

IGF Remote Participation Platform

Introduction

This manual aims to give information regarding how to manage remote participation with IGF tool WebEx. It can be used by Online Participation hosts at IGF venue, or by the online participants (including Remote Panellists/Speakers) or as part of a Remote Hub. Additionally, those delegates and or participants who may assume a moderator role, technical or non-technical, may find this manual useful in order to familiarise themselves with the remote participation platform, webex.com.

If you have any further questions after reading this manual, you are strongly encouraged to read the [WebEx help pages](#) or get in touch with the IGF Secretariat.

Getting started

Installation and testing

In order to avoid any last minute issues, it is recommended to test the Online Participation equipment, computer, tablet or phone **some minutes** before the designated session start time. If this is the first time you are accessing or host a WebEx meeting you may be asked to install some WebEx components in your browser, when you start or join the meeting. If it is necessary to install these components, please ensure that you have administrator rights for the device or ask your computer support provider to enable the installation.

Starting

You will have a WebEx link to start (host) a meeting or to join to it as a participant. After accessing that link, it is possible that a preferences page may ask for your personal settings as shown in Figure 1, depending on your system. In that case, please select “Save” if you prefer to set your own settings as applicable. You may keep the default preferences by clicking “Cancel”.

The screenshot shows the 'Preferences' page in the WebEx interface. On the left is a navigation menu with options: Request Host Account, Attend a Session (with sub-items: Live Sessions, Recorded Sessions, Unlisted Sessions), Host a Session, Set Up (with sub-items: Training Manager, Preferences, New Account), and Support. The main content area is titled 'Preferences' and has a 'Required Field' indicator. Under the 'General' tab, there are 'Web Page Preferences' and a note: 'Note: Changing the locale affects the display of session times, dates, currency, and numbers for this website.' Below the note are three dropdown menus: 'Time zone' set to 'Paris (Europe Summer Time, GMT+02:00)', 'Language' set to 'English', and 'Locale' set to 'U.S.'. At the bottom are two buttons: a green 'Save' button and a grey 'Cancel' button.

Figure 1: WebEx Preferences

Joining a meeting

After this optional step, you will be transferred to the login page as seen in Figure 2. Until the meeting time arrives **you will not be allowed to login** (unless you are the host, in which case the “Join” button will allow to “Start” the meeting, instead).

IGF 2018 Online Participation Webinar for Remote Hubs, Moderators and Panelists

Thursday, October 25, 2018 | 8:00 am Greenwich Time (GMT) | 1 hour 30 minutes | ● Not started

Host: IGF Secretariat [Add to my calendar](#)

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If you are the host, [start your meeting](#).

By joining this meeting, you are accepting the Cisco Webex [Terms of Service](#) and [Privacy Statement](#).

Figure 2: Login screen until meeting time

In the common case when you are an online participant (remote panellist or Hub), once the meeting is started by the host, you will be asked for your name and e-mail address (you should type those used during registration to the meeting / event, if registration was required). The join link will become active: click on it to enter the meeting.

You will see a screen as shown in below. Please follow the instructions. If you have any trouble logging in, it is possible to continue without installation of browser plugins by clicking on “Run a temporary application”. In that case, a stand-alone application would be downloaded to your device where the meeting would be run instead.

Starting WebEx...



Still having trouble? Run a temporary application to join this meeting immediately.

Figure 3: Login screen until meeting time

Meeting Teleconferencing

After login, you have the option to connect to the audio conference. This can be seen in Figure 4 at the “Audio Connection” panel:

