

Guide for moderating and chairing ITU-T remote participation sessions

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1 Tips on moderating and chairing a session

1. Be prepared:
 - a. Read this guide fully before moderating and chairing a session.
 - b. Use the test session to set up your computer and hone your skills.
 - c. In case of doubt, TSB is here to help (tsbemeetings@itu.int).
2. Check your session schedule and, if necessary, request any changes as early as possible, ideally during Geneva working hour if TSB support is needed.
3. When screen-sharing, a second screen can provide you with greater privacy.
4. Make good use of "public chat" to:
 - a. Announce breaks, let people know when resuming and adjourning a session.
 - b. Encourage the use of both audio and "public chat" for interventions, especially when audio quality is poor.
5. Check in often with participants to give them the chance to react, either orally or in the chat. Remember, it takes more time to write in a chat than to make an oral intervention.
6. Ask explicitly "does anyone have comments on this? Please raise your hand so I can give you the floor or tell the group by using the chat"; then wait several seconds to give participants time to react.
7. Avoid long monologue presentations as the chair.
8. When wrapping up an agenda item, announce explicitly the conclusion, e.g.: *"for our meeting report, we will note/approve/reply to/etc. this document"* and seek agreement from participants, e.g., *"Do you agree? I will give you 10 seconds to react, so ask for the floor or write in the chat."*; so that all participants are clear about the next step and feel they have an opportunity to be heard.
9. Save the "public chat" record at the end of the meeting. It could be helpful when drafting the meeting report.
10. When the session closes, click on "End meeting". If you simply "Logout", the meeting will remain idling and visible in MyWorkSpace until its automatic closure.

2 Register to the meeting of interest on CRM

You must register and *be approved by your focal point* before being able to join any sessions linked to a study group or working party meeting.

3 Access MyWorkspace

Using Chrome, Firefox, or Microsoft Edge (Chromium) web browsers, log in to MyWorkspace using your ITU user account and browse to Remote Participation (<https://remote.itu.int>). Access to MyWorkSpace and BBB requires support of WebRTC, which is not the case of Internet Explorer or the original Win10 Edge browser.

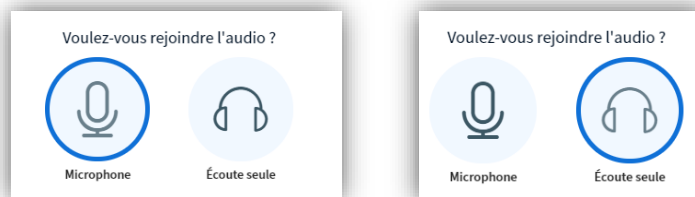
4 Join a session

Click the "Join" button to get started. IMPORTANT - you must be registered in order to join any sessions linked to a study group or working party meeting.



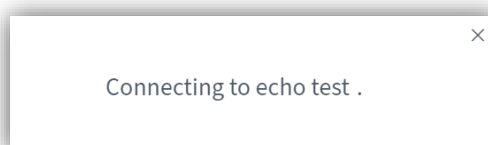
5 Configure audio

Once you join a session, you will be prompted to join either as an active or observing participant. If you wish to speak during the session, select "Microphone"; if you wish to listen only, select "Listen only".

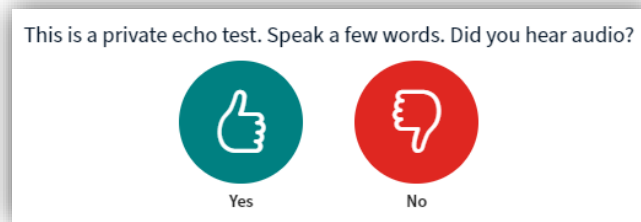


If you have already attended a BBB session using your current computer/browser, you will be connected using the same audio settings as the previous time.

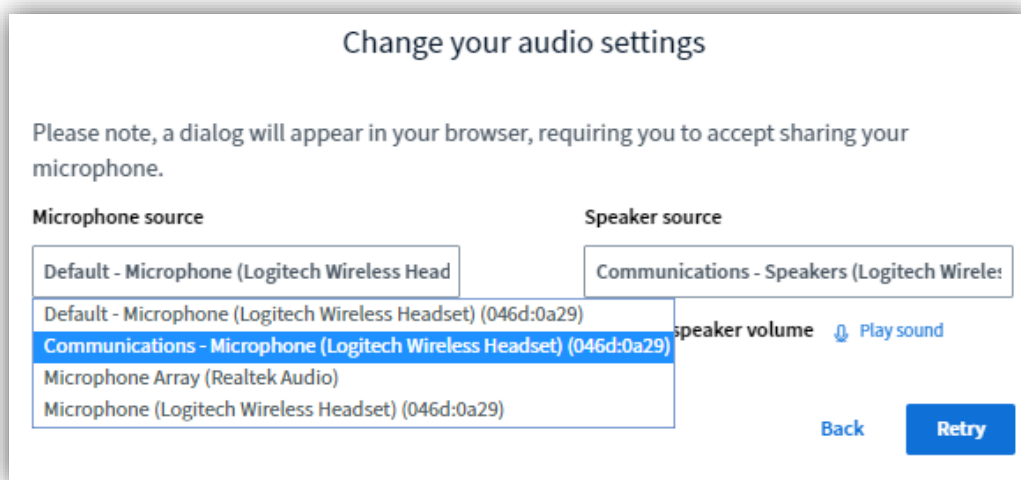
If you select "Microphone", you will be prompted to test your audio following a system "Echo test", which lasts several seconds and is intended to avoid new participants from disrupting the meeting.



