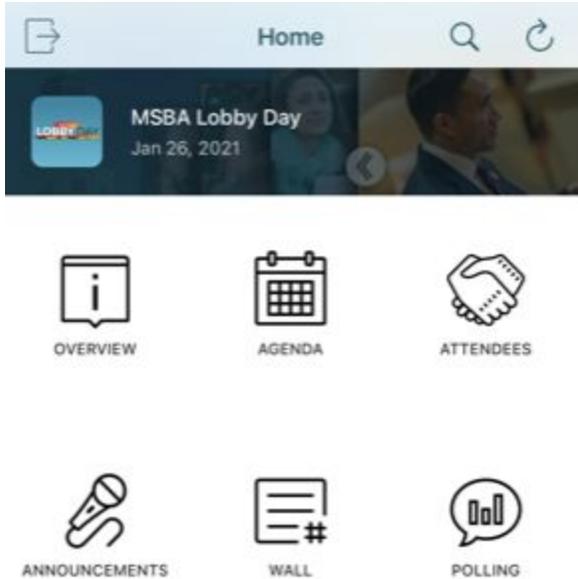
Try refreshing your tab or browser to join in the session again.

What can I see after I log into the Event Website or the Mobile App?

You can view feature content by clicking on a feature on the menu bar on the left side on the website or from the first screen in the mobile App.



(website)



(mobile app)

Scroll through to see all event features, including:

- **Overview** of the Event
- **Agenda:** The Agenda is your guide for the event and will have the list of available substantive sessions. **You will access all sessions from this part of the website or mobile app.**
- **Attendees:** View all event attendees here. Engage further with attendees to connect and chat one-on-one. Scroll to a participant, click “Add” or “Contact” next to his/her name, then type and send a message.
- **Announcements:** Click here see the latest event updates and reminders from MSBA. If you’ve enabled push notifications on the mobile app, you should receive updates on your mobile device.
- **Wall:** View all social posts from fellow attendees, legislators, and MSBA staff here. Use the Event Website or Mobile App to post on the Social Wall and share comments and photos of how you’re enjoying the day. #msbalobbyday2021 #iamthemsba
- **Polling:** Check here throughout the day to provide feedback.
- **MSBA On-Demand:** Take some time to see what we’ve been up to at MSBA with on-demand programs.
- **FAQs:** Click here to find this document and more to help you navigate through any questions that may pop up.
- **Follow Us:** Follow us on Social Media. #msbalobbyday2021 #iamthemsba

We recommend logging in at least 30 minutes early to confirm you can access the platform.

How do I view events in the App and join my scheduled events?

Click on **Agenda** in the menu bar to view all of the substantive sessions. Simply click on the session you want to attend, and click the “Join Livestream” to access the session.

Please note: The “Join Livestream” button will appear 15 minutes prior to the scheduled start of the session. So if you don’t see this button as you preview the event, do not worry.

Once I join a scheduled event, how can I interact with the fellow attendees and speakers?

For many of our substantive sessions, you can post in the “Chat” feature on the right side of your screen. We encourage you to use this feature to communicate with speakers, your peers, and MSBA staff (if you have any questions) throughout the sessions.

Some of our programs also have a Live Q&A with legislators and presenters. Once you join those sessions, a moderator will encourage you to post questions in the chat or call on you to speak directly with our speakers.

How can I access event materials?

Click on **Agenda** to view linked materials (PDFs) under your scheduled sessions.

How do I know which sessions to attend during the day?

All attendees will attend the same sessions except for the two live sessions with legislators at 8:45 am and 9:15 am. We will assign specific legislators to each participant and communicate those assignments to you prior to Lobby Day via email. You can then click into your assigned “Room” directly from the Agenda section of the Event Website or Mobile App. If you are not meeting with a legislator during that time, we will direct you to another session that you can also click into from the Agenda.

How should I interact with Legislators, once I’m in a Zoom Room with them?

- Raise your hand and Introduce yourself to the Legislator(s);
- Tell them who you are, who you represent, and *why you’re there*;

- *Legislators are concerned about their Districts first:* If a legislator seems preoccupied with a matter related to their District, but not your policy issue, BE Patient. Try to engage on the issue with a personal or hypothetical situation that their constituents might face.

How can I connect and network with fellow attendees?

There are several ways to engage with your fellow attendees and stay connected:

1. **Post to Social Wall:** Engage with fellow attendees with comments and photos on this virtual Social Wall via the Web or Mobile App. Click on **Social Wall**, type a message, and share any photos. Click **Send** to share your post with others. You can comment and like posts from fellow attendees. We look forward to hearing from you about your experience. #msbalobbyday2021 #iamthemsba
2. Use the **Event Website** or **Mobile App** to make connections with fellow attendees and chat further.
 - **Profile:** First, make sure that you've [updated your profile](#) so that fellow attendees will know more about you.
 - **Add a Connection and Chat** by clicking into the Attendee list and selecting **Add** or **Contact** (if the attendee hasn't added the App yet) next to a specific attendee. You can then type and send a message and view the participant's profile if he/she has created one.
 - **Shake and Connect/Virtual Handshake:** From the home screen on your mobile device, simply shake your phone or click the **Shake** tab to discover who is around. You will be able to connect with each other with a click of a button, view profiles, and chat.

As always, we're available to provide support to you. Don't hesitate to reach out to us with any questions or comments.

Email: membership@msba.org

Phone: 410-685-7878

Enjoy the day!