

OPERATIONS MANUAL

2015 Left Forum Conference

May 29th - May 31st, 2015

The New Building - John Jay School of Criminal Justice, City University of
New York

Conference Schedule

Friday May 29th:

3:00pm – Registration Opens
5:00pm - 6:45pm – Panel Session A
7:00pm - 9:00pm – Friday Opening Plenary

Saturday May 30th:

8:00am – Registration Opens
10:00am - 11:50am – Panel Session 1
12:00pm - 1:50pm – Panel Session 2
12:00pm - 1:50pm - Black Box (Spoken Word)
2pm - 3:30pm -- Lunch Session
3:15pm - 5:00pm – Panel Session 3
3:15pm - 5:00pm – Black Box (Comedy)
5:10pm - 7:00pm – Panel Session 4
7:30 - 9:45pm – Saturday Evening Feature Event

Sunday May 31st:

8:30am – Registration Opens
10:00am - 11:50am – Panel Session 5
12:00pm - 1:50pm – Panel Session 6
12:00pm - 1:50pm – Black Box (Jazz)
2pm - 3:30pm -- Lunch Event
3:40pm - 5:40pm – Panel Session 7
3:40pm - 5:40pm - Black Box (Folk/International)
6:30pm – 8:30pm – Sunday Closing Plenary

Walkie Talkies

	<u>Area</u>	<u>Who</u>	<u>Channel</u>
1	IT/AV	Carlos	1
2	IT/AV	Varies by day	1
3	IT/AV	Varies by day	1
4	JJ Classroom Tech	John Jay	1
5	JJ AV	John Jay	1
6	BBT	George	2
7	Reg	Sam	2
8	Exhibition	Daryl	2
9	Ops	Ashley	2
10	Plenary	Gabe	2
11	Line/Crowd	Mike	2
12	Line/Crowd	Theresa	2

Timeline

	Conference Day 1 Friday, May 29th, 2015
Day	<p><u>Set Up</u></p> <p>8:00 AM: Operations group arrives at office to prepare for transport.</p> <p>9:30 AM - Exhibitions set up begins. Coordinator call time: 9:30am (Andanta and Daryl); Exhibition Volunteer call time: 10:00am</p> <p>10:00 AM - Exhibitor load in begins</p> <p>10:00 AM - Operations group leaves GC for JJ</p> <p>10:30 AM - Tech Set-up Tech Set up with JJ A/V person for Media row in JJ; for wireless (w/pass/login)</p> <p>Wireless For Reg (this is the network that should be used on all of the LF computers NOT for panelists and attendees) SSID: JayGuest User Name: cuny Login: cunycuny</p> <p>SSID: LeftForum User Name: LeftForum Login: LeftForum321</p> <p>11:00 AM - Arrive at John Jay with Supplies and prepare to set-up Ashley Gabe Lily Samantha Scott Nancy Pete</p> <p>11:30 AM - Core organizers to start preparation for Day 1 of conference.</p> <ul style="list-style-type: none"> ● Registration set-up and finalize all signage ● Sort out booklets/packets, Program Signage, Bracelets, and Name Tags ● Pre-Conference Meeting – Multipurpose Room ● Tech Set up with JJ A/V person for Media row in JJ Gameroom; for wireless (w/pass/login) <p><u>Check-Ins</u></p> <p>1:45 PM Volunteer Check-in Volunteers Arrive 2:00 PM Volunteer Check - In Opens</p> <p>Following are to be prepared by 2:30 pm</p> <ul style="list-style-type: none"> ● Exhibition Set-Up Prepared ● Line Control plan in place

	<ul style="list-style-type: none"> ● On-Site Registration ● Pre-Registration ● Press/Media Coordination ● Videographer Coordination ● Panelist Coordination <p>3:00 PM</p> <p>Registration Opens for all (On-Site, Pre-Reg, Media/Press, Video, and Panel)</p>
Evening	<p>5:15 PM - Plenary Usher Volunteer Arrival and training</p> <p>6:00 PM</p> <ul style="list-style-type: none"> ● Gymnasium Open for Opening Plenary <p>Get some rest!!</p>
Things to do	<ul style="list-style-type: none"> ●

