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1. Introduction
The #CapDevSymp platform is the place where participants 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 find out basic things like how to set up your #CapDevSymp Account and post content in the contributor guide here.

The tech host is basically a second brain for the moderator, and is responsible for hosting video panels and webinars. Most of the tasks are simply about using the software and coordinating with moderators and presenters to show a video, run a poll, share a screen, etc. However, you may also have to try to help speakers get into webinars and video conferences and help fix other technical issues – within the limits of what is possible to do. For more information on technical issues, you can also see our trouble shooting guide which is available for all participants.

Whenever using the platform, please make sure that you use the latest version of either Chrome or Firefox and that you have closed any unnecessary tabs in your browser. As tech host it is essential that you have a good internet connection and that you are connected to broadband by an Ethernet connection (cable). Check that your internet download speed is at least 20 Mbps, and preferably 100 Mbps.

Also, when hosting a Video Panel or a webinar, avoid being in noisy places and make use of a headset if possible. This will improve not only your audio but also how the audience and guests speakers will hear you. Finally, make sure that you rehearse video panels and webinars with at least some of the invited speakers (more information on that further below) and do so well in advance of the actual event and preferably multiple times. We will now go through the different technicalities of both the Video Panel and the webinar.

2. Video Panels
Video Panels are for up to a maximum of 14 people and allow all participants to talk. They can be recorded and posted later for comments from participants who view it after the panel took place. Because there is no audience apart from the invited speakers, they are easy to rehearse. In order to do so, just set one up.

2.1. Setting up 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).

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. Then 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.

2.2. Running your Video Panel

Before starting your panel, make sure you have any PowerPoints or other materials on your computer within reach, so that you can show them by sharing your screen. If there are any such materials that should feature in the panel, your moderator will have given them to you. 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).
2.3. The Video Panel Menu Bar
Hover over the bottom of your screen and you will (in the screenshot below) see the lower menu bar which allows you to hide your camera, mute your microphone, share your screen, invite additional participants, toggle the full screen mode, leave, or end the panel. **Note that only the Tech Host is able to share a screen.** As most of these icons speak for themselves, we will only elaborate on the “Start Sharing” option, which will allow you to share your screen.

To share your screen, click the “Start Sharing” icon, which will bring you to a menu where you can select different options. To share your entire screen, click the entire screen option (large red circle below) and press the “share” button.
Now, you can show a poster, a PowerPoint, or other materials that your moderator has given to you. To stop sharing your screen, press the blue “Stop sharing” button.

2.4. Posting the recorded Video Panel
After you finish your video panel, a recording of it will automatically become available in the “My Videos” section of your account in the platform (provided you have not disabled the recording option when setting up the panel). To upload it to the platform for asynchronous discussion, see the “add a video” section in the contributor guidelines.

2.5. Trouble Shooting for Video Panels
For a general and elaborate guide to trouble shooting, click here. Specifically for tech hosts, we also include the most common issues for video panels here below.

2.5.1. Problems with an invitation link
If a speaker did not receive an invitation link, ask them to check their spam folder, as they sometimes end up there. If they are unable to find it, resend the invitation. To do so, hover over the bottom of your screen and click the “invite” button (see image below). Then, either copy the link and send it to them via e-mail, or enter their name and press enter.

If a speaker received an invitation link, but it does not work, this might be due to his or her browser settings. To fix this, ask them to open google chrome, to go to the three vertical dots on the top right corner of the chrome browser, and to click settings. Then, they should go to “privacy and security” and make sure pop-ups are allowed (see image below). If there are still issues, ask them to copy and paste the link into Chrome. If this does not work, ask them to unplug their modem and restart their internet connection or to restart their computer. If there are still issues, ask the speaker to get in touch with his or her own IT team.
2.5.2. Frozen image or video
If the video is slow or frozen, switch off the video and only use audio. If necessary, ask the speakers to do the same thing. If the problem remains, switch off video as well. If problems persist, change from Wifi to Ethernet cable.

2.5.3. Someone accidentally closed the internet tab
If you or someone else accidentally closed the internet tab, follow the e-mailed link again, or copy and paste the link into the browser.

2.5.4. No internet connection
Turn your modem off and back on again. If this does not work try restarting your computer. If problems persist, change from Wifi to Ethernet cable.

2.5.5. No audio
If you or a speaker cannot hear anything, try the following. In the bottom right-hand corner of your task bar, check that the sound is switched on (image below left). Also, check that the sound in the video panel interface is switched on. This is the interface that will be shown when you hover your mouse over the bottom of the video panel (image below right).
If this is on, try switching it off and back on from your computer settings or plug your headset out and back in again. If this fails, restart your computer. If you’re using a tablet, make sure that the volume button has not been accidentally switched off.

