

IGF Remote Participation Manual

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.

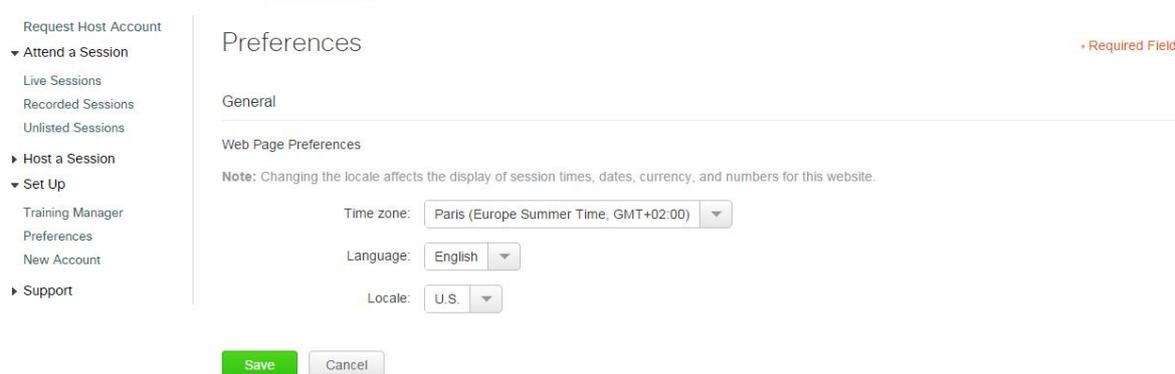
Getting started

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 displays the 'Preferences' page in a web application. On the left is a navigation menu with options: 'Request Host Account', 'Attend a Session' (expanded), 'Live Sessions', 'Recorded Sessions', 'Unlisted Sessions', 'Host a Session', 'Set Up' (expanded), 'Training Manager', 'Preferences', 'New Account', and 'Support'. The main content area is titled 'Preferences' and includes a 'Required Field' indicator. Under the 'General' section, 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 this 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 'Save' and 'Cancel' buttons.

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 | 9:00 am Greenwich Time (GMT) | 1 hour 30 minutes | ● Not started

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

▶ [More information](#)



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:

