**ITU REGIONAL DEVELOPMENT FORUM**
**ITURDF**
**ASIA AND THE PACIFIC REGION**
**ONLINE 2020**
**2-5 November**
itu.int/go/RDF-ASP2020

**Website**

**Twitter handle**

# Participation Guideline
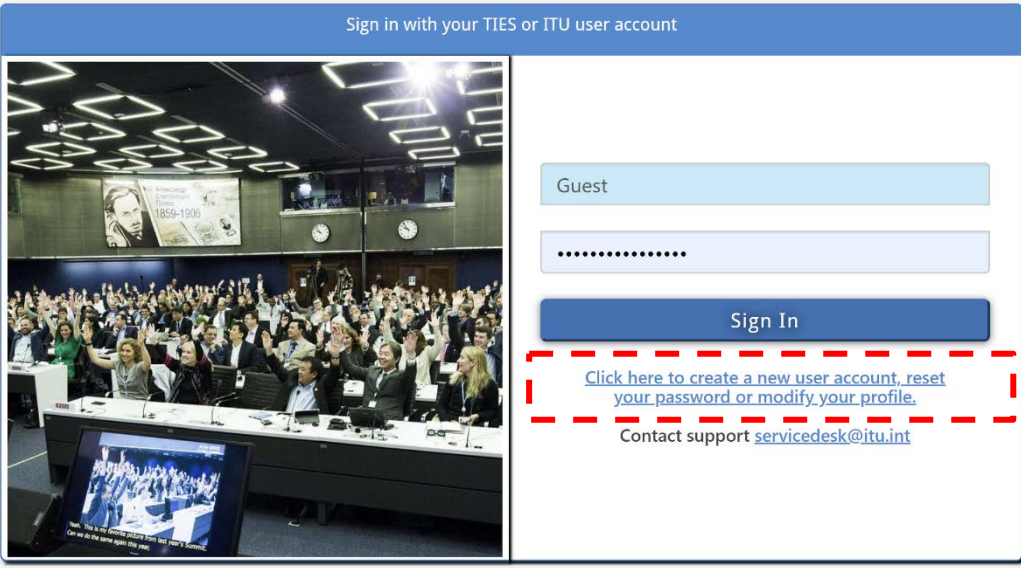### (Fully virtual e-meeting)

## Contents

## *1.* **Overview and quick start**

Asia and the Pacific Regional Development Forum 2020 (RDF-ASP 2020) aims to identify the emerging priorities for Digital Connectivity and serve as a platform for sharing strategic orientations and developing partnerships that may contribute to the development of the Telecommunication Development Bureau (BDT)'s regional work plan in between World Telecommunication Development Conferences (WTDCs).

RDF-ASP 2020 would provide we conducted fully virtually with simultaneous interpretation in Chinese for the main sessions only. For registration please follow the link on event website at https://www.itu.int/en/ITU-D/Regional-Presence/AsiaPacific/Pages/Events/2020/RDF/default.aspx

### 1.1 **Registration and TIES Registration Guideline**

1. Select create new user account option highlighted below.



2. Select new user and other organisation

3. Complete the highlighted field.



4. Complete the highlighted field

5.    Confirm your details and click finish. A confirmation and TIES account details will be emailed to you for future log in.

## 1.2    About the Virtual Platform

The forum would be conducted through **ZOOM WEBINAR**, a web conferencing tool that allows attendees to listen, interact, ask questions, reply to polls, share a screen, and text chat with others.

There are multiple roles in a ZOOM webinar i.e. host, cohost, panelist, and attendees. The role that you have in the webinar will be designated by the host. Most of the participants would be attendees unless they are facilitators of sessions speakers for which relevant roles would assigned by the host.

### A. HOST

The host of the webinar have full permissions to manage the webinar, panelists, and attendees. There can only be one host of a webinar. The host can do things like stop and start the webinar, mute panelists, stop panelists' video, remove attendees from the webinar, and more.

This role would be reserved for ITU staff involved in organization of the RDF.

### B. Co-hosts

Co-hosts share many of the controls that hosts have, allowing the co-host to manage the administrative side of the webinar, such as managing attendees or starting/stopping the recording. The host must assign a co-host. Co-hosts cannot start a webinar. If a host needs someone else to be able to start the webinar, they can assign an alternative host.

This role may be assigned by ITU as and when required in organization of the RDF.

### C. Panelists

Panelists are full participants in a webinar. They can view and send video, screen share, annotate, etc. You must be assigned panelist permissions by the webinar host. The host can also disable some features for panelists, including starting video, sharing your screen, and recording.