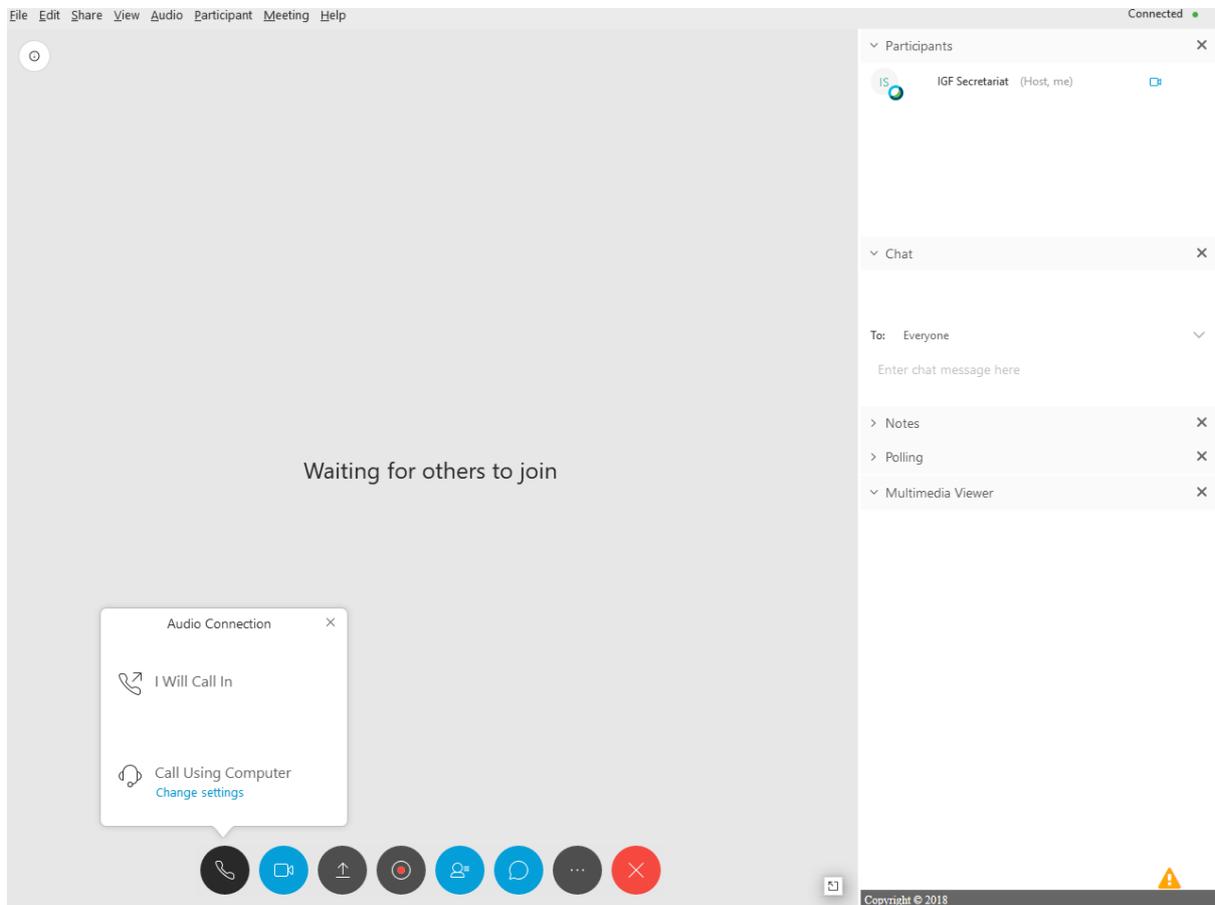


Figure 4: Teleconference options

By selecting the option “**Call Using Computer**” in Figure 4, you can join the teleconference with your computer equipment. Your microphone and speakers will be checked and a warning will appear if they are not detected. If they are well installed you will see the panel changed to “Connected to Audio”. It is advisable to test your audio equipment by clicking on the Menu “Audio” → “Computer Audio Settings...”, as shown in Figure 5 (note, for the smartphone/tablet application, you can set in the Configuration: Audio → Automatic Connection → Call through Internet).

