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| **Telecommunication Development Sector**  **Study Groups** | | A close up of a sign  Description automatically generated |
| **ITU-D Study Group 1 and 2 Rapporteur Group Meetings** | | |
| **Geneva, 21 September – 16 October 2020** | | |
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|  | | **Document** [**SG1RGQ/ADM/33-E**](https://www.itu.int/md/D18-SG01.RGQ-ADM-0033/)  **Document** [**SG2RGQ/ADM/32-E**](https://www.itu.int/md/D18-SG02.RGQ-ADM-0032/) |
| **8 September 2020** |
| **English only** |
| All Questions | | |
| SOURCE: | Telecommunication Development Bureau | |
| TITLE: | Guidelines for participants in virtual ITU-D study group meetings | |
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| **Abstract:**  This document shares with the ITU-D Study Group 1 and 2 participants some guidelines for participants in virtual ITU-D study group meetings. |

**Guidelines for participants in virtual ITU-D study group meetings**

1. **Before the e-meeting**:

* Participate in a **test call** to understand clearly how the tool works and to ensure that you can connect properly:

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| **Meeting name** | **Test session** |
| ITU-D Study Group 1 Plenary and Rapporteur Group e-meetings | Thursday 17 September 2020   * 09:00 to 11:00 Geneva time (UTC+2) * 17:00 to 18:30 Geneva time (UTC+2) |
| ITU-D Study Group 2 Plenary and Rapporteur Group e-meetings | Thursday 1 October 2020   * 09:30 to 11:00 Geneva time (UTC+2) * 17:00 to 18:30 Geneva time (UTC+2) |

The Study Group Secretariat will provide you more information about this test call through a separate communication.

* If in the test call, your connection is not stable, you are invited to investigate on any connectivity issue from your side, or to contact the SG Secretariat for assistance ([devsg@itu.int](mailto:devsg@itu.int), +41 22 730 5999).

1. **During the e-meeting:**

* Rename yourself so that your name, organization and country (where applicable) appear clearly to all participants. If you are having problems to rename yourself, inform the **IT Moderator in a private chat.**
* Please keep your video switched off and mute your audio throughout the meeting unless when intervening or asked to do so by chairperson or IT moderator.
* All interventions will be **audio only. Video** should be kept switched off throughout the meeting, except at specific times (e.g. group photo).
* As far as possible, try to **submit your questions and comments in the chat**. Whenever possible indicate to whom specifically your question is addressed to. The chat moderator will pick up your question/comment and request a response by the relevant person during or after the e-meeting.
* Report any connectivity issue **in a private chat** **with the IT moderator**, who will provide support.
* If you are given the floor, be ready and succinct in your intervention. Speak clearly and slowly as much as possible.
* **In case a connection fails** or the voice quality is poor during your floor intervention:
  + The chairperson may stop your intervention and move to another participant while the ITU IT team tries to resolve the connection issue.
  + If the connection fails for a second time, please put your comment/question in the chat.
* Please note that:
  + The e-meeting focus is on the key items: **output reports, new study Questions**
  + Other agenda items may be skipped if no contribution has been submitted.
  + Admin documents from the SG Secretariat (e.g. list of contributions, list of liaison statements, lessons learned) may be briefly mentioned (noted for consideration) by the chairing person without giving the floor to the SG Secretariat.
  + **Issues taking too much time** will be delegated by the chairperson to the management team to address it offline to minimize the time taken during the e-meeting.

1. **After the e-meeting:**

* Any unanswered question in the chat will be responded **as soon as possible.** Contact ITU-D study group secretariat by email [devsg@itu.int](mailto:devsg@itu.int)

1. **Tool used for the e-meeting:**

**Zoom** will be used for the e-meeting. Information on how to connect and use Zoom is available in the following web page: <https://www.itu.int/en/general-secretariat/ICT-Services/remoteparticipation/Pages/onlinemeetingroom.aspx>

This meeting will also provide interpretation (plenaries: 6 languages, rapporteur group e-meetings: English and French) and human-based captioning for all sessions. **Annex 1** provides more information how to enable interpretation and captioning in Zoom.

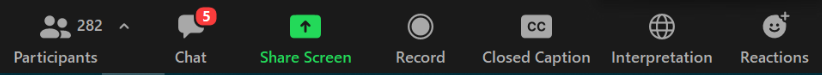
**Important**: To enable interpretation, you must **download and install the latest version of Zoom**. The latest version is available here: <https://itu.zoom.us/download>