ITU would provide customized links to invited panelists and session facilitators for assigning this role

### D. Attendees

Attendees are view-only participants who can be unmuted if the host chooses. Their view of the webinar is controlled by the host. They can interact with the host and the panelists through the Q&A and the chat.

ITU would provide link to join as attendee to all registered participants.

## 2. Supported devices

ZOOM Webinar is supported on most devices, including a desktop application or web browser for Windows or Mac OS; and by apps for iOS, Android or Windows devices. For details on the system require:
https://support.zoom.us/hc/en-us/articles/201362023-System-requirements-for-Windows-macOS-and-Linux

Zoom hosts daily training webinars to help get you started using Zoom Meetings. More information on the training and support: https://support.zoom.us/hc/en-us/articles/209743263-Meeting-and-Webinar-Best-Practices-and-Resources

## 3. Joining and participating in a webinar

- **Joining the webinar by invitation link**
  To join the webinar, click the link that the host provided or that you received in the confirmation page you registered. If the host sent a registration confirmation email, the link can be also be found there.
- **Manually joining the webinar**
  1. Locate the 9-digit meeting ID/webinar ID from your registration email. It may appear at the end of the phone dial-in information, or it will be in the join link.
  2. Sign in to the Zoom Desktop Client or Mobile App.
  3. Click or tap **Join a Meeting.**
  4. Enter the 9-digit webinar ID, and click **Join** or tap **Join**.

- **Waiting for the host to start the webinar**
  If the host has not started broadcasting the webinar or is preparing using a practice session, you'll receive the message to wait the host to start the meeting. If you receive a message showing the date and time of the webinar, check the date and start time of the webinar including time zone. Make sure to join when the webinar starts.

### 3.1    Audio set-up

Set microphone and speaker, test them, adjust their volume, and change other settings.
- Speaker: Click Test Speaker to play a test tone. Click the drop-down menu to select the speaker you want Zoom to use.
    - o  Use separate audio device to play ringtone simultaneously: Select another device that will play the ringtone when you are invited to a Zoom meeting or receive a Zoom Phone call. This device will ring simultaneously with your selected speaker.
- Microphone: Click Test Mic to record audio and play it back. Click the drop-down to select the mic you want Zoom to use.
    - o  Automatically adjust microphone: Automatically make your microphone softer or louder as needed to normalize the volume and make it easier for other participants to hear you. If you are having issues with your audio fading in and out, you may want to turn this setting off.
- Suppress background noise: Choose between Auto, Low, Medium, and High levels of noise suppression.

- Automatically join audio by computer when joining a meeting: Automatically join meetings with computer audio, instead of displaying a prompt to join.
- Mute your microphone when joining a meeting
- Press and hold 'Space key' to temporarily unmute yourself: If you are muted in a meeting, allows you to unmute by pressing and holding the SPACE bar.
- Sync buttons on headset: Allows the mute/mute function to be synced from your audio device to the Zoom desktop client. In other words, if you mute or unmute using a button on your audio device, the Zoom client will show your mic is muted or unmuted. Only enable this setting if you using a supported audio device.
- Advanced: View advanced setting in here: https://support.zoom.us/hc/en-us/articles/360037870291

## 3.2    Avoiding and fixing problems
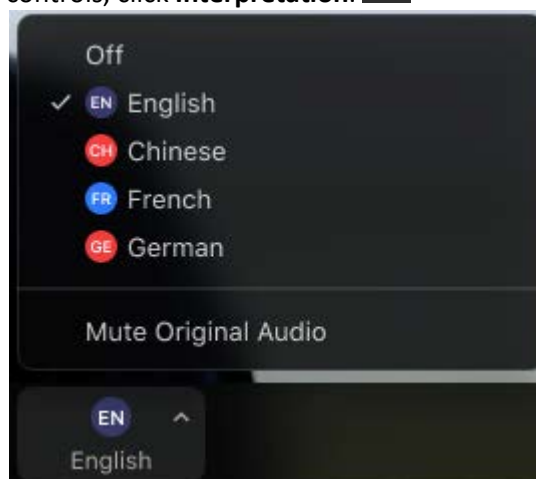
To ensure that your e-meeting runs smoothly:

– **Connect and set up audio in advance**:
Failure to do so is likely to delay the start of the meeting and/or reduce audio quality for all attendees.

– **Mute your microphone when not in use**:
Unmuted microphones can lead to echoes and unpleasant feedback on the call. The use of a quality headset significantly reduces these side effects.

– **Speak directly into the microphone**:
Adapt the volume of your speech, and the position of your microphone, so that the decibel level is approximately centred on the in-app audio monitor.

