



Extraordinary General Meeting

July 20, 2021 from 10:00 a.m. to 2:00 p.m. PDT

FAQ for LUMI Platform Trouble Shooting

Please refer to this document if you encounter any technical issues before or during the EGM. The following information can be found in this document:

- [What is the Meeting ID? I can't find it.](#)
- [Where can I find my meeting credentials \(Username and Password\)?](#)
- [Lumi won't let me log in even though I used the given username and password. What should I do?](#)
- [I'm in Lumi now, but I can't see/hear anything. What should I do?](#)
- [How come I can only hear the sound, but cannot see anything on my screen?](#)
- [The poll does not appear on my screen. Why is that?](#)
- [I still need help, what can I do now?](#)

Q: What is the Meeting ID? I can't find it.

A: The meeting ID for the CCBC July 20, 2021 EGM is **455657566**. Alternatively, you can access the Lumi login page by clicking this link <https://web.lumiagm.com/455657566>.

Q: Where can I find my meeting credentials (Username and Password)?

A: You can find your username and password in the email titled "CCBC Extraordinary General Meeting Credentials" that you received from the College before the meeting. Please search "CCBC Extraordinary General Meeting Credentials" or "<https://web.lumiagm.com/455657566>" in your email or junk mail inbox if you cannot locate this email.

This virtual EGM will be conducted via Zoom Webinar in the LUMI online platform. Please see below for your meeting credentials:

- **Virtual Meeting Link:**
<https://web.lumiagm.com/455657566>
- **Username:** xxxxxxxx
- **Password:** xxxxxxxxxxxx

Q: Lumi won't let me log in even though I used the given username and password. What should I do?

A: Please ensure you are entering them correctly, and exactly how they are shown in the “CCBC Extraordinary General Meeting Credentials” email. Usernames and passwords are case-sensitive. Please double check the username and password you entered before submitting.

Q: I’m in Lumi now, but I can’t see/hear anything. What should I do?

A:

1. You might have used an unsupported device or browser. The Lumi platform supports:
 - a) **Chrome on PC and MAC**
 - b) **Firefox and Edge on PC only.**

Safari, Internet Explorer and Mobile devices are not supported. Please try closing the meeting and using a device and browser supported by Lumi to join the meeting again.

2. If you are using the supported device and browser, but still cannot hear a sound, make sure you have turned up the volume of your device. You may also want to try “[testing computer or device audio](#)” to resolve the audio issue.

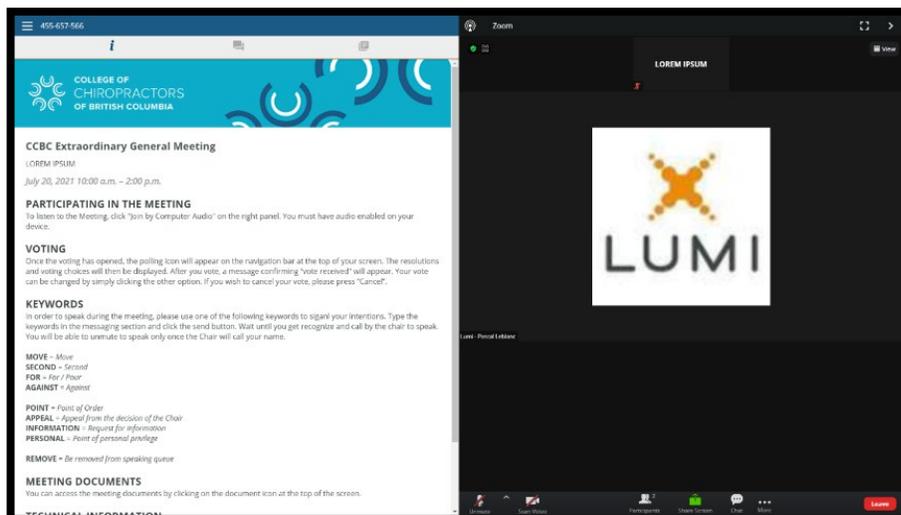
Q: How come I can only hear the sound, but cannot see anything on my screen?

A:

1. You might have used an unsupported device or browser. The Lumi platform supports:
 - a) **Chrome on PC and MAC**
 - b) **Firefox and Edge on PC only.**

Safari, Internet Explorer and Mobile devices are not supported. Please try closing the meeting and using a device and browser supported by Lumi to join the meeting again.

2. You might accidentally extend your Info Page. Please click “  ” or “  ” to make your Lumi platform look like the image below.



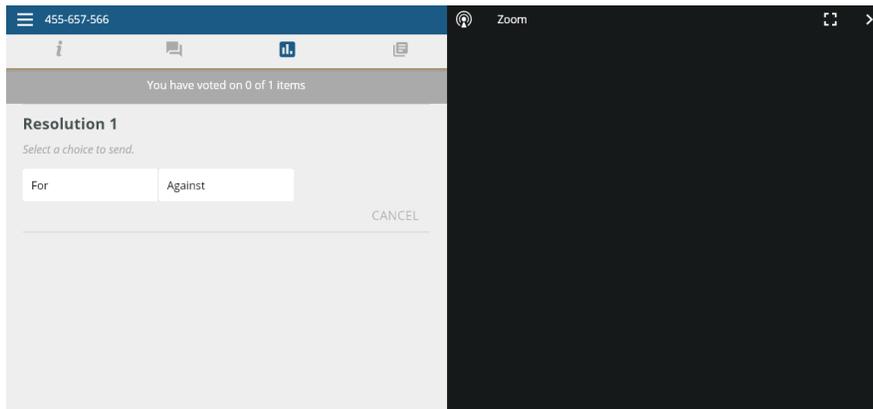
Q: The poll does not appear on my screen. Why is that?

A:

1. Only CCBC full registrants were added to the voter list at the EGM. The general public, stakeholders of CCBC, and registrants who are not under Full status are not eligible to vote at the CCBC general meeting, hence they cannot see the poll.
2. You might have used an unsupported device or browser. The Lumi platform supports:
 - a) **Chrome on PC and MAC**
 - b) **Firefox and Edge on PC only.**

Safari, Internet Explorer and Mobile devices are not supported. Please try closing the meeting and using a device or browser supported by Lumi to join the meeting again.

3. It is likely you accidentally made the Meeting Window expanded. Please click “  ” to make your Lumi platform look like the image below. The poll should show up on the left-hand side when it is launched by staff.



Q: I still need help, what can I do now?

A: If the information above cannot resolve the issues you encountered, please contact CCBC via email at info@chirobc.com. Due to limited capability, CCBC staff may not be able to provide immediate support. We appreciate your patience while we prepare our response.

Calling the College is not recommended as CCBC staff are unable to answer any incoming phone calls during the EGM.