IGF Online Participation Platform

Introduction

This manual aims to give information regarding how to use the IGF online participation tool. It can be useful for any online participant (including Remote Hubs and Remote Panellists/Speakers) as well as for Online Participation hosts. 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 online participation platform.

If you have any further questions after reading this manual, you are strongly encouraged to read the 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 session you may be asked to download and install the Zoom client, when you start or join a session. 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 session 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 sessions: 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 session link from that browser.

Change

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 session. You 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.
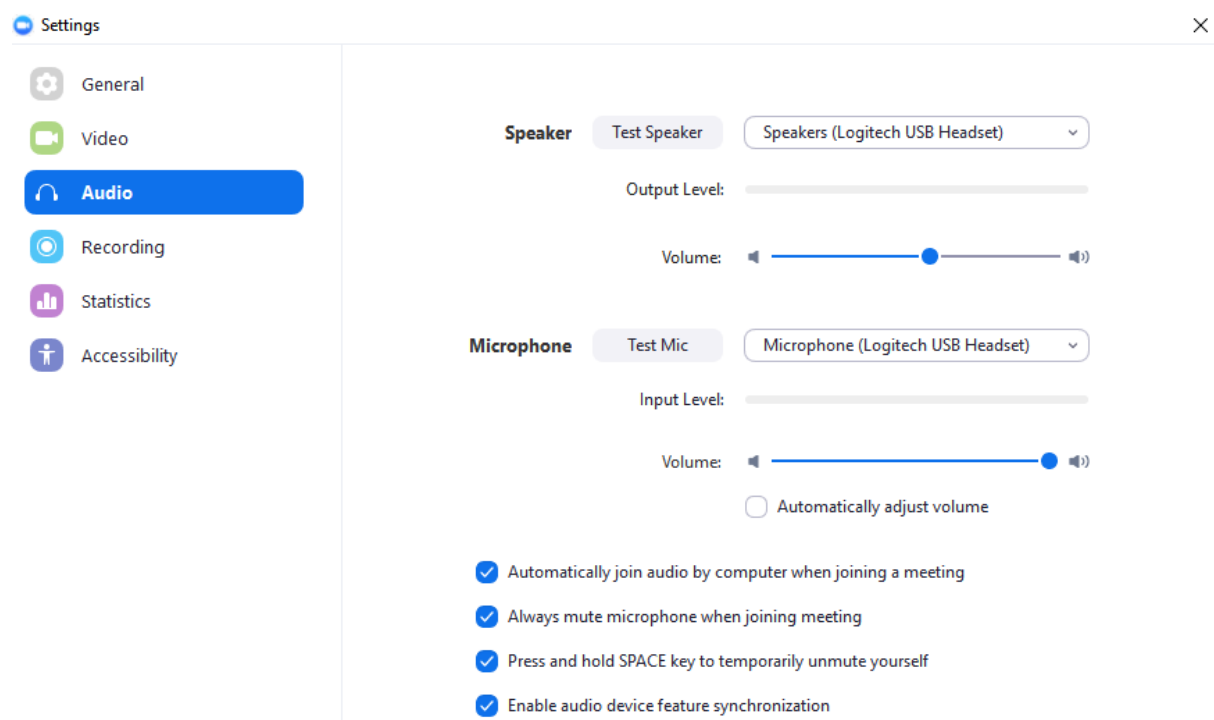

Figure 2: Zoom Client Application Settings

Joining a session

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

Launching...

Please click **Open Zoom Meetings** if you see the system dialog.

If nothing prompts from browser, click here to launch the meeting, or download & run Zoom.

