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1. Introduction

The #CapDevSymp platform, is the place where, from the end of April, you can post and explore all of the content for our Capacity Development Symposium which will take place from May 26 to May 29 2020. You can also find the programme of events, comment on content, start conversations and meet fellow participants. During the event itself you’ll be able to attend live sessions – plenaries and small discussions – where you can interact in real time with speakers and other participants. In this user guide we are going to help you to start up your account, complete your profile and upload content.

2. Some Notes on Hardware and Software Setup

When using the platform, please make sure that you use the latest version of either Chrome or Firefox and close any unnecessary tabs in your browser. If you have a slow internet connection, avoid Wi-Fi if possible, and connect via cable instead.

3. Setting up your Account

Setting up your #CapDevSymp account will allow you to log in to the platform and interact with the content and symposium participants. It’s pretty straightforward and should only take a couple of minutes. As a registered participant of the symposium, you should now have received an email from capdevsymposium@capdev.un-ihe.org. If you don’t receive a mail, please check your spam folder. If it’s not there, contact us at capdevsymposium@un-ihe.org via an e-mail headed NO INVITATION.

Once you have the email, click on “Accept Invitation”. If your “Accept Invitation” button does not work, open google chrome and go to the three vertical dots on the top right corner of the browser. Click settings, go to “privacy and security” and make sure pop-ups are allowed (see image below). If there are still issues, copy and paste the link into Chrome. If this does not work, unplug your modem and restart your internet connection or restart your computer. If there are still issues, get in touch with your own IT team.

Forgotten your Password? Mail capdevsymposium@un-ihe.org with header PASSWORD RESET.
Once you have clicked on “Accept Invitation”, you’ll find yourself at the Terms and Conditions page, where you can read and accept our Community Policy and our Terms of Use. Please note that we will restrict users that do not adhere to the Community Policy and Terms of Use.

Once you accept, you’ll go through to “Account Details”. The more information you give here, the more likely it is that other symposium participants will find you. Throughout our virtual event this is the best way to meet like-minded thinkers, discover broad-thinking innovators, or get in touch with potential collaborators – so it’s particularly important that you include your e-mail address.

You can tell participants more about your areas of expertise and interest, including the topics you’re most interested in at the symposium. Just tick the boxes that are relevant for you. Again the more detailed this is, the more likely people are to find you:
Now, if you wish, you can add a photo. Click “Upload a photo of yourself so that the community can recognise you”. Then, add a file from your computer by clicking the blue icon, or by dragging and dropping it (see the screenshot below).

Finally, select the Tracks on which you wish to remain updated. If you do so, you will receive a message every time new content is posted there. You can also remove this feature on the home page by clicking “View Channel” and unticking the green “Watching” box (see screenshot below).
If at any point you want to edit any of the information you’ve just entered you can use the side menu bar to click on any of the previous steps. The good news is that no information will be erased (unless you close the tab!). Once you finish configuring your profile, click “continue”, and you will arrive at the #CapDevSymp homepage, where you can start exploring the platform, and interact with other participants.

If you wish to view or improve your profile at a later stage, click your profile button at the top right corner of the screen and click “View Profile” or “Edit profile” (as shown in the screenshot below). Remember that if you want to be found by fellow participants it’s important to include some way for them to get in touch and increase publicity. If you wish, you can add your email address, your phone number, or a link to your LinkedIn, Twitter, Facebook or Instagram profile. To do so, click “Edit profile”, enter your contact details, and press the green “save” button at the top right corner of your screen.

4. Post your content (for accepted authors only)

Once you have completed your profile it is time to add your content! The platform distinguishes five types of content, namely posts, videos, documents, video panels, and questions. Any type of content can be added by clicking the appropriate icon (see the screenshot below).
In the following five sections, we’ll go through all the types of content that you will be able to use during the Symposium itself. For the weeks running up to the event, please note that you should use the “video” icon to add your video presentation¹, and that you should use the “document” icon to add your poster, PowerPoint (in PDF format) or abstract.

4.1. Adding a post

A post is a piece of text placed in a specific location that other participants can view and comment on – you can think of it as starting a conversation. Click the “Post” icon (shown in section 4 above), and you will see an overview of posts you have made so far (if any). To add a new post, click “New Post” and add your title, introduction and text. Additionally, complete the further editing options on the right-side menu bar (as shown below).

By clicking “Poster Image” you can insert an image header. This is optional, but can increase visibility. Via “Badges”, you can indicate what type of content you are posting – such as IHE – if you are a member of IHE Delft. Please do not assign a room for your content but leave it flagged “no room”. We will locate this in the correct room.