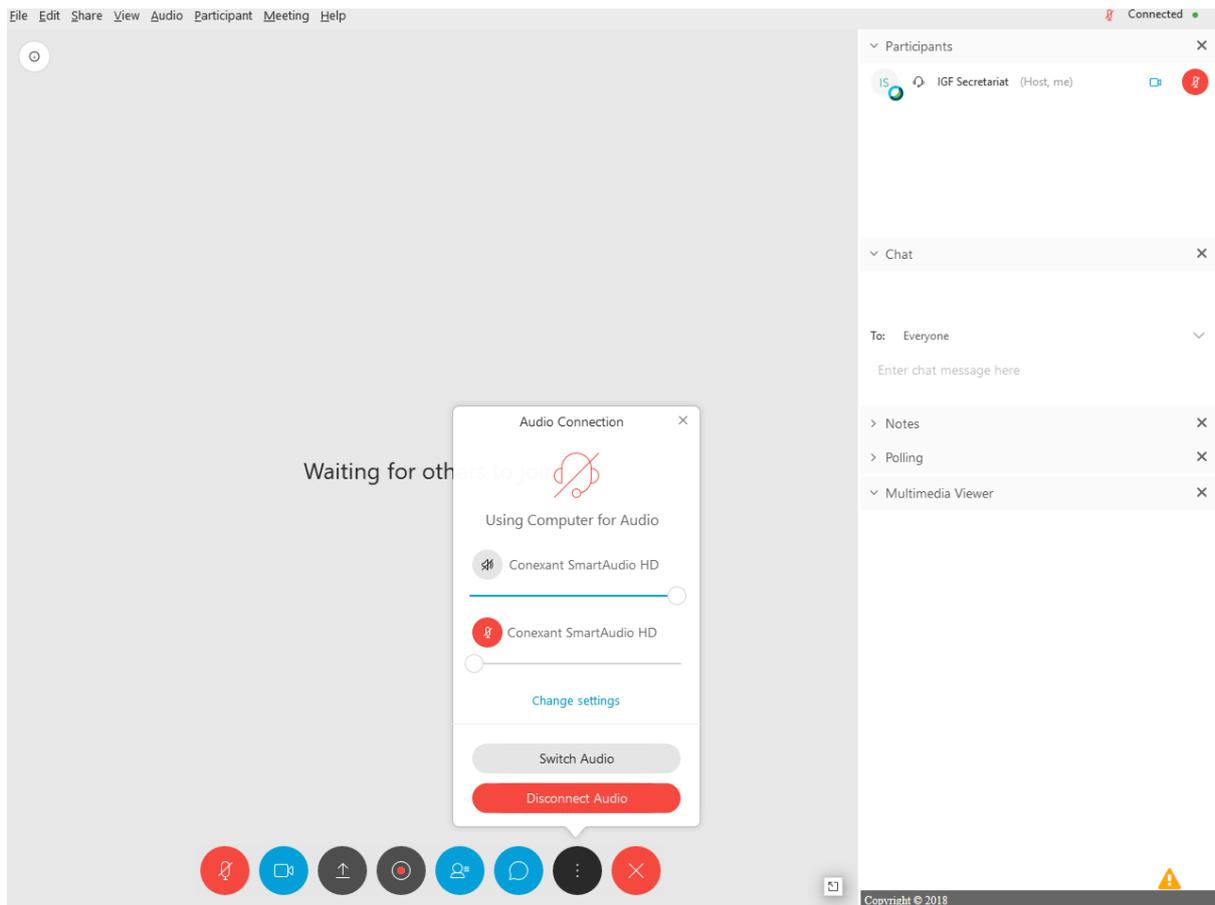


Figure 5: Computer for audio

In case of using the Application for your tablet or Smartphone, please check these [Accessibility Hints](#) page to configure it to automatically connect to the audio session.

The application screen will show during the meeting a simplified version of the content that is shared in the computer version, including chat and presentation.

During the conference

The conference screen will appear as illustrated in Figure 6: Online Participation with integrated Video. Once connected to the session, please ensure that you **mute your microphone** using the microphone at the bottom, as background noise could degrade the quality of shared conversation. Your microphone is muted when there is a diagonal line through it.

If you have a webcam, you can also connect and **share your video image**. You can enable/disable it with the camera icon at the bottom, in the list of Participants at the top right side. Your video will be only shared to the session when you are given the floor. The Active video of the session, will appear in the top right portion of the screen. As seen in Figure 6: Online Participation with integrated Video.

The live transcripts will be broadcast through the bottom right panel. This panel will have a navigable header on top: the option at the right allows to stop the live scrolling, making it possible to navigate within the live transcription.

