

IGF Remote Participation Platform

Introduction

This manual aims to give information regarding how to manage remote participation with IGF tool Zoom. 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, zoom.us.

If you have any further questions after reading this manual, you are strongly encouraged to read the [Zoom 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 Zoom meeting you may be asked to download and install the Zoom client, when you start or join a meeting. Please ensure that you have administrator rights for the device or ask your computer support provider to enable the installation. Otherwise, you can also join from your browser, although the Client application is recommended. You can also download it from <https://intgovforum.zoom.us/download>

Personal account

You will have a Zoom link to start (host) a meeting or to join to it as a participant. Optionally, you can have a personal Zoom account, in which for example you can put your photo, so other online participants can see you during the online meetings: You can create an account from <https://intgovforum.zoom.us/signup>. After accessing that link, you can set your personal preferences, such as your preferred time zone or others such as the profile photo upload (Figure 1). If/when you have an account, you can log into it from <https://intgovforum.zoom.us/signin> before joining any session by accessing the session's online meeting link from that browser.



Figure 1: Zoom Profile - Photo Upload

Or you can simply start your recently downloaded Zoom Client application and sign in from there, in order to use this client App to join the meeting. Your picture can be also uploaded to Zoom from the Settings of the Client Application, clicking on the Settings button. These settings also allow you to test your local devices for video and audio (Figure 2): You can select your device and click on the buttons “Test Speaker” to check you hear the audio or “Test Mic” to check your voice can be recorded and consequently heard by others.

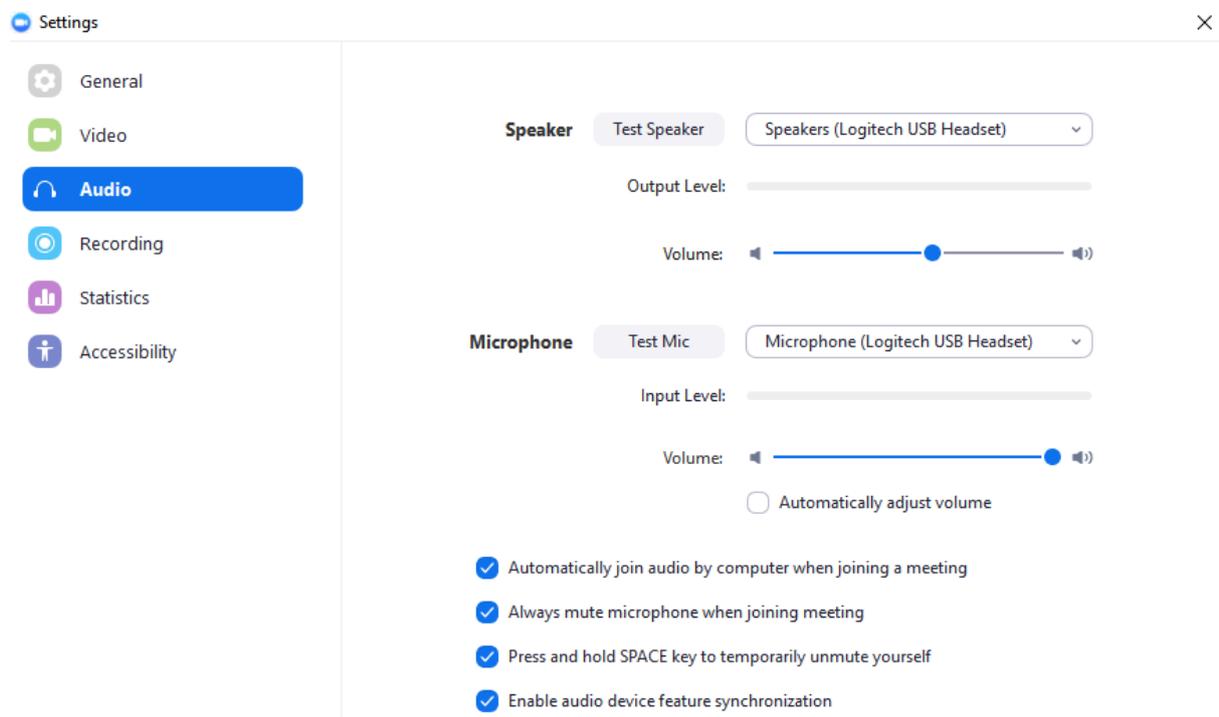


Figure 2: Zoom Client Application Settings

Joining a meeting

Once you click on the session’s meeting link, you will be transferred to the launching page as seen in Figure 3.

