UNIVERSAL POSTAL UNION

UPU electronic voting system – Quick guide for voters

The UPU International Bureau aims to provide the technology platforms and tools required for UPU members and stakeholders to effectively communicate, collaborate and make decisions in a virtual, hybrid or physical environment. This short guide explains how to use the UPU electronic voting system for decisions in statutory and non-statutory UPU meetings.

1   Technical requirements

To ensure that you are reliably able to access the UPU electronic voting system, you must:

i   Have a good Internet connection: upload 600 Kbps/download 600 Kbps (0.6 Mbps);

ii   Have JavaScript enabled in your Internet browser;

iii   Make sure that your IT administrators have whitelisted the domain mail.electionbuddy.com in your enterprise mail gateway.

2   Participation

To be able to participate in votes and elections during statutory UPU meetings, you must:

i   Be eligible to vote (accredited by your country);

ii   Have a valid UPU account;

iii   Have completed the registration procedure on the UPU event management system;

iv   Have your secret access code.

Please refer to the frequently asked questions (FAQs) at the end of this document for further clarification.

3   Voting process

This procedure applies to all votes and elections.

1 When the vote is started by the vote administrator, you will be invited to vote by e-mail. (You already possess your country's secret access code.) 2 Alternatively, you may use the voting system directly on the Event Management Platform.	↩ Reply ↩ Reply all → Forward ⊟ Archive **Vote now: Universal Postal Union - Quorum check** UU Universal Postal Union <invitations@mail.electionbudd 2:03 PM
3 Open your ballot by clicking the link included in the e-mail.	**To vote, visit:** secure.electionbuddy.com/m/upu/plenary1item2 Or copy and paste the link into your web browser.

4	Alternatively, enter your access code and open your ballot from the Event Management Platform.	**1 - Please enter your access code** Your access code: 75343E12-8D89-4232-A509-86B71821701F [Submit] **2 - Open a ballot** POC Members Election 4 POC Members Election 3
5	Read the instructions and complete the ballot.	**Ballot** > Verify > Confirmation **UNIVERSAL POSTAL UNION** **Universal Postal Union** Plenary 3/10 - Motion 4 Short description of the vote... **Bylaw Amendment Approval of Article IV** Select exactly 1 of 2 options or choose abstain to vote for none of the options. Instructions for the voters.... **Option** Yes - I approve the amendments ○ No - I reject the amendments ○ Abstain ○ [Verify your selection]
6	Verify and validate your selection.	Ballot > **Verify** > Confirmation **UNIVERSAL POSTAL UNION** **Universal Postal Union** Plenary 3/10 - Motion 4 Review your choices below. To change, choose 'Edit ballot' or to finalize and vote, choose 'Submit ballot' Bylaw Amendment Approval of Article IV Yes - I approve the amendments [« Edit ballot] [Submit ballot »]
7	If you wish to edit your choice, click "Edit ballot".	
8	To confirm your choice, click "Submit ballot".	
9	On the confirmation page after you have validated your ballot, you will be assigned a verification code.	Ballot > Verify > **Confirmation** **UNIVERSAL POSTAL UNION** **Thank You!** You're done! Your ballot choices have been registered and your verification code is c8407ebc7522ab6 [Next Vote]
10	You will also receive a receipt by e-mail containing your verification code.	

IMPORTANT: The verification code will enable you to check that your vote was included in the voting results and was not tampered with between the time of voting and the presentation of the final results.

4   Proxy voting

A member country that is assigned a proxy will receive a separate e-mail with a separate secret access code for the proxy country.

The proxy voting procedure follows the same steps as described in section 3 above, using the separate access code for the country being represented.

5   Notice of representation voting

A member country that is assigned the vote via a notice of representation (in accordance with article 3.6 of the Rules of Procedure of Congresses) will be issued with a secret access code for the represented country valid for the duration of that specific meeting session.

The notice of representation voting procedure follows the same steps as described in section 3 above, using the separate secret access code for the country being represented.

6   Troubleshooting

If you encounter any problems during the live voting process, carry out the checks outlined below. If the problem persists, follow the steps for requesting assistance.

Problem	Checks	Request assistance
I have not received an invitation to vote by e-mail	– Check your spam folder. – Ensure that the domain mail.electionbuddy.com has been whitelisted by your IT administrators in your enterprise mail gateway.	– Contact the IB secretariat via Zoom chat. – You will be moved into a Zoom breakout room. – You will be shown how to vote via screen-sharing and remote control.
I am unable to access my ballot on the Internet	If your Internet browser reports an error message: – Check your Internet connection. – Check that cookies are enabled in your browser. – Check your proxy settings.	

7   FAQs

7.1   How do I obtain the credentials to vote?

Ensure that you have been properly registered and accredited on the UPU Event Management Platform (events.upu.int) and that you have the right to vote, as indicated in the credentials instrument submitted by your country. Additionally, make sure you have a valid UPU account.

7.2   How do I obtain my secret access code?

Your secret access code is automatically e-mailed to you, provided that you have been properly registered, accredited and credentialed by your country. Additionally, check on the UPU event management platform (events.upu.int) that you are booked in for the meeting in which the vote is being held.

7.3   How do I register for a new UPU account?

In your Internet browser, visit hand2hand.upu.int and follow the on-screen instructions to create your account. If your UPU account (e-mail address) already exists, see "How do I retrieve my UPU account?" below.

7.4   How do I retrieve my UPU account?

In your Internet browser, visit accounts.upu.int, click "Forgot password" and follow the on-screen instructions. If your UPU account (e-mail address) does not exist, see "How do I register for a new UPU account?" above.

7.5   How do I retrieve my password?

If you have forgotten your password, you will need to reset it. See "How do I retrieve my UPU account?" above.

7.6   How do I register for the 27th Universal Postal Congress?

In your Internet browser, visit the following dedicated page on the UPU website for instructions on how to register for Congress: www.upu.int/en/Universal-Postal-Union/About-UPU/Bodies/Congress