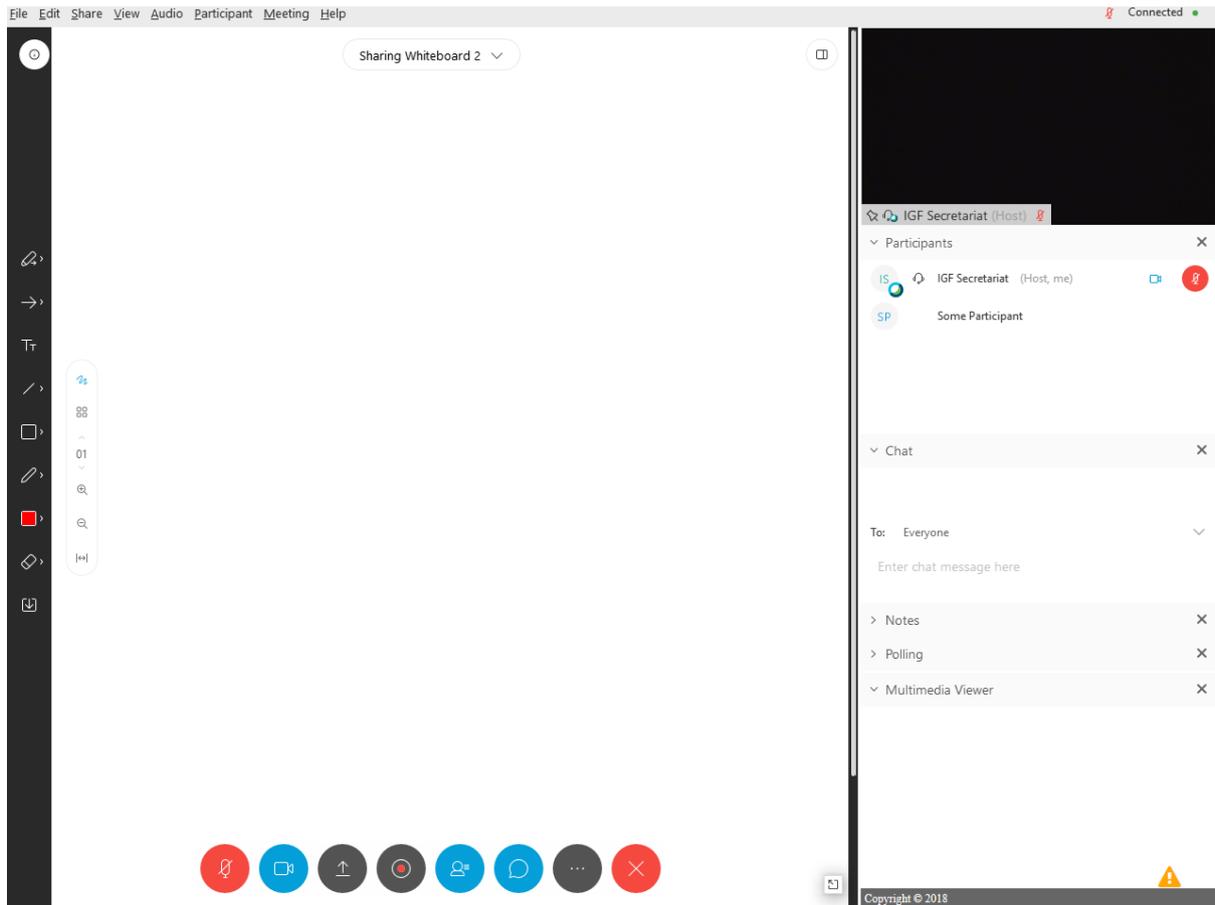


Figure 6: Online Participation with integrated Video.

If you would like to **present** or **request the floor**, please read [these instructions](#). Webex also has a “Raise Hand”, button to ask for the floor within the Webex virtual session only, but this is not used, in order to share the queue with onsite participants. When the floor is given to you, the host will give you the right permissions as/when appropriate, and your image and audio will be present in the venue and in the Webcast. There will be also transcribed and translated if available.

Once access is granted please activate your microphone by clicking the microphone button. If required, you can share your screen with others by clicking “**Share Screen**” icon. This will allow all remote participants and participants in the room to see your screen remotely. You can also Share a local presentation document, by clicking in the More Options link below the Share Screen icon, or from the “Share” Menu, from where you can also share a Web Browser or any other application for others to be seen during your intervention. When presenting, it is also possible to use the “Whiteboard” tab to draw designs that will be shown to the participants. Use the “Share” menu to activate the Whiteboard tab if not immediately visible.

Messages can be exchanged via the chat facility at the right-hand side (this facility maybe needs to be enabled by clicking on the button at the bottom showing a speech bubble). It is possible to send individual messages by selecting the required recipient(s) from the drop-down list or to send a public message to the entire list by selecting “Everyone”.