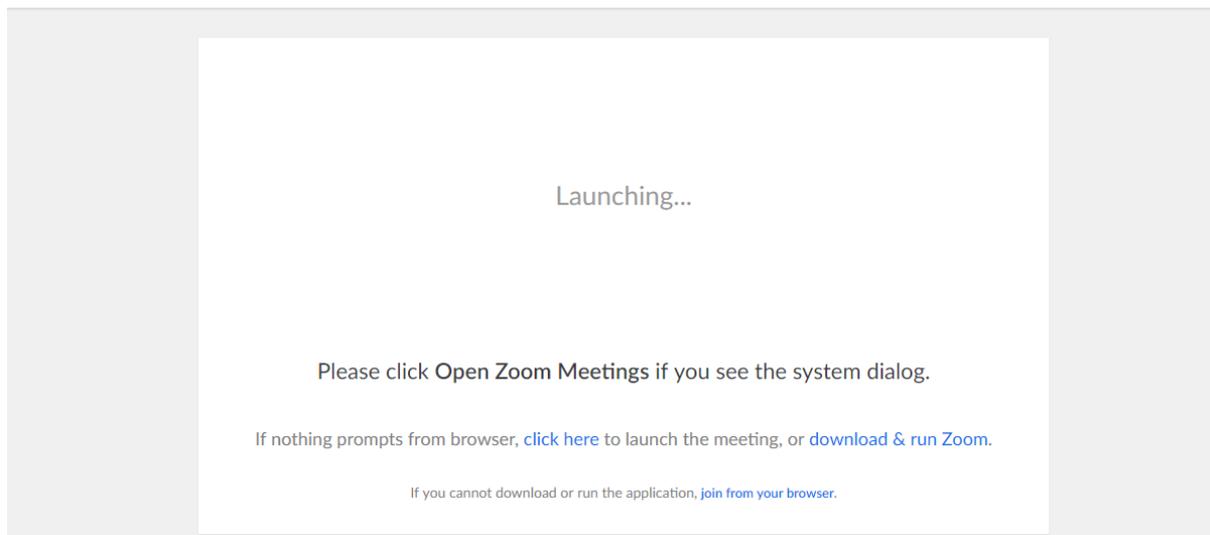


Figure 3: Joining meeting Screen

You can decide if joining via the downloadable Client Application (recommended) or via the browser (limited features). If you click on any of these links, until the meeting time arrives **you will not be allowed to join** as seen in the Figure 4 below (unless you are the host, in which case you can click the “login” link instead).

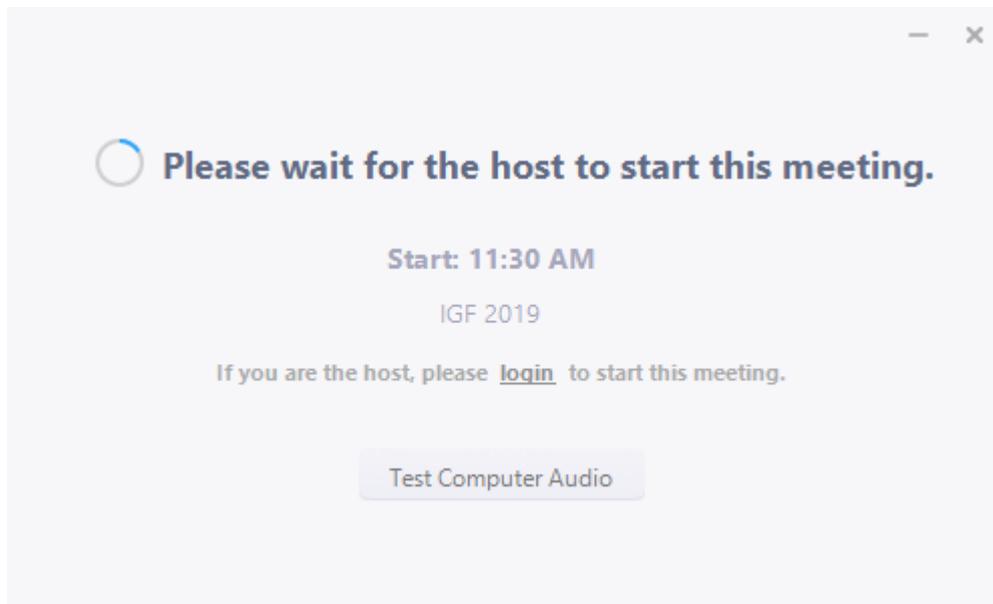


Figure 4: Login screen until meeting time

Note: You are also offered to test your computer audio if you try to login before the meeting has started. If the meeting has started, you can still test your audio within the meeting itself (see later).

In the common case when you are an online participant (remote panellist or Hub), once the meeting is started by the host, you will access the meeting directly. If you decide to join via the Zoom Client Application and login, so you will join with your profile and picture.