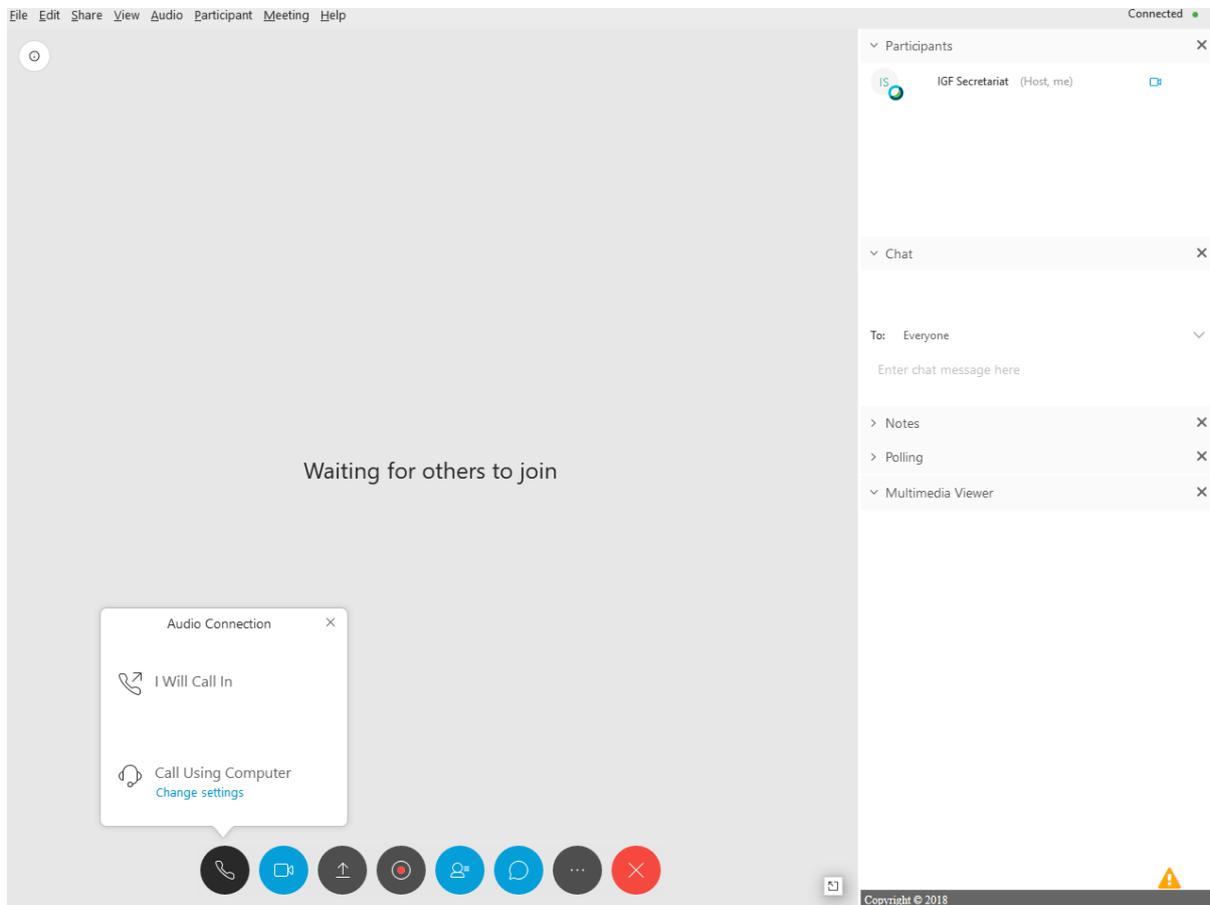


Figure 4: Teleconference options

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).

