IGF Remote Participation Manual

Remote Presenters and Moderators

Remote presenters

Presentations can be shown during the session by the session's host computer or by the presenter themselves making use of the **share** facility on the WebEx platform (from the Share Menu → File (or Application, or Web Browser, or Screen).

Moderator hosts

On top of what is documented here, the host moderating the remote participation session is allowed to mute participants' microphones or grant the right of presentation to one of the other participants. The host can also fix the broadcast video to the venue session, or to the remote presenter or hub taking the floor, by clicking the locker on the bottom left side of the video screen and selecting that the lock will apply to all other participants. Any participant with an available camera in the device (or connected to the device) will be asked to connect it when the Webex Session starts. It is the decision of the participant to share or not her/his/their video. If that is the case, the moderator host can make it shareable on venue, once the online participant is given the floor.

Remote Hubs

Remote hubs do not require any extra actions other than providing the necessary peripherals at the local site such as screen/projectors, webcam, mic and speakerphone facilities.

Room Instructions

Computer and Internet connection

In order to participate remotely in our conference, you will need a computer connected to a stable (cable/Fibre/ADSL internet) connection. For Remote Hubs, WiFi connection may not be sufficient and may not be working properly, causing interruptions.

Video equipment

In order to have a video feed from the conference broadcasted in a room, you will need a projector or a large TV/monitor (depending on the size of your audience). You can use the additional VGA port on your computer to connect with any projector. This is also the case for newer TV sets. Almost all of them have a VGA and/or HDMI connector. Connected in this way you will have a picture of the whole event – the remote participation platform in which your audience can see the video/audio stream from the conference, presentations used, and all of the chat interventions from the remote participants. MAC computers do not have a VGA output, but a Mini DV. To connect to your projector or LCD TV, you will need a [Mini DVI to VGA Adapter](#).

You can use the computer's integrated Webcam, or connect a USB Webcam of 1280x720 and select that one from Webex when enabling your video.

Audio equipment

The room in which you will broadcast and host the attendees needs to have a typical sound system for the conference room: Audio mixer, microphones and speakers. If you don't have a conference room available, here are the components to set up your own.

To be able to hear the audio from the conference you will need to connect your computer to the sound system or the speakers installed in room. For this you will need an audio cable known as 3,5mm audio cable (most commonly used for audio). Connect one end to the speakers output on your computer and the other end to the speakers. *note - The type and the strength of the speakers depends on the size of the room you are using. For a small room there is no need for louder than 40W speakers.

If your room already has an integrated sound system (with an audio mixer already connected to the speakers) you will need a cable which has a 3,5mm audio jack on one and an XLR audio connection on the other. Plug one 3,5mm end to the speaker output on the computer, and the other end in the mixer 'line in'.

In order to interact with the conference, you will need to have your microphone connected to the computer. Microphones can be found in different sizes and in a wide price range. They can be USB-connected to the computer, but for audio interventions to the conference, it is best to use an analog multi-purpose microphone. For a small room, you will need to connect your microphone to the mic input on your computer; once connected, set the mic input in your computer audio settings to 'external microphone'.

For rooms with a pre-installed sound system: Plug your microphone into the mixer. (The microphone will come with the XLR cable needed for connecting to the mixer.) Connect the 'Main output' from the mixer to your computer. For this you will need a 3,5 mm audio jack to XLR cable, described above. For some audio mixers, the main output will not be an XLR jack. You will need a 3,5mm 1/8 Stereo to Dual 1/4 cable. Set the 'external microphone' as the input to your computer. *Important note – When preparing for an audio intervention from hub, you will need to unplug the speakers from your computer to avoid echo effect.

Remote Moderation and Online Participation Guidelines

General guidelines and principles

● Remote Moderators at IGF 2018 Sessions should consider online participants equally as onsite ones.
● Speaker should identify themselves each time they start speaking. Remote and onsite participants cannot always identify the speaker, even if they have already spoken.
● Moderators and participants, as well as speakers, panel members should be clearly identified before intervening, and should acknowledge each other's presence with greetings and references such as 'everyone in this room', to also include the words 'or online'. Statements that address the audience.
● Online participants / panellists should be clearly addressed as part of the audience /panel.
● Incident reports from any event should be logged and taken into consideration for next planning purposes.

● Both remote and onsite participants must exercise flexibility and adaptation to physical environments and resources available.
● Remote participants should prepare for their participation, in much the same way that onsite participants do. Onsite participants prepare for journeys, remote panellists learn platforms, and prepare recordings and technology to assist them.

Handling Remote Hub Interventions and Remote Panellist Presentations:

Planned hub interventions are encouraged, especially in main session.

Session Remote Moderators should prepare them in the same way as remote / online panellist presentations.

The session or main session organisers should be advised in advance, so they can highlight the remote intervention, and ensure there is sufficient time allowed. Audience interventions often go on for a long time. Normally panel moderators and the audience simply do not have the same patience and attention span for online interventions, not because of an established prejudice, but due to human attention span.

Precise connections at the moment of the intervention should be made with the remote moderator for the session in WebEx.