Advanced: It is also possible to make the screen panels floating, so they can be treated individually, meaning they can be moved or re-sized. In order to do that, hover on the top right icons of the main presentation screen, and select the rightmost option “Floating panel view”, as explained at Figure 7 “Floating Panel View icon location”.

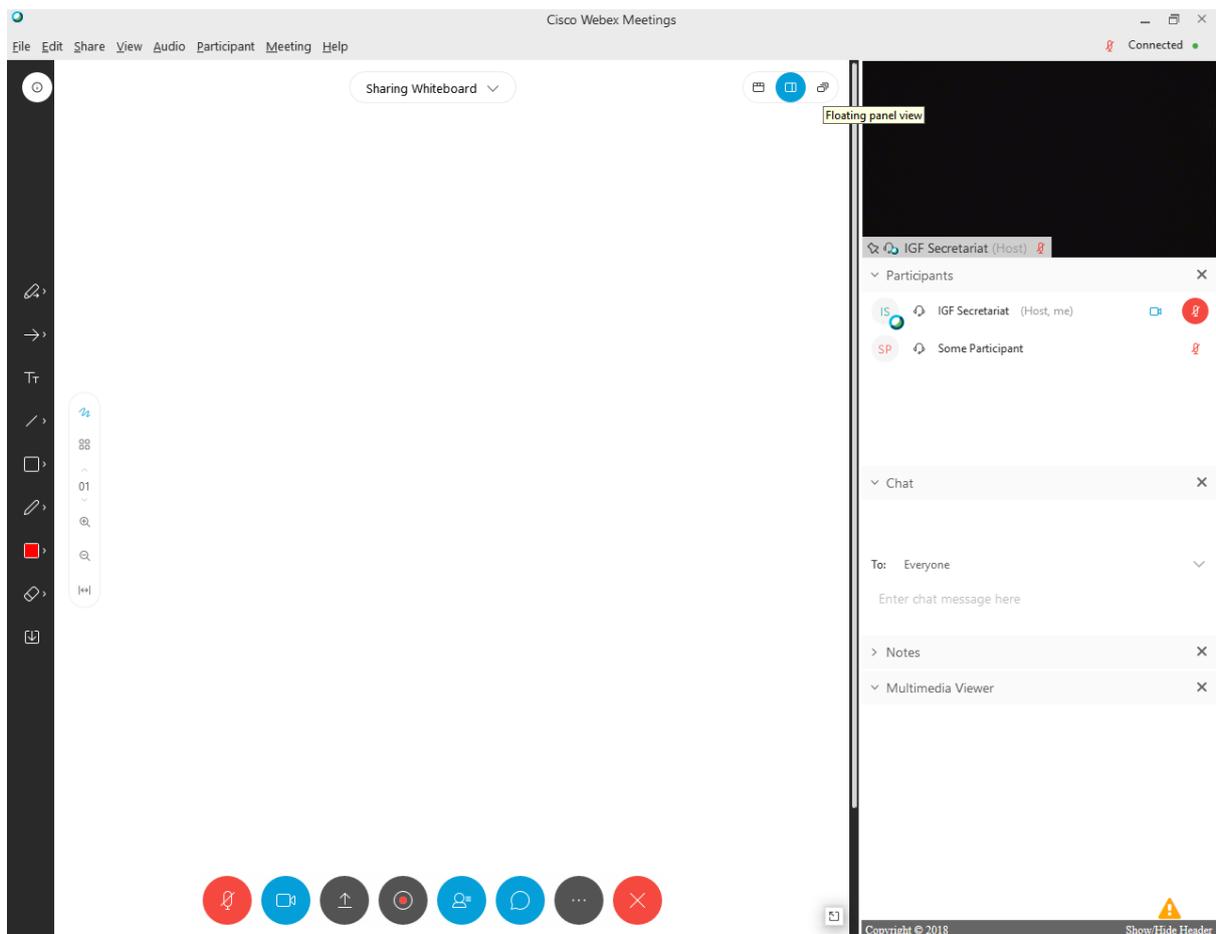


Figure 7: Floating Panel View icon location

Then, in the new view, use the buttons at the bottom to open the panels such as the Chat or the Participants list. You will find the captions at the “...” icon, and opening the “Multimedia Viewer” panel, as represented at the Figure 8 “Floating Panel View of Online participation with captions (Multimedia Viewer) panel”.