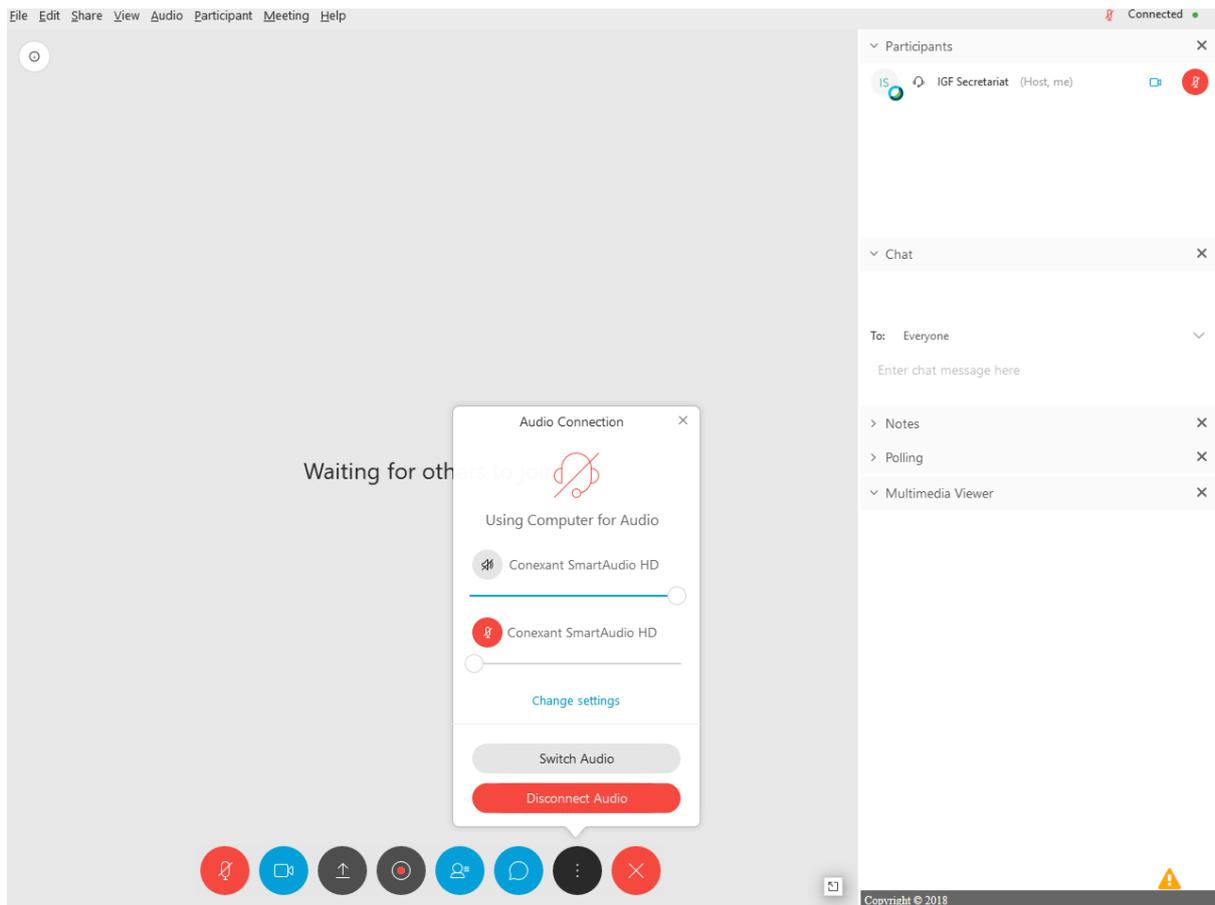


Figure 5: Computer for audio

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.

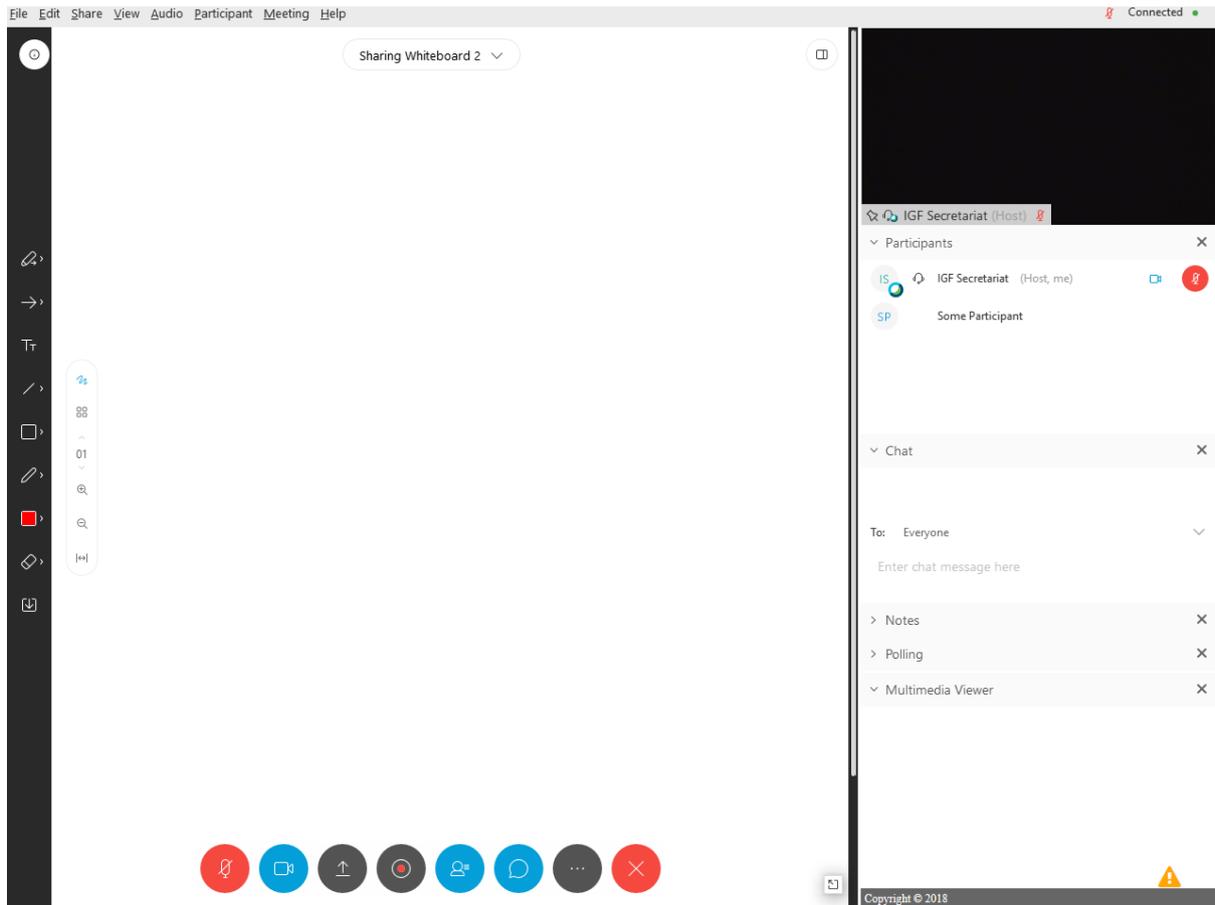


Figure 6: Online Participation with integrated Video.