**Annex 1: How to enable interpretation and captioning with Zoom**

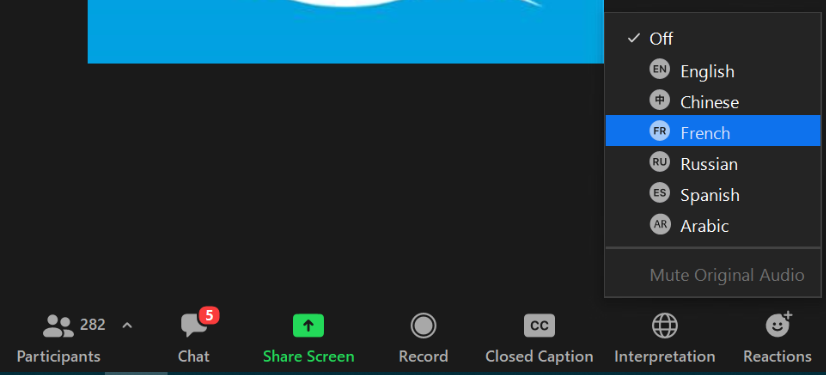
**To enable interpretation:**

**Important**: To enable interpretation, you must **download and install the latest version of Zoom**. The latest version is available here: <https://itu.zoom.us/download>

1. Click on the “Interpretation” button



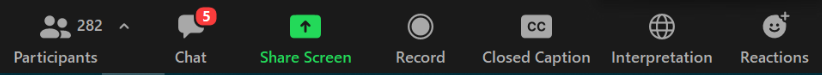
1. In the menu that appears, select the preferred language (e.g. French in this example)



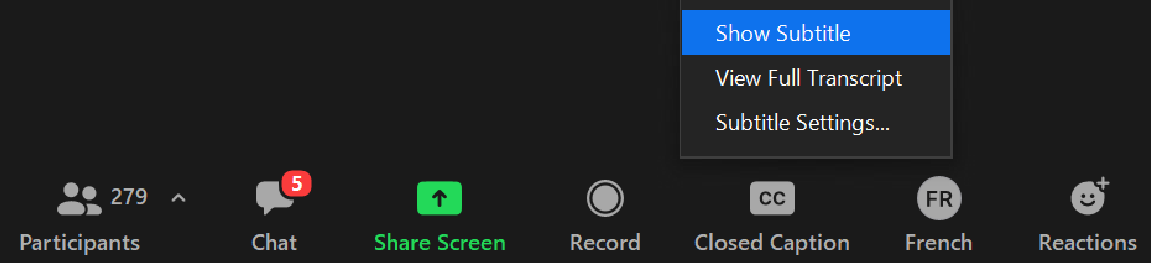
1. You will hear the interpreted language, with the original language at lower volume in the background.