“Related Content” gives you the option to link your post to a web page if you wish to do so. “SEO” can be left blank. Finally, via the “settings” button, you can indicate whether you wish to allow notifications or comments. Once you have finished editing your post, click “Save” at the top right of the screen. You can publish your post immediately by clicking “Publish Now”, or schedule a time at which the content will be published automatically by clicking “Schedule”. Note that times are in BST.

4.2. Adding a Video

¹ Note that if you have used Camtasia to make your video and sent it to capdevsymposium@un-ihe.org, we will post the video on the platform for you.
To add a video, go to the homepage, click “video” (see the screenshot in section 4). Now, you will see an overview of videos that you have added so far (if any). Click “New Video” on the top right corner of the screen to select the file you wish to upload. To specify “Badges”, “Room”, “Related Content” and “Settings”, see section 4.1 about adding a post. “SEO” can be left blank. If you wish, you can also select a frame to use as thumbnail via “Thumbnail” and add subtitles via “Captions”. Finally, save your content and publish it in the same way as described in the previous section on posts.

4.3. Adding a Document

The document section is for adding pdfs of your PowerPoint presentation, abstract or poster. Click the “Document” icon (shown in section 4 above), and you will see an overview of documents you have added so far (if any). To add a new document, click “New Document” and select “Document”. Now, select a file from your folders, or drag and drop your file to continue.

Type your title, a short introduction, and configure “Badges”, “Room”, “Related Content” and “Settings”, as described in section 4.1 about adding a post. “SEO” can be left blank. Finally, save your content and publish it in the same way as described in section 4.1. Once you document is published you will be taken to the posted document itself.

4.4. Hosting a Video Panel

To set up a video panel, click “contribute” on the top right of your screen on the Capacity Development Symposium Platform and go to “Host video panel” (see screenshot below).

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2 Note that if you have used Camtasia to make your video and sent it to capdevsymposium@un-ihe.org, we will post the video on the platform for you.

3 Note that the platform only accepts files of up to 1GB in either mov, flv, wmv or mp4 format.

4 Note that the platform only accepts vtt files if you want to add subtitles.
Then, name your panel and make sure that the recording option is switched on (it is automatically). This means that the Video Panel will be recorded and saved to the “My Videos” section of your account, so that you can upload it for asynchronous commentary from other Symposium participants at a later stage. Click “Start Panel”.

This will bring you to a new menu, where you can invite your participants by clicking the “invite” button. Here, you will be able to either search for people on the platform, or to copy the invitation link to send via your external e-mail software (see screenshot below). The panel will now be saved in your “My Video Panels” menu and can be started at the appropriate time at that location.
To start the panel, click its title on the “My Panels” page and then click the green “Join Panel” button. Do not forget to accept the pop up notification to give the platform access to your audio and webcam. Make sure you are using the latest version of Chrome or Firefox and close any unnecessary tabs on your browser. Apart from that, we advise you to use a headset to avoid audio problems, to mute yourself when you are not talking, and to unmute when you wish to say something.

To start the panel, click on the name of your panel in the “My Video Panels” menu and then “Start Panel”. All invited participants will now be able to join. To join yourself, click the blue “Join Panel” button (see the four screenshots below).
4.5 Asking and Answering Questions

Questions are published publicly to the platform, along with a link to your profile page. If you wish to ask a question to the community, go to the homepage and click “Question” (see the screenshot in
section 4). Here, you will see an overview of questions that you have asked so far (if any). To add
a new question, simply type your question and add it to the Q&A page by clicking the blue “Post
Question” button. To go to the Q&A section, click the menu in the top left of your screen and go to
“Q&A” (See the two screenshots below). If you wish to answer questions, you can do so by clicking
the relevant question on this same page.

5. Viewing, Editing and Deleting your Content

If you wish to see the content that you added to the platform, click the relevant icon on the home
page (see the screenshot in section 4) to go to an overview. To edit a post, video or a document, click
the three vertical dots on the right side of the title of your content and click “edit”. To delete a post,
video or a document, go to those same three vertical dots and click “delete”. Panels can be edited or
deleted by clicking the three dots in the “My Panels” overview. Questions can be edited or deleted in
the Q&A page. To do so, click your question and select “edit or “remove question” (see the two
screenshots below).

6. Troubleshooting, Feedback and Queries

For a guide on how to deal with the most common technical problems, please click here. If you wish
to give us feedback on the platform and the event, you can do so via this google form:
https://forms.gle/LdKqxy8GteVuvxne8. In case of any doubts on how to use the platform, we
recommend you to visit the FAQ page of #CapDevSymp. Still have a question? Then contact us via
capdevsymposium@un-ihe.org with an e-mail headed QUESTION ABOUT THE PLATFORM.