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”.

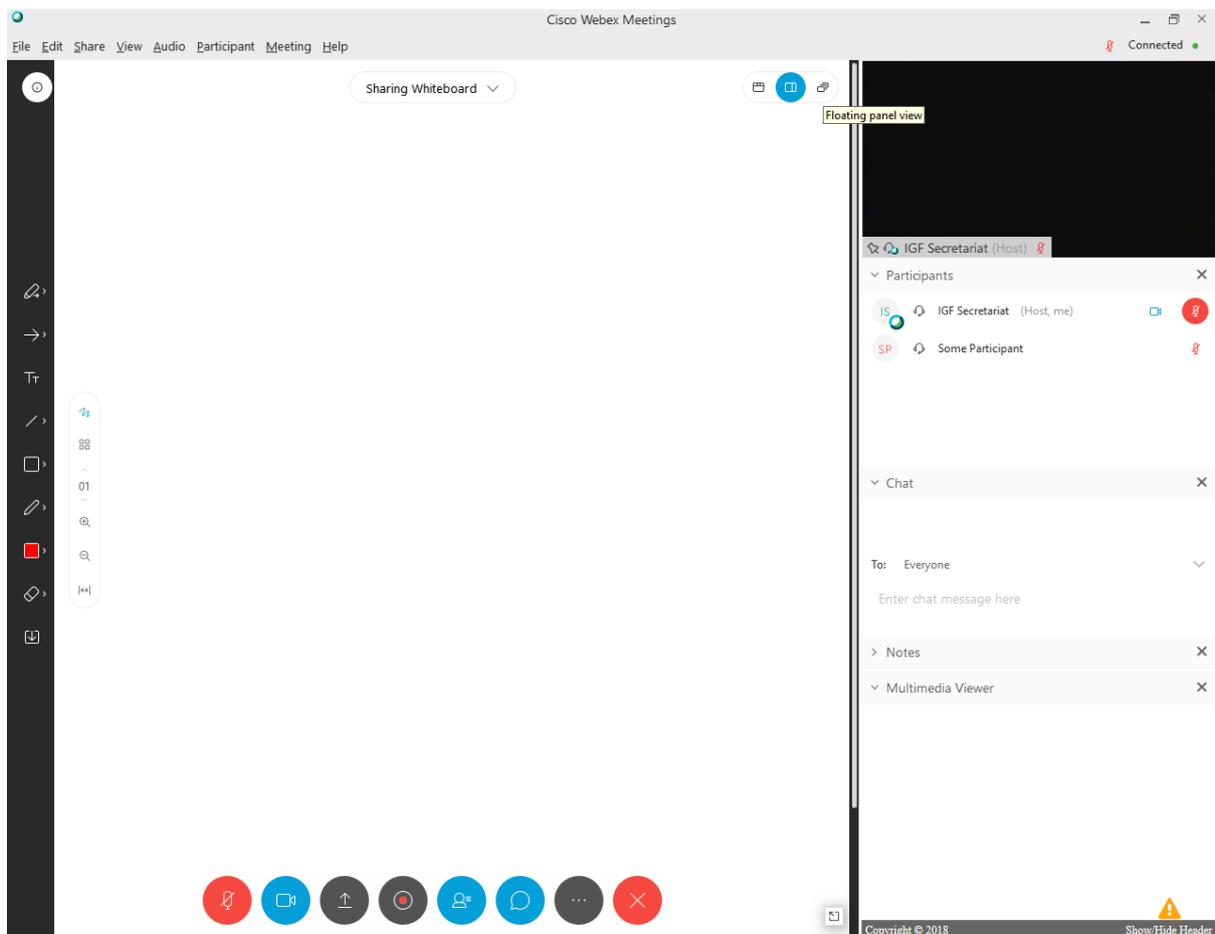


Figure 7: Floating Panel View icon location

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”.