2.5.6. No Video
If you or a speaker has no video, try the following solutions. Make sure your camera is on (most laptops have a light next to a camera that indicates is on) and that your machine’s camera lens is not covered by any object. Also, make sure you are connected to the call with a good internet connection / speed, and make use of an Ethernet cable if possible. Apart from that, check that the camera is activated in the video panel interface at the bottom left of your screen (see the image below).

3 Webinars
Webinars can have up to 4 ‘speakers’ including a tech host and a moderator, and can be watched live by up to 496 participants (500 participants in total). During webinars you can run videos and polls, answer questions and share screens. The webinars are automatically recorded and stored on the 23 platform, along with all comments, questions, polls, and documents.

3.1 Setting up your Webinar and practicing in Advance
To set up a webinar, go to https://ihedelft.videomarketingplatform.co and log in. Then, go to the CapdevSymp 2020 Template that we prepared for you (see screenshots below), click on the three vertical dots and click “duplicate”, which will save the webinar as a draft. Please make sure that you do not delete the template, as it will be needed to set up other webinars. When you have done so, you can give your webinar a title, select the date, time, time zone, estimated duration, and a short description (if you wish).
Then, invite your speakers and upload any documents and videos that will need to be available for the audience (see screenshots below).
Then, go to the orange “draft” icon and set your webinar to “link only” (see screenshot below) and send the link to capdevsymposium@un-ihe.org, along with information on the track and topic in which it should be posted. We will then embed the webinar into the conference platform. This will allow Symposium participants to find the webinar and join when it goes live. Also, the green “Test Webinar Room” button will change into a green “Enter Room” button.

Finally, set up your polls by clicking the green “Enter Room” button and going to the “Polls” tab on the top right of your screen (see image below).

You can also follow the steps above to set up a mock Webinar for practice. Webinars can only run once, so you will have to delete it after practice and set up the real webinar later. To start practicing, follow the instructions in the chapters below from “enter room” onwards as if you were actually preparing and running a webinar (in this case, there is no need to send the link to capdevsymposium@un-ihe.org). After you are done, do not forget to delete your mock webinar, by clicking the three vertical lines and “delete webinar”, but be careful not to delete the template!
3.2 Preparing to start a webinar

Make sure to do this well in advance to check whether everything works. To prepare to host your webinar before it starts, go to https://ihedelft.videomarketingplatform.co and log in. Here, select the webinar that you are going to host. Please make sure you are accessing the right one, as if by mistake another webinar goes live it cannot be aired a second time. Then, click “enter room”.

Now, you will be behind the scenes with the other speakers. You will be able to talk to each other without the public being able to hear you. Via “Polls” you can see and, if necessary, edit your polls. The large red circle shows all handouts that are uploaded to the webinar, and the green circle below will allow you to add extra handouts (if necessary) that will be visible for all attendees. The red circle over the triangle on the left will allow you to show the videos you are able to play. Check with the other speakers whether all polls, handout documents and videos that you need are available. Also, make sure everyone (if this is what you wish) has their microphone and camera switched on (yellow circle) on the bottom left corner. Finally, if you need to show any PowerPoint Presentations on your screen, make sure you have them within reach on your computer.

3.3 Running your webinar

Once you are all ready to start the webinar, click the green “go live” button at the top right of your screen. This will make the webinar go live, and brings you to the interface shown in the screenshot below. The different options you have as a tech host, namely to use the chat function, give the floor to the right speaker, run polls, show videos, share your screen and end the webinar, are highlighted in different colours below. We’ll go through them one by one.
3.3.1 Using the chat function and answering questions
There are two ways in which the audience can ask questions. One is via the general chat feed (indicated with the big red circle above), the other is via the private question function (indicated with the small red circle above). In the general chat, the moderator or speaker should be able to answer any content related questions, but general or technical questions should be answered by the tech host. To do so, simply type your answer at the bottom of the chat function and press enter. Any private questions sent to the host will be shown if you click the “Questions” icon. Discuss with your moderator how to divide responsibilities.

3.3.2 Give the floor to the right speaker
To give the floor to the right speaker – the moderator will let you know when to do this – simply click the speaker’s camera on the bottom left of the screen, indicated by the orange circle in the screenshot above.

