



# Meeting Site

## Frequently asked questions

**We've included answers to common questions about the meeting site and live stream. There's also a help page on the site which has tips for using the site.**

### When can I watch the live stream?

Our AGM meeting will start at 2.00pm on Monday 29 April. You'll be able to access the site an hour before the meeting start time.

### How do I join the meeting site to watch the live stream?

If we sent you a paper pack you can join the site using the voting codes on your voting form where you're asked to enter your security codes 1 and 2. You'll also need the Meeting ID 30260.

If we sent you an email you can select the 'Join the live stream' button in your email and the codes and meeting ID will be pre-populated ready for you to 'Join'.

If you don't have your email, you can select on 'Don't know your security code', and you'll be emailed your codes (as long as you use the same email address you use for your AGM information). Unfortunately, codes from paper packs can't be retrieved.

The site is hosted by Civica Election Services (CES) on our behalf. CES is an independent provider of election and voting services and acts as our scrutineer. The terms and conditions and cookie policy on both CES websites may differ from Skipton's, so please read them carefully.

CESjoinIN  
Login

Meeting ID

Your security code 1

Your security code 2

[Don't know your security code?](#)

Join

[Register as guest](#)

Before you can join the meeting, you'll need to log in.

Meeting ID:  
30260

## Can I join on any device?

You can access the meeting site on a PC, smart phone, laptop or tablet.

## What browser can I use?

This site supports most common browsers including all recent versions of Chrome, Safari, Firefox and Edge.

## What do I do if I'm having issues joining the meeting?

If you can't access the meeting, check that you've used the correct codes or try refreshing your browser. If you're using a workplace device and have poor network performance or permission issues, please get in touch with your work helpdesk. If you're using your personal device and still experiencing issues, please email [support-cesjoinin@civica.co.uk](mailto:support-cesjoinin@civica.co.uk) or use the Q&A tab at the top of your screen to send a message and your query will be passed onto the technical team at CES.

## I've been able to join the meeting but I'm still experiencing problems – what do I do?

If you have any technical issues while you're on the site or have a question about the meeting platform, it's worth looking at the help page which has useful tips about using the site.

## What will I see if I watch the live stream?

There will be a mixture of video content, speeches and presentations. You will see both the speaker and the presentation slides on screen. Once the meeting starts, the video will be broadcast live. If you have any issues viewing the slides and broadcast together, you can refresh your browser or log out and log in again.

## What do I do if I can't see and/or hear the broadcast?

If you don't see the live stream broadcast at the meeting start time, try refreshing your browser. If you can't hear, check the sound settings on your device. If this doesn't help, leave the site and log in again. If you continue to experience problems, please email [support-cesjoinin@civica.co.uk](mailto:support-cesjoinin@civica.co.uk) or use the Q&A tab at the top of your screen to send a message and your query will be passed onto the technical team at CES.

## Can I vote at the event online?

Yes. To cast your vote, please select the Voting tab in the menu bar at the top of your screen. All the items of business will be listed. When you select 'show', you'll be able to cast your votes.

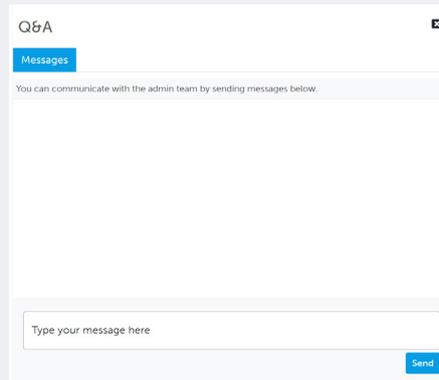
## How do I submit a question?

To ask a question on the agenda items during the meeting:

1. Select the Q&A tab in the menu bar at the top of your screen and then select 'Messages'.
2. Type your question and press the 'send' button.
3. The moderator will then pass questions to the Board representatives.

It's worth noting, your question will only be visible to you and the meeting organisers – not everyone watching.

We'll do our best to answer members' queries either during the meeting, on our website or directly after the event.



Click the speech bubble icon to submit a question. This will open a messaging window.

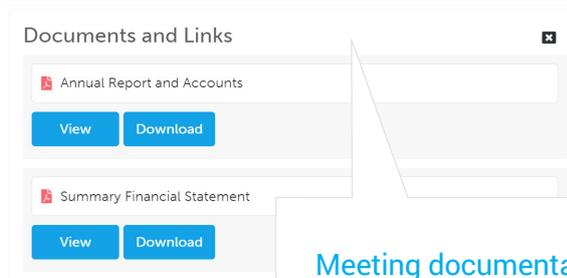


## How do I access the meeting documents?

Meeting documents can be accessed using the documents tab at the top of the screen.

Use the buttons to select and view or download the documents which will open to the side of the meeting stream.

You can rotate, download or print the documents using the icons in the top right of the document screen. Select close when you have finished with the document or want to open another.



Meeting documentation can be viewed under the documents tab. Click the appropriate button to view or download a copy.

## How do I leave the meeting?

When the meeting has ended select 'Leave meeting' button in the top right of the screen. Please help us to improve our service by completing the short feedback survey.