	<p>Conference Day Two Saturday, May 30th, 2015</p>
Day	<p><i>Check-In Opens at 8:00am</i></p> <p>6:30 AM: Operations Coordinators Call Time 7:00 AM: Coordinator Call Time 7:00 AM: Volunteer Sign-In Volunteers Arrive 7:15 AM: Saturday AM Registration, Exhibition, Videographer Signin, Press Sign-In, and Info Guide Volunteers Arrive. 7:30 AM</p> <ul style="list-style-type: none"> ● exhibition table set-up ● Saturday Registration set-up Sort out booklets/packets, Program Signage, etc. ● Other preparations for Day 2 of Conference. <p>1:00pm - Afternoon Volunteer call time and training</p>

	<p>2:00pm - Afternoon event</p> <p>4:30 PM - 7:30 PM</p> <ul style="list-style-type: none"> • 5:45 pm Plenary Usher Volunteer call time • 6:30 Gymnasium Opens for evening event. • Be sure overflow is available and setup.
Evening	<p>7:30 PM Plenary Starts</p>
Things to do	<ul style="list-style-type: none"> • Prep for Day 3 of Conference • Get finalized rooming list w/ room assignments • Check and update any changes • Take inventory •

	<p>Conference Day Three Sunday, May 31st, 2015</p>
Day	<p>Check-In Opens at 8:30</p> <p>6:30 AM: Operations Coordinators Call Time 7:00 AM: Coordinator Call Time 7:00 AM: Volunteer Sign-In Volunteers Arrive 7:15 AM: Saturday AM Registration, Exhibition, Videographer Signin, Press Sign-In, and Info Guide Volunteers Arrive. 7:30 AM</p> <ul style="list-style-type: none"> • exhibition table set-up • Sunday Registration set-up Sort out booklets/packets, Program Signage, etc. • Other preparations for Day 3 of Conference. <p>12:30 PM - Afternoon Volunteer call time and prep</p> <p>4:45 PM - Plenary Usher Volunteers Arrive 5:30 PM</p> <ul style="list-style-type: none"> • Gymnasium Opens for Closing Plenary (Assure that Crowd Control is available). • Overflow available and active (Assure that Crowd Control is available).
Things to do	<ul style="list-style-type: none"> • Clean up all the crap • Count cash and checks and drop-off somewhere secure. We should have amount people paid in civi to check against.

Overall Volunteers Information

Volunteer Shifts

As of 5/29 1:00am

Registration: Coordination: Samantha,

Registration - Friday 1:15pm - 7:00pm - 20 Volunteers
Registration - Saturday 7:15am - 1:30pm - 13 Volunteers
Registration - Saturday 1:00pm - 7:30pm - 10 Volunteers
Registration - Sunday 7:15am - 1:00pm - 8 Volunteers
Registration - Sunday 12:30pm - 6:30pm - 12 Volunteers

Info Guide/Crowd/Line: Mike, Theresa

Info Guide - Friday 1:15pm - 7:00pm - 8 Volunteers
Info Guide - Saturday 7:15am - 1:30pm - 5 Volunteers
Info Guide - Saturday 1:00pm - 7:30pm - 3 Volunteers
Info Guide - Sunday 7:15am - 1:00pm - 2 Volunteer
Info Guide - Sunday 12:30pm - 6:30pm - 5 Volunteers

Plenary - Mike, Theresa, Scott, Gabe, Anne

Plenary Usher - Friday (5:15pm-9:00pm) - 10 Volunteers
Plenary Usher - Saturday (5:45pm - 9:30pm) (4:45pm-8:00pm) - 10 Volunteers
Plenary Usher - Sunday (4:45pm-8:30pm) - 10 Volunteers