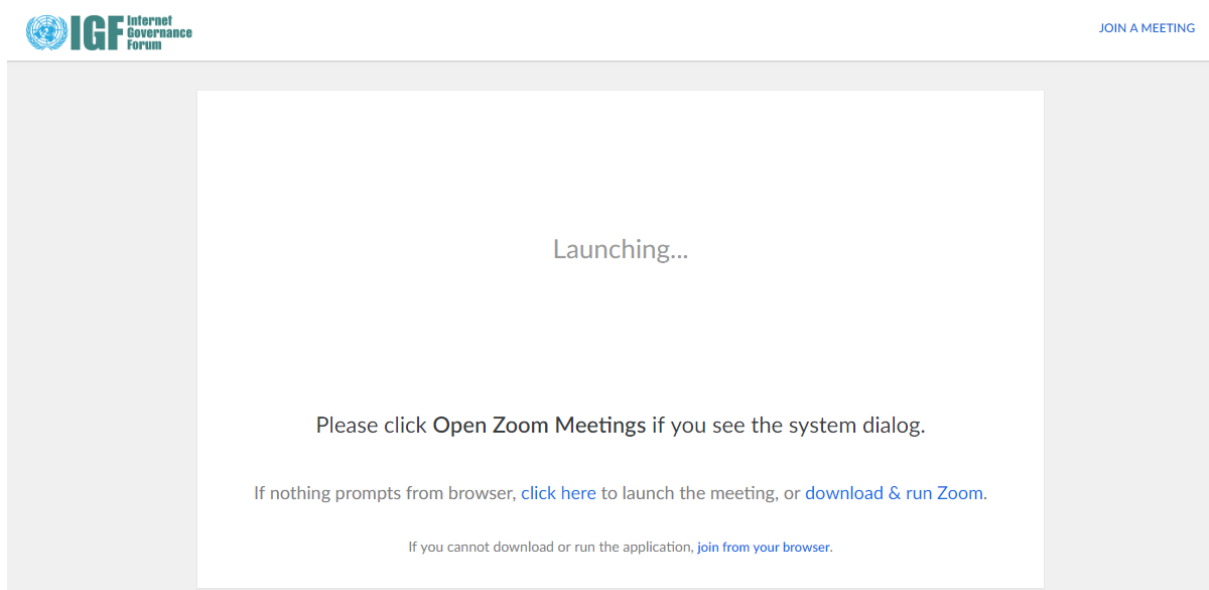If you cannot download or run the application, join from your browser.

Figure 3: Joining session 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 session 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).

Please wait for the host to start this meeting.

Start: 11:30 AM

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If you are the host, please login to start this meeting.
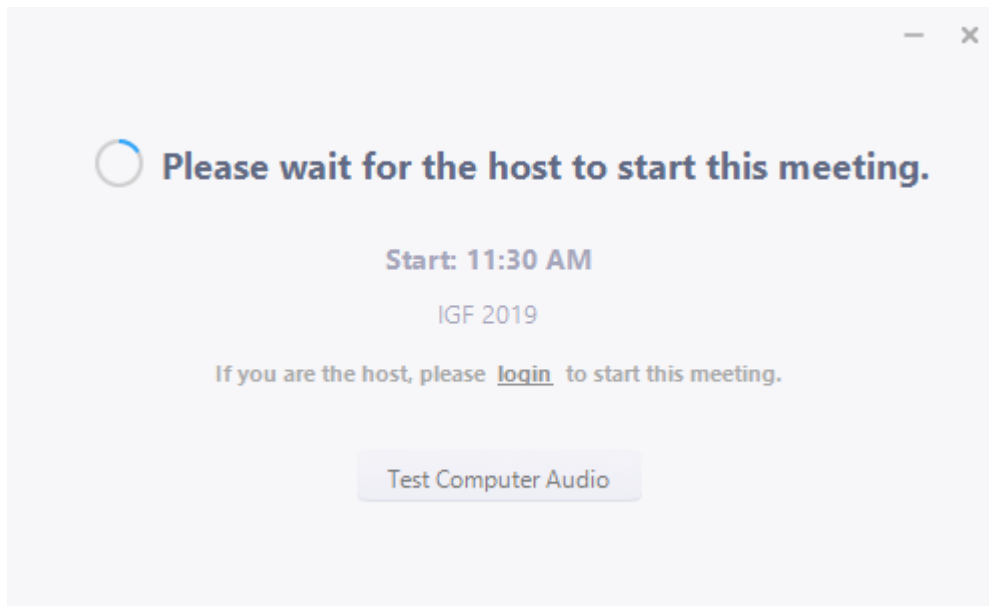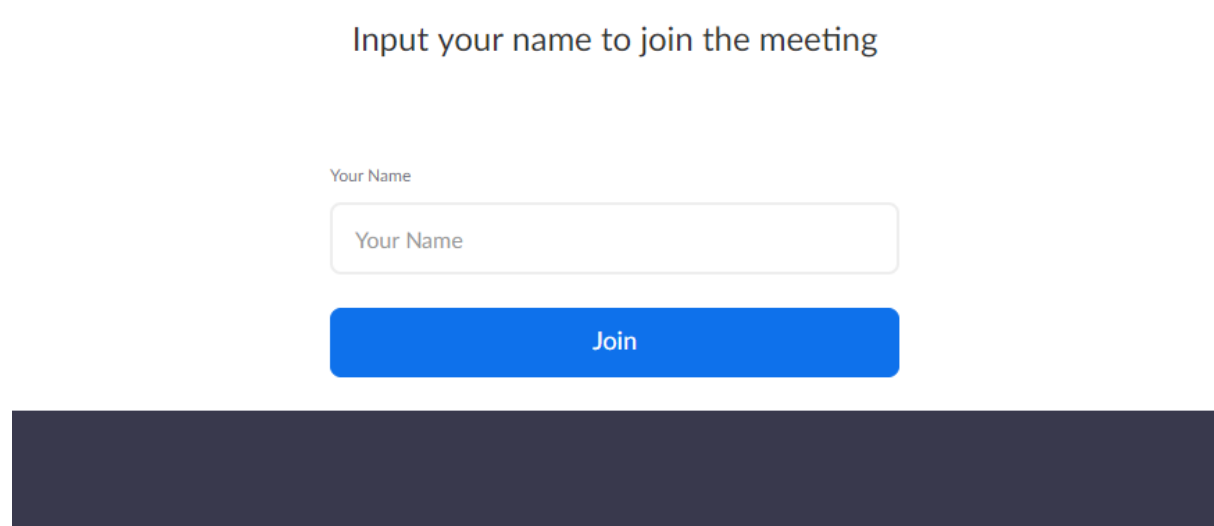
Test Computer Audio