***Important:** when you register as online participant for any IGF online event (such as the IGF Annual meeting), please register with the same name (First and Last name) that you use in Zoom. That will allow you to be identified in case of need to ask for the floor or participate in the chat. If you have already registered as online participant, you can in any case update your name in your Zoom account, prior to joining a meeting, or even change it within the meeting, just clicking on your current name.

If you decide to join without the client application, in a browser without login (so, not sharing your picture either), Zoom will still ask for a name to show to others (Figure 5). You can also still update your name as explained before.

Input your name to join the meeting

Your Name



Figure 5: Joining meeting from browser

Meeting Teleconferencing

After joining, you have the option to connect to the audio conference. This can be seen in Figure 6: select the computer audio option to join using your device and the internet connection (avoiding possible Toll Call costs if joining audio via a phone call – although you are still free to use this option if you prefer).

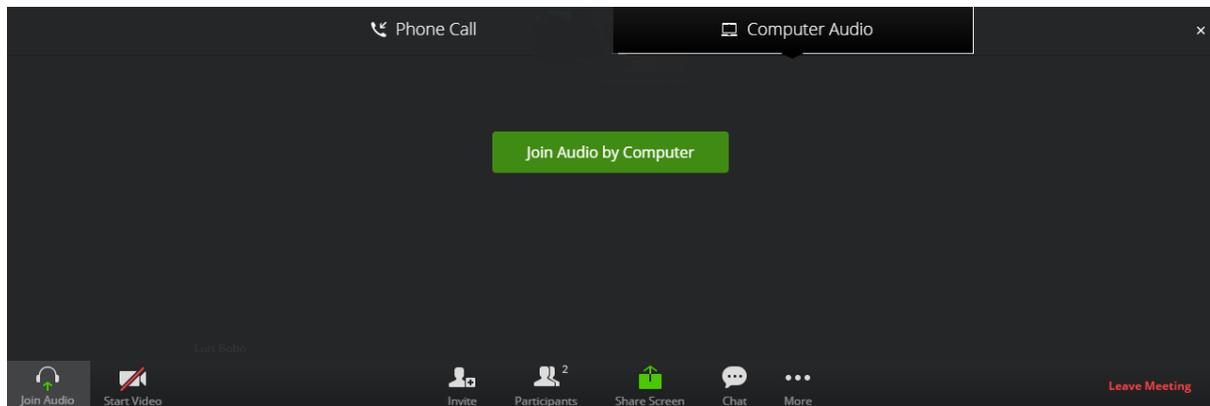


Figure 6: Joining meeting from browser

Next to the “Join Audio” button (bottom left) there is a sub menu in which you can also test your audio devices from the meeting itself. The test itself can be done as explained before, by selecting the device, testing it, and potentially changing the audio levels.

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. If you click on the participants list, you will be able to open the chat with each one of them. It is also possible to select to send the chat message to everybody.

During the conference

The conference screen will appear as illustrated in Figure 7. Once connected to the session, please ensure that your **microphone is muted** 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.