Exhibition: Daryl, Andanta

Exhibition and Book Fair Guide - Friday 1:15pm - 7:00pm - 6 Volunteers
Exhibition and Book Fair Guide - Saturday 7:15am - 1:30pm - 2 Volunteers
Exhibition and Book Fair Guide - Saturday 1:00pm - 7:00pm - 2 Volunteers
Exhibition and Book Fair Guide - Sunday 7:15am - 1:00pm - 2 Volunteers
Exhibition and Book Fair Guide - Sunday 12:30pm - 6:00pm - 5 Volunteers

Exhibition - Load In (Daryl; Andanta)

Exhibition Load In - Friday 9:00am - 1:00pm - 3 Volunteers
Exhibition Load In - Saturday 7:00am - 11:00am - 3 Volunteers

Videographer Sign-in : Vincent, Alexandra, Sage

Videographer Sign-in and Info Mgmt. - Saturday 7:15am - 1:30pm - 1 Volunteer
Videographer Sign-in and Info Mgmt. - Saturday 1:00pm - 7:30pm - 3 Volunteers
Videographer Sign-in and Info Mgmt. - Sunday 7:15am - 1:00pm - 0 Volunteers
Videographer Sign-in and Info Mgmt. - Sunday 12:30pm - 6:30pm - 1 Volunteers

Press Sign-in and Media - Pete, Lisa

Press Sign-in and Media - Friday 1:15pm - 7:00pm - 4 Volunteers
Press Sign-in and Media - Saturday 7:15am - 1:30pm - 4 Volunteers
Press Sign-in and Media - Saturday 1:00pm - 7:30pm - 2 Volunteers
Press Sign-in and Media - Sunday 7:15am - 1:00pm - 2 Volunteers
Press Sign-in and Media - Sunday 12:30pm - 6:30pm - 4 Volunteers

Volunteer Sign-in and Info Mgmt: Lily

Volunteer Sign-in and Info Mgmt. - Friday 1:00pm - 6:30pm - 3 Volunteers
Volunteer Sign-in and Info Mgmt. - Saturday 7:00am - 1:00pm - 1 Volunteer
Volunteer Sign-in and Info Mgmt. - Saturday 12:30pm - 6:00pm - 3 Volunteers
Volunteer Sign-in and Info Mgmt. - Sunday 7:00am - 12:30pm - 3 Volunteers
Volunteer Sign-in and Info Mgmt. - Sunday 12:00pm - 5:00pm - 3 Volunteers

Black Box: George, Scott, Anne

Will need to siphon off some volunteers during black box sessions.

Sat: 12-1:50

Sat: 3:15 - 5:00

Sun: 12 - 1:50

Sun: 3:40 - 5:40

IT/AV Help desk: Carlos, Nancy, Jose, Carlos C. (Justin, Diego, Carlos Miranda)

Supplies

On-Site/Pre-Registration/Panelist Check-In:

Supplies: Master List
 Sub Lists
 Program Guides

Event Bracelets
Name Badges
Pens
Highlighters
Folders
Laptop

Supplies: Registration and Refund Forms
Program Guides
Event Bracelets
Pens
Manila Folders
Money Boxes (2x)
Laptops (3-4x)

Panelist Check-In:

Supplies: Master List
Sub Lists
Program Guides
Event Bracelets
Name Badges
Pens
Highlighters
Manila Folders
Laptop

Info Guide:

Supplies: Clipboards
Program Guides (To Hand Out)
Registration Forms
Pens
Maps of Venue and Line Movements

Media and Media Sign-In:

Press List
Interview Schedule

Videographer and Videographer Sign-In:

Videographer List

Videographer Schedule

Plenary Usher:

Volunteer Coordination:

1. These volunteers will register for on-coming volunteers by checking off their names.
2. They will notify volunteers of their shift and provide a description of the duties he/she will do.
 - a. These include: Assist with Media/Press, On-Site Reg, Pre-Reg, Info Guide, and Exhibition.
3. Please also notify them that he/she may be asked to do other duties aside from the work that they have signed up for.
4. If a volunteer checks-in before their scheduled time, be sure to tell them that they have to check-in to the volunteer desk and check-out when they are finished.
5. Additionally, please let them know the importance of showing up for their assigned shift, in the case that they did not show, he/she may not be allowed to volunteer at future Left Forum Conferences.
6. If someone comes and asks to volunteer, please do the following:
 - a. Ask them to sign their name in the "Volunteer Check-In List," ask what time he/she is available, refer to the Volunteer Coordinator, for which shift and job is to be assigned for.
7. During periods of inactivity, Volunteer Sign-In volunteers will enter On-Site registration data into CiviRM.