3.3.3 Run Polls and show poll results
To start a poll, go to the “Polls” icon indicated by the green circle in the screenshot above. This will bring you to an overview of the polls that were prepared for the webinar, and gives you the option to create new polls as well if necessary. To start a poll, simply click “Start Poll”, and the audience will be able to start voting. To show the results to the audience, click the eye icon to the right of the poll (see screenshot below). To end a poll, click “Close Poll”. **Please note that when you close a poll, there is no possibility to restart it, so make sure that you do not prematurely close your poll.** You can however make a new poll during the webinar if you wish by clicking “New Poll”.
3.3.4. Run a Video
To run a video, click the triangle indicated with the blue circle in the screenshot at the start of this chapter. Select the video you wish to show (these have been uploaded when the webinar was created), and click the green “select” button. Then, on the right side of your screen, press the play button to start the video (see screenshot below).
Note that the video can be paused and started again at any time. When the video is finished, click the relevant speaker on the bottom left of your screen (indicated by an orange circle at the start of this chapter) to project their video on the screen and continue the webinar.

3.3.5. Share Your Screen
This option can be used to show the audience something you are doing on your computer, like going through a PowerPoint Slide. To do so, click the “share your screen” icon indicated in purple at the start of this chapter. Then, click the image of your screen, indicated in the big red circle below, and click the “share button” (small red circle).

3.3.6 Leave the webinar and end the webinar
To end the webinar, click the red “End Webinar” icon on the top right of your screen (see screenshot at the start of this chapter). Once the webinar has ended, you will be able to privately discuss the
session with your colleagues; participants will not be able to hear this. Please note that it is not possible to restart the webinar after it has ended. To leave the webinar without ending it for all participants, you can simply close your internet browser. However, please do not do this as this will leave the webinar without a tech host.

3.4 Posting the video for asynchronous feedback
When the Webinar is ended, click “Go to Manage Page” at the top right of your screen (see screenshot below), then click “videos”, and you will see an overview of recorded webinars and other videos. Click the webinar recording, go to “overview” on the left of your screen, click “more” and click “download”. You will now be able to post the webinar as a video as described in the contributor guidelines. Note that you will only be able to post videos of up to 1 GB.

3.5 Troubleshooting for Webinars
For a general and elaborate guide to trouble shooting, click here. Specifically for tech hosts, we also include the most common issues for webinars here below.

3.5.1 Problems with an invitation link
If a speaker did not receive an invitation link, ask them to check their spam folder, as they sometimes end up there. If they are unable to find it, resend the link. To do so, go to the webinar home page, select your webinar and click on the name of the speaker (see screenshot below). Then, copy the invitation link and send it via e-mail.
If a speaker’s invitation link does not work, this might also be due to his or her browser settings. To fix this, open google chrome, go to the three vertical dots on the top right corner of your chrome browser, and click settings. Then go to “privacy and security” and make sure pop-ups are allowed. It is a hyperlink, so make sure your pop up settings are activated. See image below. If there are still issues, ask them to copy and paste the link into Chrome. If this does not work, ask them to unplug their modem and restart their internet connection or to restart their computer. If there are still issues, ask the speaker to get in touch with his or her own IT team.

3.5.2 Frozen image or video
If the video is slow or frozen, switch off the video and only use audio (see image below). If necessary, ask the speakers to do the same thing. If problems persist, change from Wifi to Ethernet cable.
3.5.3 Someone accidentally closed the internet tab
If someone accidentally closed the internet tab, ask them to follow the e-mailed link again, or to copy and paste the link into their browser.

3.5.4 No internet connection
Turn your modem off and back on again. If this does not work try restarting your computer. If problems persist, change from Wifi to Ethernet cable.

3.5.5 No audio
If you or a speaker cannot hear the webinar, try the following. In the bottom right-hand corner of your task bar, check that the sound is switched on (image below left). Also, check that the sound in the webinar interface is switched on (image below right).

If this is on, try switching it off and back on from your computer settings, or plug your headset out and back in again. If this fails, restart your computer. If you’re using a tablet, make sure that the volume button has not been accidentally switched off. Also, make sure you are connected to the call with a good internet connection / speed, and make use of an Ethernet cable (see introduction) if possible.

3.5.6 No Video
If you or a speaker has no video, try the following solutions. Make sure your camera is on (most laptops have a light next to a camera that indicates is on) and that your machine’s camera lens is not covered by any object. Also, make sure you are connected to the call with a good internet connection / speed, and make use of an Ethernet cable (see introduction) if possible. Apart from that, check that the camera is activated in the webinar interface at the bottom left of your screen (see the image below).
4. Troubleshooting and Feedback on this Guide
For a guide on how to deal with the most common technical issues, please click here. If you’d like to give us feedback on this guide (or anything else), you can do so via this google form. In case of any questions on how to use the platform, we recommend you to visit the FAQ page of the #CapDevSymp platform:

Still have a question? Contact us via capdevsymposium@un-ihe.org with an e-mail headed QUESTION ABOUT THE PLATFORM.