#CAPDEVSYMP: AUDIENCE GUIDE

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A: GENERAL INFORMATION

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 27 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.

B: ASYNCRHONOUS (‘OFFLINE’) INTERACTION

The #CapDevSymp platform allows you to find people and content of interest whatever time zone you’re in. You can leave comments, discuss issues, participate in video conferences, and plan next steps. You now have access to a dedicated network of water capacity experts, so find out what you can help each other with!
4. Find and meet other participants
You can find fellow symposium participants in various different ways – browsing in meet the experts, searching in find an expert, or through finding out more about our partners and sponsors.

4.1 Meet the experts
You can easily browse through our list of experts located just below the plenary sessions on the platform homepage. Just click on their profile to find out more, including ways of connecting directly.

Find an expert
The “Find the expert” bar is located between Tracks 4 and 5 on the platform homepage. Here you can search for any name and:

1) Find everyone with that name (!)
2) Follow them to see their activities on the platform
3) Click through to their profile to find out more about their work
4) Here you have another chance to follow them or otherwise get in touch
5) You can also find out their affiliation and where they’re based
4.2 Symposium sponsors and partners
The Symposium’s sponsors and partners are listed at the bottom of the symposium home page. You can browse through them, click on their profiles and find out more about them through their own communications channels.

5. Find and interact with content
The platform is organised into much the same structure as the original programme for the Face-2-Face meeting we originally envisaged. The ‘cards’ on the home page as different locations in a conference venue, then this should help to navigate around. You can then find the kinds of content you’re interested in – just as you would at an in situ conference. The big advantage here is that you can visit all of the rooms in your own time, and search for specific content you’re interested in.
5.1 Plenaries, Tracks and Topics

The Plenaries are at the top of the homepage. By clicking “View Channel” on the (green) plenaries card you’ll find all four plenary activities – from the welcome on Tuesday 26 May, to the closing on Friday 29 May.

Back on the homepage, below the Plenaries are Tracks 1 to 9 – each with their own specialist Topics.
5.2 Programmes and Content
Once you’ve found the right Plenary, Track or Topic, you can explore all of the content that’s been posted by invited and accepted authors, and find out what’s going on live from Tuesday 26 May to Friday 29 May.

Just click on the plenary session or Topic you’re interested in to find:

1) The Live PROGRAMME (if any). Not all Tracks have live sessions for all Topics but you can still interact asynchronously with the content on any Track or Topic.
2) Go straight to the ‘room’ where you can find all the uploaded content for that Topic
3) Go to the webinar room for links to Live Events (May 26 to May 29 only)

5.3 Search for content
There are two ways to search for different kinds of content. You can use the search function in the menu bar at the top of whatever page you’re looking at. You can also select to look at all types of
content – such as webinars, posters or videos by clicking on the orange ‘badges’ in the corner of the specific ‘cards’.

5.4 Like, comment and share
The platform allows you to do more than just look at content. You can show your appreciation by liking it, add or respond to a comment, and share something you like through social media. And of course you can always follow up directly with authors and other participants if there’s something specific you’d like to discuss.

5.5 Start a Conversation
If there is a group of content or a specific point in one of the rooms that you want to explore further, you can start a conversation – and invite people to join in. For example see: https://capdevsymp.un-ihe.org/rooms/994-track-9-room-topic-1-the-digital-divide-experiences-and-experiments-with-virtual-events/conversations/15891
5.6 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.

6. Video conferences

6.1 Joining, leaving and adjusting audio and video

If you are invited to join a video panel you’ll receive an invitation from capdevsymposium@capdev.un-ihe.org. When it’s time to join the panel click on the link and then
click to join the video panel. Note that the panels will be recorded and posted later on the platform.

Hover over the bottom of your screen and you’ll see the lower menu bar which allows you to manage your video, audio and screen settings and leave or end the session.

7. Webinars

7.2 Joining and leaving
To join a webinar you’ll need to navigate to the right ‘room’ on the platform for the event you’re interested in (see Section 5.2). Just click on the link when it’s time to join and you’ll go either straight to the webinar (if it’s already started) or into the waiting room. Once the hosts are ready you’ll then go to the webinar itself.

7.3 Chatting, polling and asking questions
Once you’ve joined the webinar you can:

1) Chat with fellow participants – this is visible to all users.
b) post questions to the speakers

c) participate in polls

D: OTHER

7. Trouble shooting and feedback

If you’d like to give us feedback on the platform and the event, you can do so via this google form: https://forms.gle/H3SouGfNvYyLvLxf9n7 In case of any doubts on how to use the platform, we recommend you to visit the FAQ page of the #CapDevSymp platform:
Still have a question? Then contact us via capdevsymposium@un-ihe.org with an e-mail headed QUESTION ABOUT THE PLATFORM.