Registration Information

On-site

Overall Coordinator:

Samantha Desire

To ensure smooth process of the on-site registration please make sure that on-site volunteers read the following scripts.

On-Site Registration Volunteer Scripts

On-Site Regular Registration

1. Please have the attendee fill out the “2015 Left Forum Conference Registration Form.”
Makes sure that all pertinent information is filled out (first and last names, address, email, telephone, method of payments).
2. Make sure he/she checks off “Attendee” on the latter form.
3. Offer them the payment methods we provide: credit/debit card, check, or cash.
 1. If the form of payment is a check make sure that payment are made to “Left Forum”
 2. CC/Db will be on separate line.
4. If the form of payment is by credit/debit card please process their registration by going onto the leftforum.org website and register the attendee online.
 1. This is the regular online processing as if the person is registering themselves.
 2. *Make sure it goes through, if not apologize for the inconvenience and ask for a different method of payment.*
5. With the exception of credit/debit cards payments, all other forms of payments will be given to Samantha.
6. Once payment is processed, write their name on the blank badge (you can get these blank badges from Samantha).
7. After registering the attendee, give him/her a copy of the 2015 Left Forum Program Guide and bracelet (Navy - 3 Day pass; Burgundy - 1 Day Pass).
8. Let the attendee know that their bracelet is their ticket to go into the conference each day. Inform the attendee that their tickets to the plenary events are included. ***If tickets to the Gymnasium are sold out, overflow rooms will be available.***
9. Credit Card Process: (FRIDAY)
 1. On-Site Coordinator will give a walk-through of credit card process on-line LIVE
 1. Take the Registration Form from participants
 2. Enter all pertinent information onto the blank field on the page (Name, Address, total cost, telephone).
 3. After entering the information, click continue.
 4. Review information, if all is correct, click continue.
 5. With credit card payment, the following page will take you to the Paypal page to process credit card.
 6. Click where it states, “Do not have Paypal Account”
 7. Enter all credit card information (type of card, name, number, expiration date, and security code (usually at the back of the card), address, and telephone). Be sure that the address on this page is the billing address of the card.
 8. Click continue to process.
 9. Be sure that credit card is processed, once it is confirmed, please give participant his/her bracelet and program guide.
 2. For SATURDAY and SUNDAY will utilize a credit card swiper
 1. Take the Registration Form from participants - make certain all fields (with the exception of credit card information) are filled out
 2. Enter in the appropriate amount for the participants registration
 3. Swipe the credit card

Be sure to let all participants know that their bracelet is their key to go in and out of the

conference.

On-site Refunds

1. If an attendee asks for a refund please have him/her to fill out the “2015 Left Forum Conference Refund Form”
2. After they have filled out the form notify him/her that we will process their refund after the conference and if during the process we have any problem, we will contact them.

Possible Problems You May Encounter

a. Address any problems with forms in notes on forms and place them in the manila folder labelled “Follow-up.”

b. If you encounter a Panelist who says they are registered, but you cannot find their name on the list of pr-registrants: remain pleasant, and look up whether they are registered via Paypal or CiviCRM. If you cannot find them, apologize, and ask them through which mode they paid in order to help you track down the payment. ****Panelists may think that they are registered just because they have a panel that is accepted or because another panelist paid. They are not registered unless they have paid, even if they are speaking in a panel.***