**To enable captioning:**

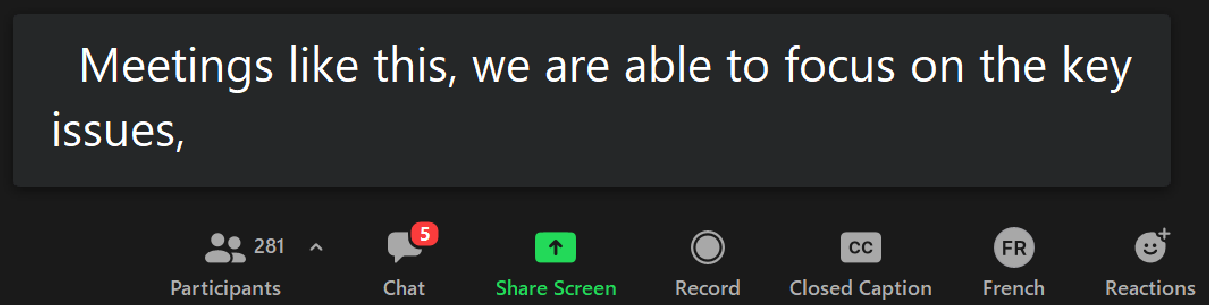
1. Click on the “Closed Caption” button



1. In the menu that appears, click on “Show Subtitle”



1. You will see captioning on the screen



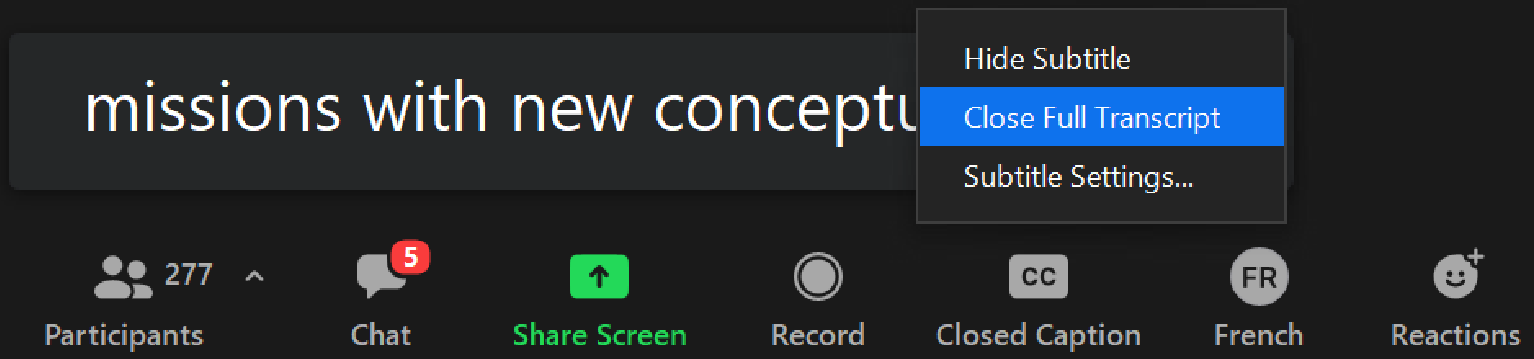
**Other features for captioning:**

**To see the full transcript in a web browser**:

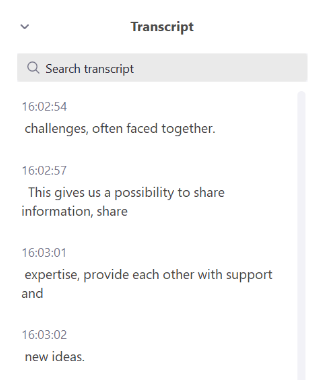
Go to the following link from your browser <https://www.streamtext.net/text.aspx?event=ITU-D>

**To see the full transcript in Zoom:**

* Push the “Closed Caption” button and select “View Full Transcript” item

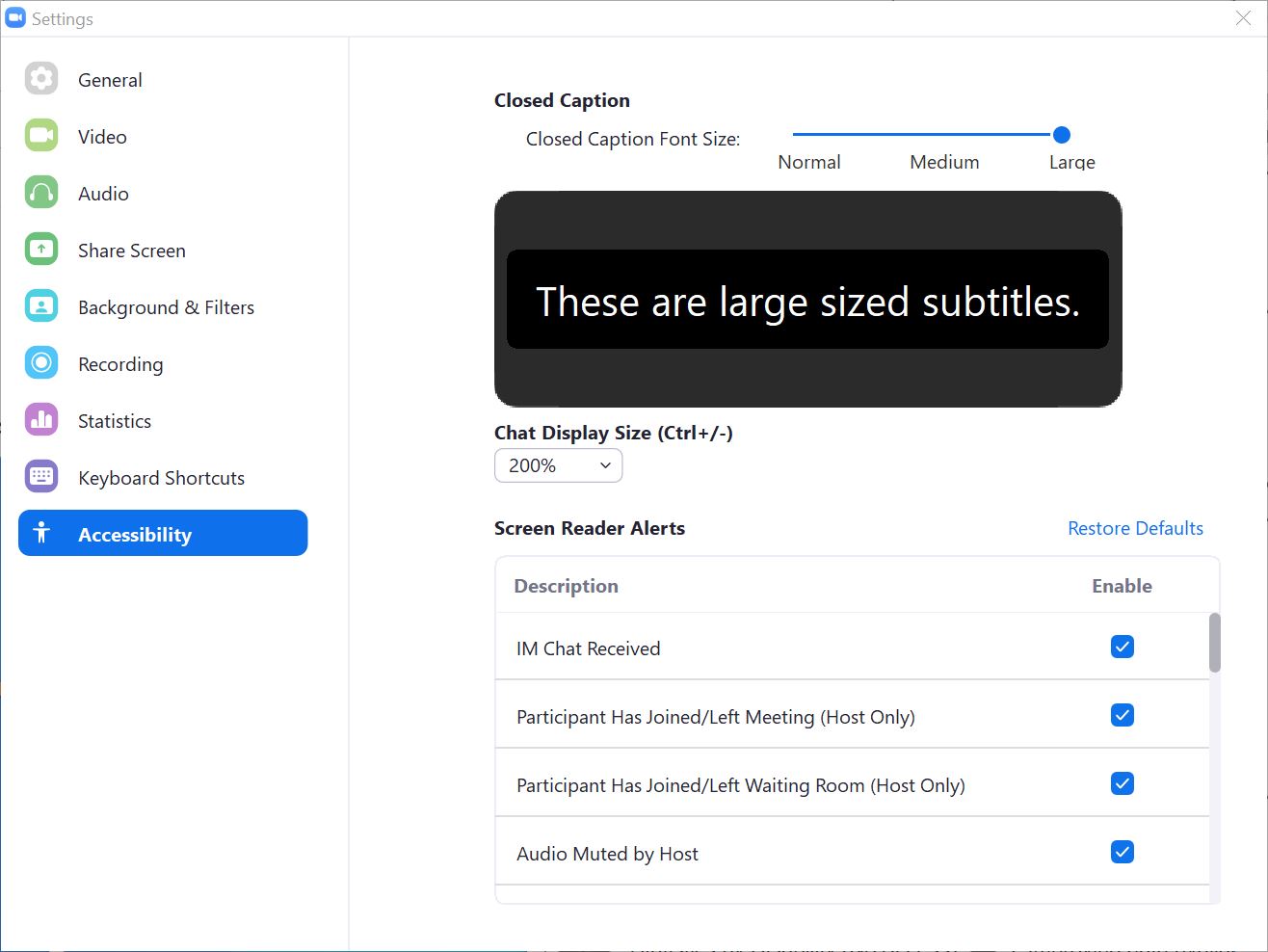


* A full captioning transcript window will appear on the right



**To change options (e.g. font size) for captioning:**

Push the “Closed Caption” button and select “Subtitle Settings” from the menu that appears. The following window will then appear to change settings to match your preferences:



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