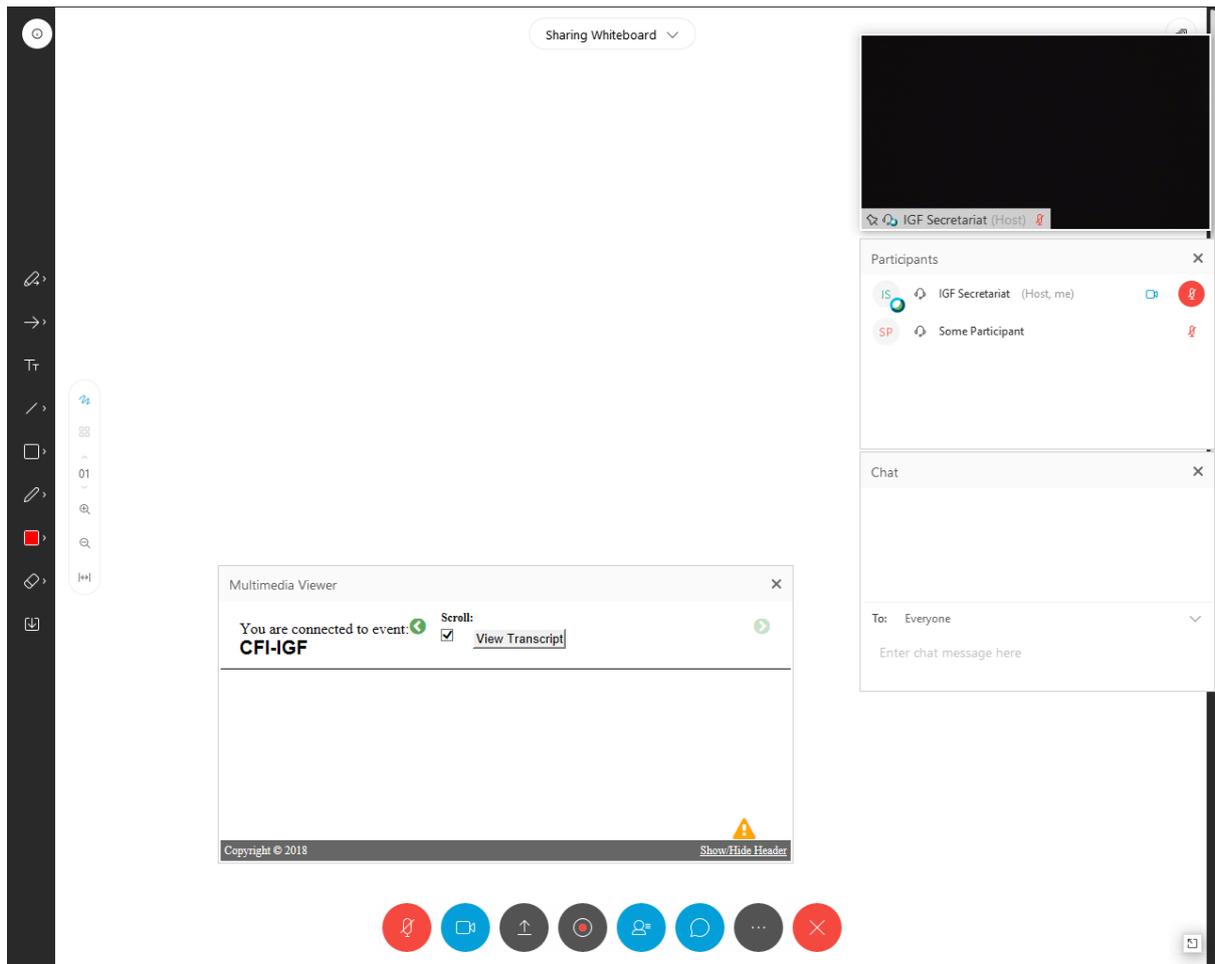


Figure 8: Floating Panel View of Online participation with captions (Multimedia Viewer) panel

You can leave the session using the “**Leave Meeting**” option from the File Menu or the “X” button at the bottom.