1. People who ask for free admission:
 1. **PANELISTS: Step 1:** Say “The Left Forum conference is funded completely by the registration fees and donations of panelists and attendees on a year-to-year basis. Without these fees we will not be able to hold this conference next year. We are grateful every contribution.”
Step 2: If the panelists continue to insist please forward the panelist to Sam Desire.
 1. **REGULAR ATTENDEES: Step 1:** Say, “The Left Forum conference is funded completely by the registration fees and donations of panelists and attendees on a year-to-year basis. Without these fees we will not be able to hold this conference next year. We are grateful every contribution.”
Step 2: Offer the attendee the option of filling a volunteering shift during the conference. On-Site Volunteering registration is located at ____? _____. **Step 3:** If the attendee insists, direct him/her to Synthia to discuss a scholarship option.

Anticipated Peak vs Off Peak times:

Peak in Bold

Friday:

3:00pm-5:00pm

Saturday:

8am - 10am; 10am - 11:30am

11:30am - 12pm; 12pm - 1:30pm

2:30pm - 3:15pm; 3:15pm - 4pm

4pm - 5pm; 5pm - 6:00pm

Sunday:

8am - 10pm; 10am - 11:30am

11am - 12pm; 12pm - 1:30pm

Rest of Day Non Peak

Pre-Registration

Pre-Registration Process:

1. Panelist Pre-Registration

1. Look for their names on the “Pre-Registration List” of names.
 1. Name list are separated/divided alphabetically and divided into binders
2. Once you have found their names-be sure to check off the column indicating that they have picked up their bracelet and their plenary ticket for that day.
3. Give him/her a copy of the 2015 Left Forum Program Guide, name badge and bracelet (Navy - 3 Day pass; Burgundy- 1 Day Pass).
4. Let the participant know that their bracelet is their ticket to go in/out of the conference. Tickets to the plenary events should be distributed at this time. ***If tickets to the Gymnasium are sold out, overflow rooms will be available.***

2. Possible Problems You May Encounter

1. Address any problems with forms in notes on forms and place them in the manila folder labelled “Follow-up.”
2. If you encounter a participant who says they are registered, but you cannot find their badge or name on the list, apologize, and remain pleasant. Please send the participant to one of the Pre-Registration Coordinators. Pre-Reg Coordinator will look up whether they are registered via Paypal or CiviCRM. If we cannot find them apologize and ask them through which mode they paid in order to help you track down the payment. (Participants may think that they are registered because some participants sends in their payments by check and we haven’t received their payment). If this is the case, send the participant to On-site Registration.

Info Guide (Crowd Control) Volunteer:

Crowd Control Coordinators

Mike Ryan; Theresa Eddins

1. **Line Monitors** will be the main force in maintaining organization around the outside check in areas.
 1. Upon arrival to John Jay, all info guide volunteers will be trained by coordinators.
 2. Different shifts require different tasks that are dependent upon how many people are arriving to the conference and what events are going on at the time.
 3. Info guide volunteers should be ready to help out in other areas as needed.

Panel Check-In

Panelist Coordinators

Marcus Graetsch

On-Site Panelist Registration:

1. Panelist Pre-Registration

1. Look for their names on the “Pre-Registered Panelist” list of names.
2. If Panelist has not paid for registration, direct them to On-Site Transactions tables adjacent to the Panelist Check-In tables.
3. Check the appropriate column when they are given their bracelet and/or plenary ticket for the day.
4. Sort through the alphabetically organized binder of printed name badges, and give the panelist theirs. Let them know that they have 2 copies of their name badges should they want another one the following day.
5. Give him/her a copy of the 2015 Left Forum Program Guide and bracelet (Navy - 3 Day pass; Burgundy - 1 Day Pass).
6. Let the panelist know that their badge is their ticket to go in/out of the conference. Plenary tickets will be distributed on a first-come, first-serve basis. ***If tickets to the Gymnasium are sold out, overflow rooms will be available.***

Note: If a panelist needs to get to their panel quickly and the panelist registration line is long, please allow those panelist to get priority when registering. Possibly make announcements on the line.