– **Help others to understand you**:
Speak slowly and clearly, and conduct the call from a quiet place. If appropriate, consider ending with the words "This concludes my intervention".

- **Minimize your data when using Zoom:**

Turn off your video and use only when you speak and shut down other bandwidth intensive applications on your computer.

Guidelines for users with hearing or visual impairments are available from the Joint Coordination Activity on Accessibility and Human Factors (JCA-AHF at http://www.itu.int/en/ITU-T/jca/ahf).

# 4.  Listening to language interpretation

RDF ASP 2020 would be conducted majorly in English but would be interpreted in Chinese language as well. In order to listen to interpretation please follow the following:

1.    In your meeting/webinar controls, click **Interpretation**. ⊕

2.    Click the language that you would like to hear.

3.    (Optional) To hear the interpreted language only, click **Mute Original Audio**.

More information to start a webinar using the interpretation feature:
https://support.zoom.us/hc/en-us/articles/360034919791-Language-interpretation-in-meetings-and-webinars#h_fb797ad3-b3af-40f5-b48a-6241144d3da1

<mark>DISCLAIMER</mark>
Interpretation of remote meetings on Zoom webinar serves to facilitate communication and does not constitute an authentic record. Only the original speech is authentic. Interventions that are too fast or read out or where the sound quality is insufficient may have to go uninterpreted.

The interpreters are hereby exempt from any liability for:
   A. *interruption of service.*
   B. *pixilation, freezing or loss of visual input;*
   C. *partial or complete loss of audio, audible artefacts;*
   D. *unauthorized access to personal or confidential data;*
   E. *leaking of information due to inadequate soundproofing;*
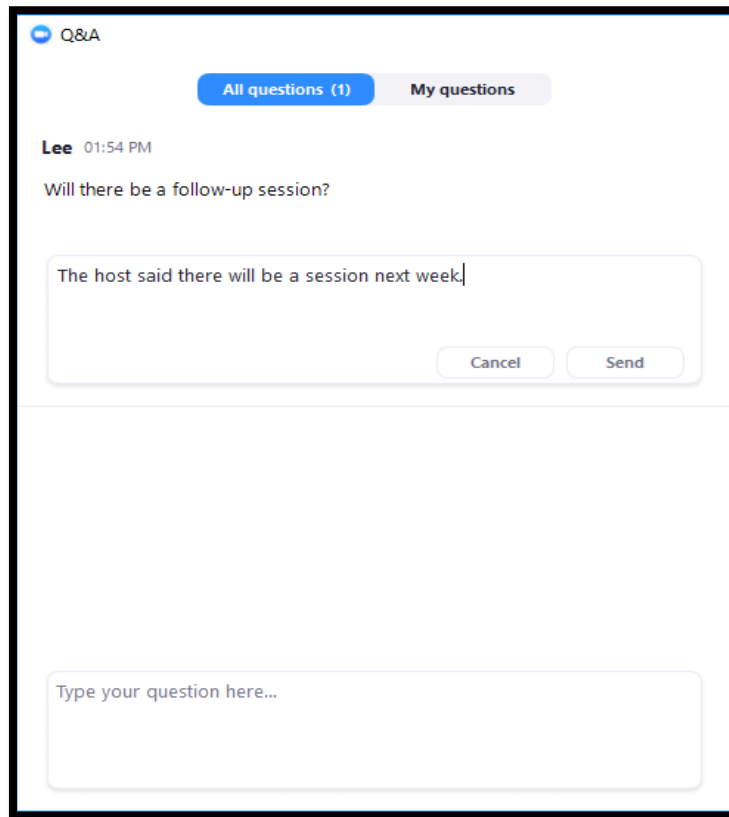   F. *data loss*.

## 5. Question and answer

The question and answer (Q&A) feature for webinars allows attendees to ask questions during the webinar, and for the panelists, co-hosts, and host to answer their questions. As an attendee, you can virtually **raise your hand**, submit **questions in Q&A** box and **send messages** to others.



**Asking question**

   1.    As the attendees, click **Q&A** in the webinar controls.
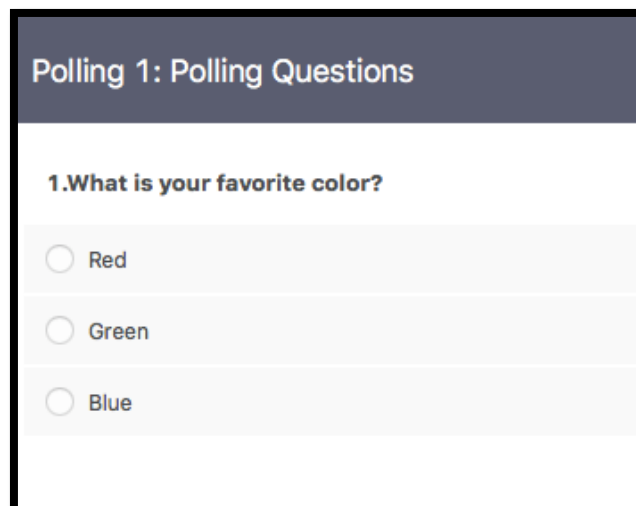   2.    Type the question you would like to ask.