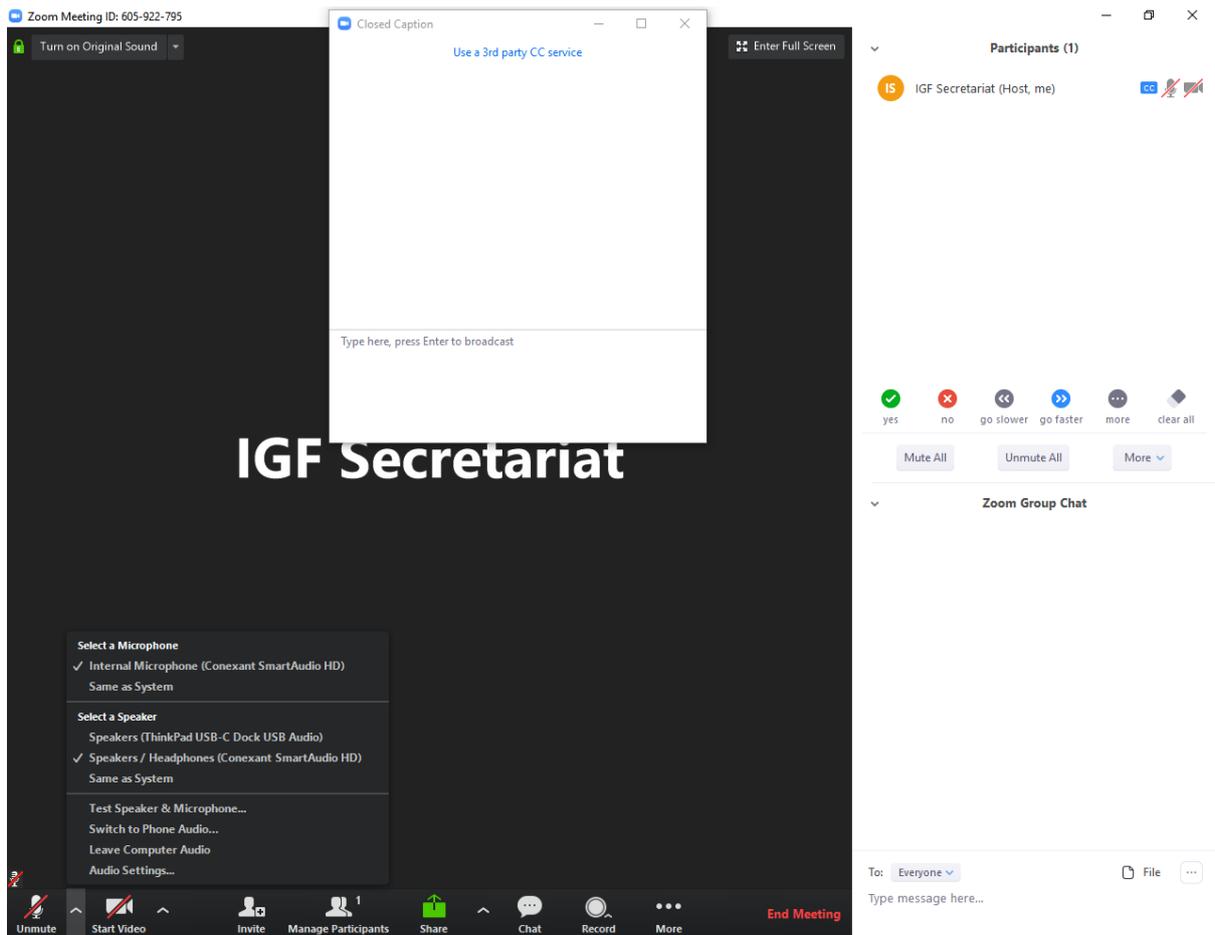


Figure 7: Zoom Application View

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 or in the list of Participants at the top right side. Your video will be shared onsite 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 when there is a presentation, or in the main screen when there is not.

The live transcripts will be broadcast through an independent and scrollable panel. This panel will popup if/when the live transcription is available for that session.

If you would like to **present** or **request the floor**, please read [these instructions](#). Zoom also has a “Raise Hand”, button to ask for the floor within the Zoom 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**” icon at the bottom. 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 different options from the “Share” Menu

(**Error! Reference source not found.**), 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.

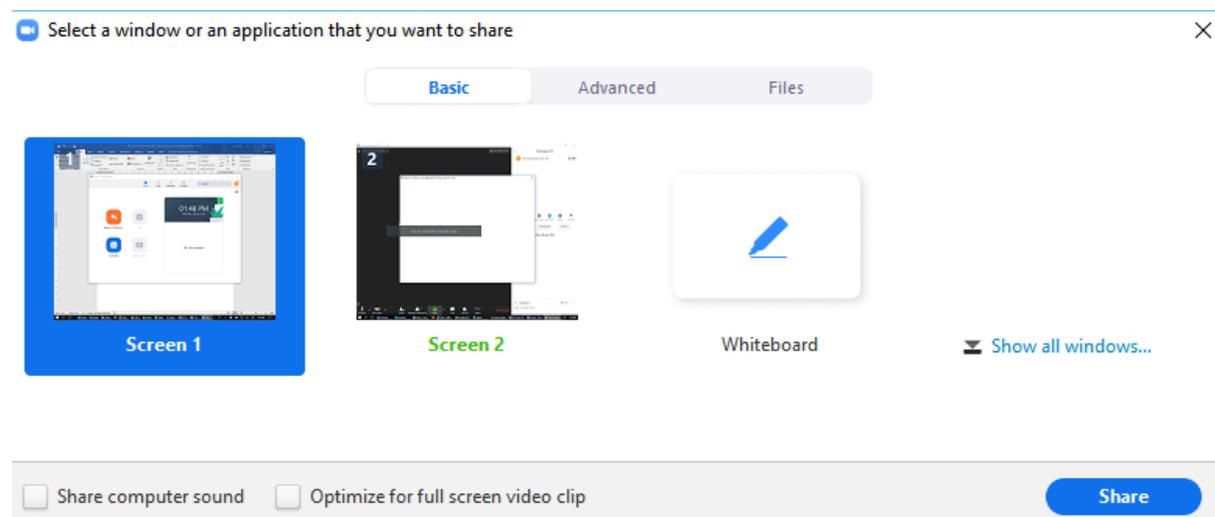


Figure 8: Zoom Sharing options

Messages can be exchanged via the chat facility at the right-hand side (this facility may need 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”.

You can leave the session using the “**Leave Meeting**” button at the bottom or the “X” button at the top right.