Possible Problems You May Encounter

- a. Address any problems with forms in notes on forms and place them in the manila folder labelled “Follow-up.”
- b. If you encounter a Panelist who says they are registered, but you cannot find their badge, apologize, remain pleasant, and look up whether they are register via Paypal or CiviCRM. If you cannot find them apologize and ask them through which mode they paid in order to help you track down the payment. (Panelists may think that they are registered just because they have a panel that is accepted or because another panelist paid. They are not registered unless they have paid, even if they are speaking in a panel.)
 1. People who ask for free admission:
 1. **PANELISTS: Step 1:** Say “The Left Forum conference is funded completely by the registration fees and donations of panelists and attendees on a year-to-year basis. Without these fees we will not be able to hold this conference next year. We are grateful for every contribution.”
Step 2: If the panelists continue to insist please forward the panelist to Crystal (Sacha or Seth if she is not available).
 1. **REGULAR ATTENDEES: Step 1:** Say “The Left Forum conference is funded completely by the registration fees and donations of panelists and attendees on a year-to-year basis. Without these fees we will not be able to hold this conference next year. We are grateful every contribution.”
Step 2: Offer the attendee the option of filling a volunteering shift during the conference. On-Site Volunteering registration is located at ____? _____. **Step 3:** If the attendee insists, direct him/her to Crystal to discuss a scholarship option.

Exhibit Information

Exhibitor Coordinators

Daryl King; Andant Djafar

Exhibition registration will take place in the exhibition area. Each table will have 2 table minders that will be listed on the exhibition list and will be given their Navy (3 day)bracelet upon arrival.

Exhibition Load In/Out Volunteer- Volunteers will assist the Overall Exhibition Coordinators, Daryl King and Andanta Djafar during load in and load out.

Exhibit Information

Overall Exhibitor Coordinators

Left Forum Staff Information

Dary Rashaan King, darylking12345@gmail.com, 845-522-0449
Andanta Djafar, andantadjafar@gmail.com, 718-300-2037

Exhibition registration and the only location to load/unload for exhibitors is located at the mailroom and through the connecting loading docks.

Exhibition Load In/Out Volunteer- Volunteers will assist the Overall Exhibition Coordinators during load in and load.

Register Exhibitors

Exhibitor Registration is numerated to minimize confusion along with the organization's table number. Be sure to highlight the participants who already registered, in the case that there are no specific name is indicated in "Exhibitor List" for the organization. Please be sure to write the name of representative who will be mending the table on the badge

After registering the exhibitors, please assist the participants to locate their table area. There are four locations for exhibition the main hall, the café, the second floor, and the hallway.

Assure that volunteers:

- help vendors find their tables
- tape down cords
- Expedite carts for vendors.

Conference Day 1

Friday, May 29, 2015

Loading/Un-loading Exhibition: 10:00 am - 3:00 pm

Roles: (4) Assist in registering exhibitors, locating their tables, and other else needed in exhibition aspects.

Total: (4) People

Set Up

9:30 AM - Exhibition organizers to start preparation for Day 1 of conference.

- Number tables
- Sort badges
- Set-up table with all exhibitor registration materials

Check-Ins

10:00 AM - Exhibition Check-in/Load-in Opens

- Following are to be prepared by 10:00am

- Tables in each room numbered
- Exhibition staffed and set-up with appropriate materials - lists, program guides, badges, etc
- Hand carts to help load-in materials
- Packages delivered from mailroom

Exhibition Load-in closes

3:00 PM

Frequently asked questions / information for volunteer information guides:

1. Where do I pick up my admission bracelet?

If you registered and paid ahead of time, you can pick up your admission bracelet at the pre-registration desk (you will also wait in the corresponding “pre-registration” line outside upon arrival). If you have not yet registered for the conference, you can pick up your admission bracelet at the on-site transaction desk (you will also wait in the corresponding “transaction” line outside upon arrival).

2. How do I get a ticket for the plenaries?

Tickets will be distributed on a first come, first serve basis to people standing (and remaining) in line.