3.  And then click send. Your question will directly appear on the moderator's and panelists' screen.

## 6.  Respond to a poll

Participants in the meeting will now be prompted to answer the polling questions. The host will be able to see the results live.

1.  Choose the answer in the box and submit the answer.

# 7. Special Instructions for Panellists and Moderators

## 7.1     Screen sharing

The organizer may invite you to share your screen, which is done by offering "presenter" rights. Once you have accepted the role, you will be prompted to share your whole desktop, a specific application, or a specific document. Your screen will not be seen by others until you have clicked to confirm. While your screen is visible to others, the "Share my screen" button will glow green. To cancel screen sharing, the click the "Share my screen" button to toggle off.

## 7.2     Launching Polls

The polling feature for meeting or webinar allows you to create single choice polling questions for meetings. You will be able to launch the poll during your meeting and gather the responses from your attended.
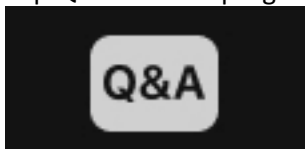
1. Start the scheduled Zoom meeting that has polling enabled.
2. Click **Polls** in the meeting controls.
3. Select the poll you would like to launch.
4. Click **Launch Poll**.
5. The participants in the meeting will now be prompted to answer the polling questions. The host will be able to see the results live.
6. Once you would like to stop the poll, click **End Poll**.
7. If you would like to share the results to the participants in the meeting, click **Share Results**.

You also have the ability to download a report of polling after the meeting. Polls can also be conducted anonymously, if you do not wish to collect participant information with the results. For more details to enable the polls feature on Zoom: https://support.zoom.us/hc/en-us/articles/213756303-Polling-for-meetings#h_bdab5a42-600b-4ee0-8f3c-76a87b3f8ef3
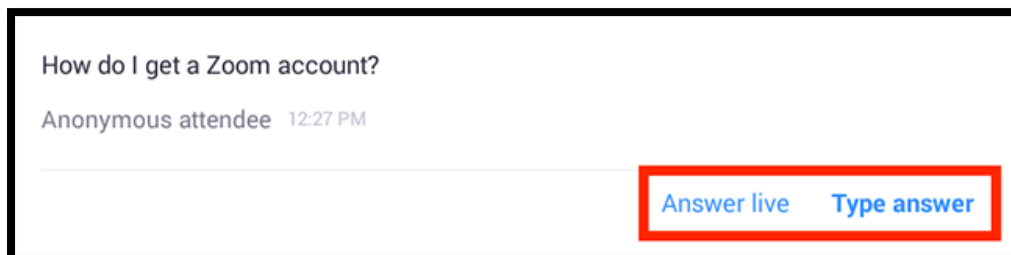
## 7.3     Responding the questions

- **Answering questions**
    1. Start a webinar as the host or alternative host
    2. Tap **Q&A** in the top-right corner.



    3. Find the question you would like to answer.



    o Tap **Answer Live** to answer the question out loud during the webinar.
    o Tap **Answer by Text** to type out your answer for the attendee.
       Type your answer and tap **Send**.
       (Optional): Check **Answer Privately** before clicking send, if you would like to answer to the attendee only.
- **Dismissing questions**
    1. Start a webinar as the host or alternative host.

2. Tap **Q&A** in the top-right corner.



3. Hold down on the question you want to dismiss until the options appear.
4. Tap **Dismiss**.

- **Reopening dismissed questions**
    1. Start a webinar as the host or alternative host.
    2. Tap **Q&A** in the top-right corner.



3. Tap the **Dismissed** tab.
4. Hold down on the question you want to reopen until the options appear.
5. Tap **Reopen**.

- **Upvoted Q&A**

Q&A that has been upvoted will automatically be sorted by number of upvotes. You can upvote a question by tapping the thumbs up.

**-Attendee answered Q&A**

If you allow attendees to answer Q&A, the questions will still appear in open, even if an attendee has commented on the question.

You can answer the question by choosing **Answer Live** or **Type Answer**.

More information to use the Q&A feature as the moderator or panelist:
https://support.zoom.us/hc/en-us/articles/203686015-Question-Answer?mobile_site=true