IGF 2018 Sessions' Remote Moderators can access the different interests presented by Remote Hubs at https://www.intgovforum.org/multilingual/igf-2018-remote-hubs

● Intervention should be a maximum of 3 minutes, unless previously agreed.
● If at all possible, video of the speaker should be included. If video is impossible, a large photo of the speaker can be projected on the screen (it should be provided by the participant or hub to the session coordinator).
● Any slides to accompany the presentation (if used) can be shared via Webex, but also shared ahead of time with the session organiser.
● If possible, a backup recording should be made of the presentation, and sent to the Secretariat and the session organiser ahead of time, in case the connection is bad at the moment of the intervention. This ensures a seamless presentation no matter what.
Unplanned hub interventions:
● An intervention should be requested/notified through the session remote moderator, to be included when interventions are opened to the floor. This should be arranged previously with the remote moderator, so the intervention is ready to start as soon as the panel moderator invites the intervention.
● Intervention should be a maximum of 3 minutes, unless previously agreed.
● If at all possible, video of the speaker should be broadcast.
● Precise connections at the moment of the intervention should be made with the remote moderator for the session in WebEx. If the speaker does not have good audio connection, intervention can be read high voice by the remote moderator.

Webex Session Host Moderator Instructions

● Arrive at the workshop/session room at least 15 minutes before the session begins.
● Approach the workshop/session organizer/moderator of the session few minutes before the session:
        ○ Introduce yourself and show her/him where you are sitting.

○ Confirm the workshop/session number and title with the workshop/session organizer.
○ Ask if there will be any remote panellists and/or special arrangements to make.
○ Agree on a procedure to signal a request for a remote intervention.
● Get the headphone so you can listen to the audio in the room. You should always be listening to the audio in the room.
● From time to time, check that transcripts appear in the Multimedia Viewer tab. Otherwise, warn the RP Coordinator.
● Do not leave the room or the leave the Remote Participation PCs unattended. Should you need to do so, please call the RP coordinator before leaving.
● Your aim is Remote Participation host, so if someone asks you about anything else guide him/her to the right person. Please don't try to do it yourself.
● Introduce yourself and the workshop/session in the WebEx platform meeting chat window, something like this: (or use the voice for the people with visual disabilities)
○ Hello everyone
○ My name is … and I will be the remote participation host for
○ workshop/session …. Room ….
○ The current session is entitled: "…"
● People with disabilities: It is extremely important to ensure that anyone with a disability has the required support they need to fully participate. Make sure you identify those with visual or auditory difficulties by saying: If you have any difficulty or disability that I should know about, please let me know here or in a private chat message. If they have any technical requirements, please liaise with the technical assistant. Give priority to people with disabilities to make their comments and ask their questions
● In the same chat window, invite remote participants to join the audio conference.
● Express your willingness to receive remote participation questions and/or comments, in a format similar to this:
○ Feel free to ask any questions and/or to comment on any topic related to the current session. I will make sure to forward these to the panel as soon as the floor is opened for questions (Note: Not all questions will be asked and/or answered due to time restrictions; please refrain from ad hominem attacks as well as irrelevant questions).
● Keep the remote participants informed: Let the remote participants know when the session starts: "The session is scheduled to start in 5 minutes". If the session starts late or if there are any changes in the agenda of the workshop/session let the remote participants know.
● Each time a new panellist is introduced or begins speaking, please tell remote participants the name of the panellist/person currently speaking (you can confirm this information by checking the list of panellists from the conference programme.
● Tell the remote participants how to send their comments and questions: If the remote participants would like to ask a question or make a comment, they should do so in this format:
○ For interventions from individuals: Name, affiliation – City [insert comment or question]
○ For remote hubs: Location number of hub participants [insert comment or question.]
● Ask the remote participants to be brief: In order to allow as many interventions as possible, please ask the remote participants to keep their comments to maximum four chat lines. Explain that this is due to the fact that the remote participants are not present in the room and it is difficult to keep the people in the room focused when reading long comments and questions.
● Don't forget to thank the contributor of the question/comment:
○ Thank you for your question/comment, I will forward it to the panel as soon as the floor is opened for questions.
● Once you have a remote participation comment and/or question, ask for the floor in the room by the agreed system electronic Floor Request system publicly available to check for everyone, including the Panel moderator).

● Read the comments at a medium pace: Try not to read the comments too quickly, remember that the transcribers are transcribing the session and you need to keep the audience focused.

● Once the floor is opened for questions/comments, remote participants will be given an equal opportunity to speak. Be prepared to speak on their behalf, including all information you have collected from them in the previous steps. Mentioning remote participation numbers and countries might encourage them to become more engaged and help the in situ panellists and participants to appreciate the benefits of remote participation.

● In the case of a remote panellist and/or participants who would like to address their questions/comments using audio, please make sure to check whether they have a microphone and if they do, inform the Technical Assistant to broadcast the audio and possibly set the full screen video.

● Make sure to verify the identity of the remote panellists with the moderator of the workshop/session organizer, before introducing them as a remote panellist; there may be confusion about whether a person is a remote participant attendee, or a remote presenter.

● Note: Please allow at least 15 minutes for preparing any audio/video interventions from a remote panellist/participant after the technical support person is available in your room. Please be sure to communicate this to the workshop/session moderator as well.

● During the session, please take note of presence of people are in the online room; especially if they represent a remote hub. This will help to complete workshop/session Remote Participation Statistics Report. You can write that in the notes section, and save as a file in the local computer.

● From time to time, remind remote participants of your willingness to receive remote participation questions. Feel free to participate in the online chat discussion and to thank anyone for their participation.

● Make sure to report any abnormal activities to technical support person (spammers, ad hominem attacks, inadequate behaviour from any participant…).

● If you are comfortable with Social Media, feel free to show the video/audio remote participation in action by taking a picture/video/screenshot or asking someone to do it for you, and post it to your preferred social media websites.