Tickets for the opening plenary will be distributed starting at 3:00 pm on Friday. Tickets for the Saturday Evening Event will be distributed on Saturday starting at 8:00 am. Tickets for the Closing Plenary will be distributed on Sunday starting at 8:30 am. There will be a live video feed to several overflow rooms for those who cannot be accommodated in the auditorium.

If you are unable to stand in line for a ticket due to a disability, please visit us at the on-site registration desk in the Reading Room.

3. Where is the Gymnasium?

On the 4th Floor of the Haaren Hall Building. Maps can be found in the information guide and information on getting to the gymnasium can be found on the addendum.

4. Where do I wait in line for the plenaries?

Ticket holders should make their way towards the stairwells and elevators up to an hour before each event starts. There will be conference organizers/volunteers on-site to assist in directing you and conference. Attendees can also look for signage posted throughout the site.

5. Where is the book/exhibition fair?

The bookfair is located on the 1st and second floors of the New Building.

6. I lost my program guide. Can I have another one?

Unfortunately we cannot afford to print extra program guides. You can view copies of the program guide at our information tables.

7. Is there a projector/computer/TV monitor/DVD player I can use for my panel?

If you did not request AV capacity ahead of time in your online panel submission, we cannot accommodate your request at this late time. Most rooms are equipped with screens if you are able to bring your own equipment.

8. Where can I find inexpensive food in the area near John Jay?

John Jay has graciously agreed to have their cafeteria open during the conference.

The hours are as follows:

Main Cafeteria (2nd floor)

Friday night: CLOSED

Saturday: 2:00pm - 7:00pm

Sunday: 2:00pm - 7:00pm.

10. What are the closest subway stops?

The closest trains are the A, C, B, D, and the 1 at the Columbus Circle train station.

11. Is there wireless internet?

If you are a speaker or panel organizer who needs to access the internet for your panel, visit the registration desk for log-in information. Wireless internet access is not available for general use.

Wireless For Reg (this is the network that should be used on all of the LF computers NOT for panelists and attendees)

SSID: JayGuest

User Name: cuny

Login: cunycuny

SSID: LeftForum

User Name: LeftForum

Login: LeftForum321

Troubleshooting Scenarios

Please note: There is no way of knowing what will happen on the conference days. We will encounter thousands of people in a 3-day period. Trust the team and your own judgement; however you can use this table as a general

guide. Anything you're not sure of should be directed to Central Desk and will be handled from there.

If....

Then.....

<p>A panelist says they are registered but their name is not on the master list</p>	<ul style="list-style-type: none"> ● check civi to see that they registered, if not...then ● ask them if they are registered as part of a group or exhibitors ● If nothing comes up in their name, double check using their email address.
<p>an attendee says they registered but their name is not on the master list</p>	<ul style="list-style-type: none"> ● check civi to see that they registered, if not...then ● ask them if they are registered as part of a group, as a panelist, or as exhibitors ● If nothing comes up in their name, double check using their email address.
<p>a member of John Jay staff asks to speak with a Left Forum coordinator</p>	<ul style="list-style-type: none"> ● direct them to the LF help desk/volunteer sign-in table
<p>someone has AV needs</p>	<ul style="list-style-type: none"> ● direct them to the LF help desk/IT AV Desk
<p>someone says they registered prior to the conference but they are not listed as "paid"</p>	<ul style="list-style-type: none"> ● direct them to the transactions line
<p>someone asks for a scholarship on-site</p>	<ul style="list-style-type: none"> ● discreetly explain that Left Forum barely reproduces its costs each year and needs everyone to pay the low fees or volunteer. Those people who can do neither take responsibility to email Left Forum (register account) in advance to request a scholarship (at a given amount they specify) and their request is met . To request scholarship at the last minute on site places greater time impositions on everyone. They can also volunteer there on the spot. That said, and after explaining this we see what scholarship they want and unless they are unruly, we grant it. we listen to the ask them for an explanation and grant them their request (within reason)