Figure 4: Login screen until session time

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

In the common case when you are an online participant (remote panellist or Hub), once the session is started by the host, you will access the session 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 session, or even change it within the session, 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.

Figure 5: Joining session from browser

Session 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).
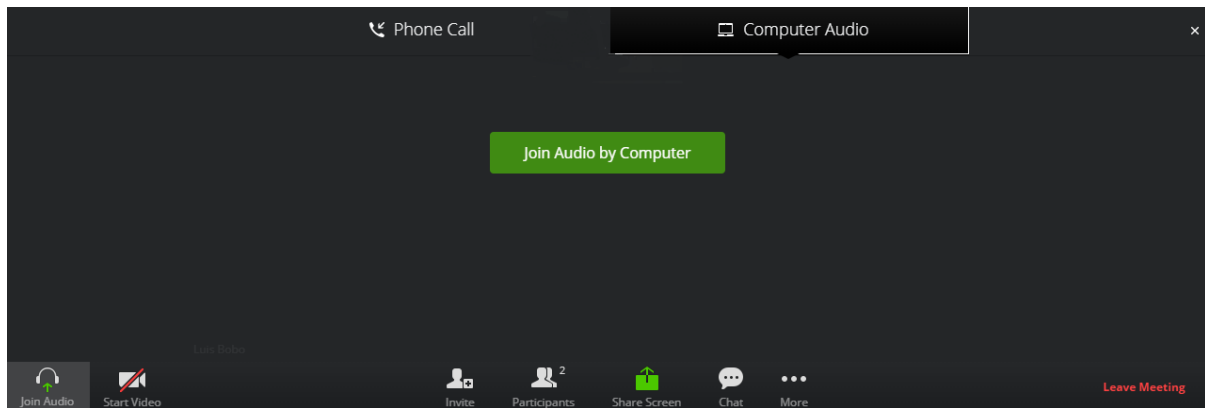