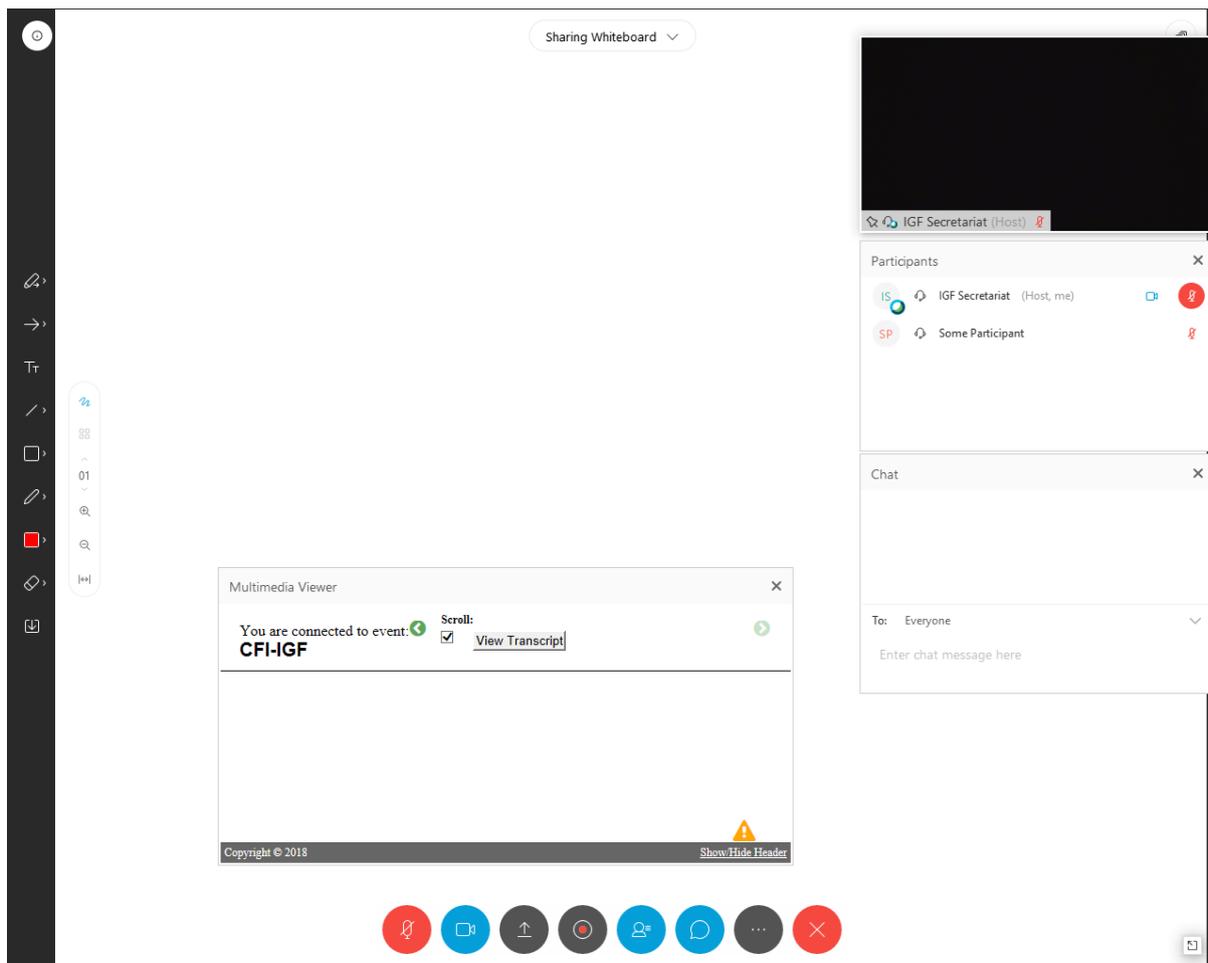


Figure 8: Floating Panel View of Online participation with captions (Multimedia Viewer) panel

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

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.