

# Extranet User Manual

*The General Convention Office (GCO) Extranet is a communication tool created to support the work of the Executive Council (EC) and Interim Bodies (IBs). Members are expected to use this platform as their primary method of electronic communication with other group members. The GCO Extranet is used to post messages and files, as well as look up meeting information and documents.*

---

## Logging in for the first time

You have access to GCO Extranet if you are a member of the EC or any IB. The GCO will notify you by email as soon as your account is ready. The email address that you receive the notification from is also your login email address.

Once you know your login email address, you just need a password, which you can get [here](#). You will be emailed a link to setup a password. If you do not receive the notification, go to the section on email notifications below.

If you think you should have an account but you have not received any notification, please [contact the GCO](#).

## Logging in

Go to <https://www.generalconvention.org> and click on the Extranet button in the top-right corner.

As a member of the EC or any IB, you can log in with your email address and password. If you have multiple email addresses and you do not know which one the GCO has on file for you, you can test one-by-one on the [“Forgot password”](#) page. You will only receive the password reset email message at the email address we have on file. Otherwise, just [contact the GCO](#).

## Reset a lost password

If you cannot remember your password, you can always reset it by going to the [“Forgot password”](#) page. Note that your password must be at least 8 characters long and contain at least 1 capital, 1 lowercase letter, and 2 digits.

## Not receiving notifications or reminders?

- Please check your spam / junk mail folder. This is where the notification has most likely ended up.
- Wait for 10 minutes; the notification may have been delayed by your email provider.
- If you are still not received anything, [contact the GCO](#)?

## Password not working?

- Password are case-sensitive, make sure appropriate letters are upper or lower case, as needed.
- If you can't get your password to work, you can re-set your password by going [here](#).
- Remember that your password must be at least 8 characters long and contain at least 1 capital, 1 lowercase letter, and 2 digits.

## Changing your password

If you want to change your password, log in, click on "Your Profile", and follow "Change your password". [Click here](#) to do there directly (note you must be logged into Extranet already for this link to work).

## Dashboard

The Dashboard is where you are taken after you log in. It shows you the latest activity across all groups that you are a member of, such as the latest messages and any upcoming meetings.

In the right sidebar, you find a list of your group(s) that you are in. To see what is going on in a particular group, click on its name.

## Profile & Settings

Here you can view and update your contact record. As fellow members and the GCO need this information to contact you, it is important to keep it up to date.

You may also upload your picture ('avatar') here. Avatars are displayed alongside any messages that you post.

You may also subscribe to or unsubscribe from email notifications. More information about (un)subscribing is available in the email notifications section below.

## Group overview

Whereas the Dashboard shows activity across all your groups, the Group Overview window does the same thing for a specific group.

## Messages tab

Here you find a chronological list of messages posted by you and fellow group members (most recent messages on top). You can post a new message by following the link "Post a new message". When you are done drafting your message, click "Review and post message" to preview it. If you are satisfied, click "Post message" (Otherwise, click "edit".) All members will receive an email notification when you have posted your message. Note that you may also attach files to messages.

## **Files tab**

All group members can upload and download files. When a file is uploaded, members are notified by email. You can delete any file you uploaded yourself. As a Chair, Co-Chair, Vice-Chair or Secretary you can delete any file, except files uploaded by staff.

A file can be assigned 'tags' (categories) for easier retrieval. To find a file by tag, follow the "Search Files" link, select the tag and click "Search".

## **Meetings tab**

The meetings window displays all past and upcoming meetings along with any documents or minutes that have been posted to those respective meetings.

## **Minutes tab**

The minutes window displays approved minutes that have been submitted for posting to the GCO. If a meeting has "Email minutes to GCO" displayed next to it, it means that minutes have not yet been submitted.

## **Members tab**

Here you find a list of all members in the group, along with their contact information.

## **Email notifications**

By default, the GCO Extranet will send you an email notification whenever anyone posts a new message or file in any of your groups. You have the option to turn those notifications off in "Profile & Settings". However, it is recommended that you keep the notifications turned on unless you plan to regularly log in and check for new messages/files.