Figure 6: Joining session from browser

Next to the "Join Audio" button (bottom left) there is a sub menu in which you can also test your audio devices from the session 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 session 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.
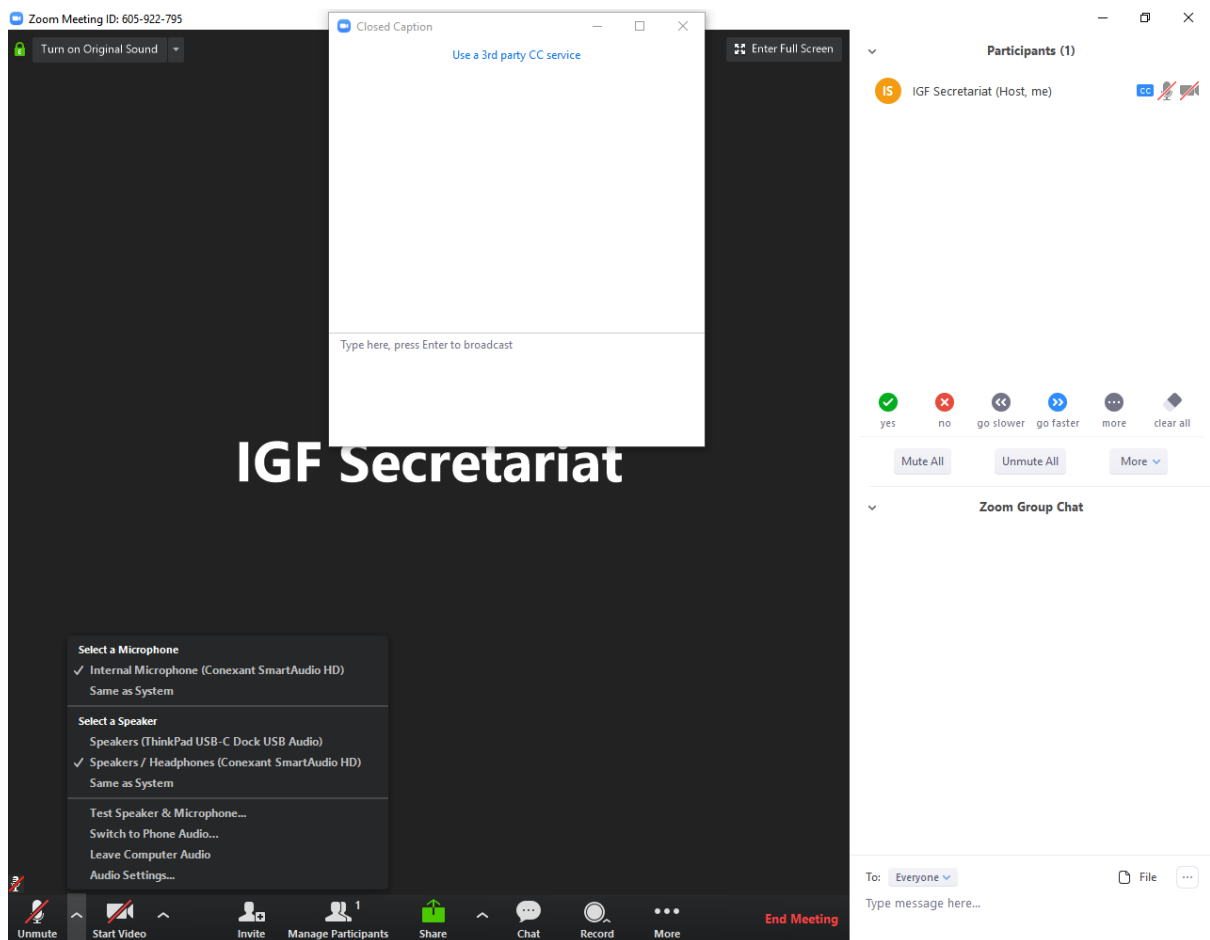
Figure 7: Zoom Application View

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 **intervene** or **request the floor** for the records, use the "Raise Hand" button at the bottom. When the floor is given to you, the host will give you the right permissions as/when appropriate, and your audio will be present in the session and in the Webcast, and video and presentation if specifically required. There will be also transcribed and translated if available.

You can also use the Q/A panel to ask questions or present statements in written directly, that other participants can upvote to be discussed, and the speakers or organizers can directly answer in voice or written.

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 online 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 (Figure 8), 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.

If you have a webcam and are presenting, 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.
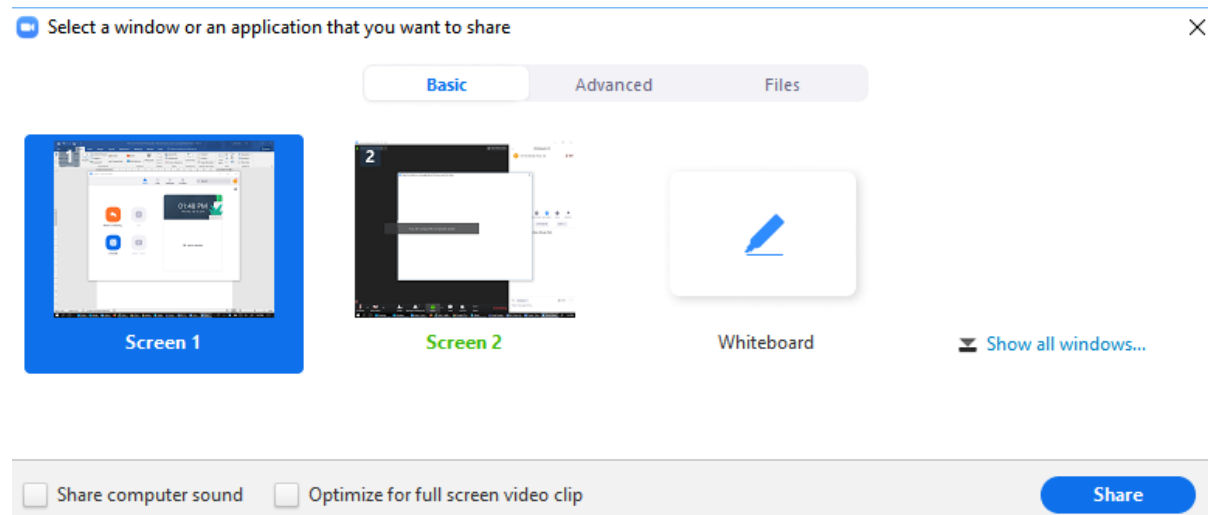
Figure 8: Zoom Sharing options

More informal messages, informational discussions or comments 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".

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