You will then be invited to self-test. Speak into your microphone and listen for your words to be repeated back to you.



If this works, click "Yes". If this does not work or you want to switch to another audio device, click "No" in order to configure your microphone and speakers.



Once you have selected your preferred devices, click "Retry" to retest your microphone and speakers.

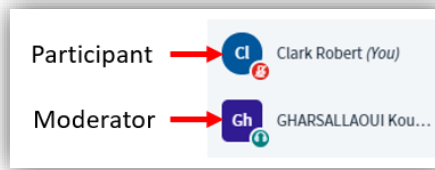
If you wish to change from active to passive participation, or vice versa, click on the "Leave audio" icon at the bottom of your screen to disconnect audio, then click the "Join audio" icon. This will relaunch the audio configuration.



6 In-session features

6.1 Participant types

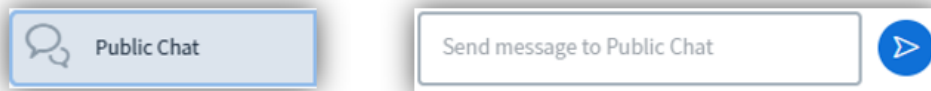
The list of participants is shown on the left-hand side of the screen. Circular icons indicate participants; square icons indicate moderators.



6.2 Public and private chat

All participants can initiate text messaging, or "chat", with a selected individual or with the entire group of participants. They can also read chat message sent to them or to the group.

Click on the Public Chat icon, then start typing in the text box and click on the arrow to send the message. You will also see what others have written.

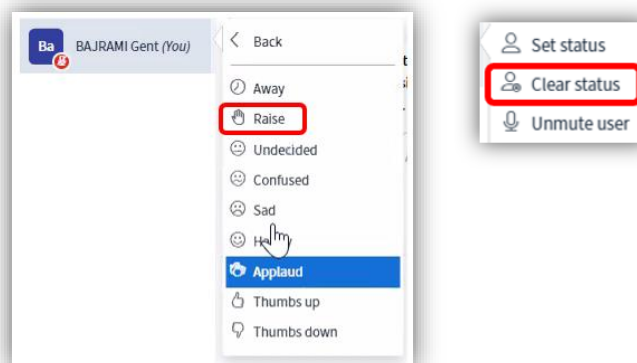


To communicate with one specific participant, click on their icon and then select "Start a private chat". Type in the text box and click on the arrow to send the message. To return to public chat, click on the "Public Chat" icon.



6.3 Participant status controls

All participants can control their status as viewed by others. To do this, the user clicks on their own icon, selects "Status", and then selects one of the displayed options. The primary role of status changes is to "Raise hand" in order to request the floor. To cancel a raised hand, click "Clear status".



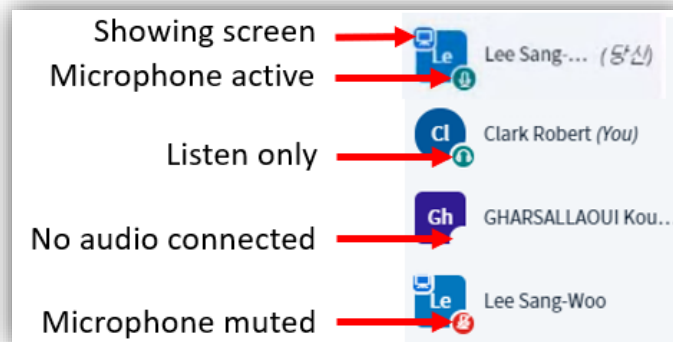
Important note for moderators: When a user raises their hand, their initials will change to a "hand" symbol. Moderators should pay close attention for this subtle change. The moderator (or participants) should alert the Chairmen if a raised hand is missed.



Participants may also request the floor and write their views on the Public Chat in the platform. Therefore, the Chairmen should also monitor the Public Chat when requesting for comments or feedback from the meeting.

6.4 Audio and screen-sharing status

The icon for each participant indicates their audio and screen-sharing status:



6.5 Audio and screen-sharing controls

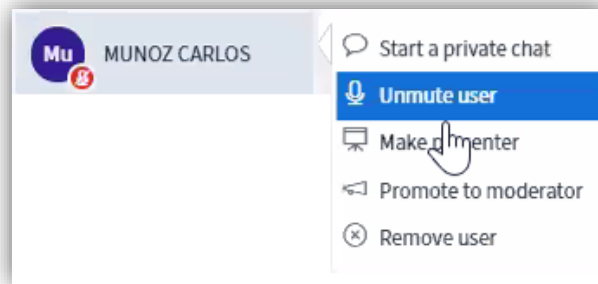
Users will have access to some, or all, of the controls shown below. Only moderators or designated participants will be given the option to show their screen; only active participants will be given the option to mute/unmute themselves.



When a user clicks the "Show screen" icon, they will be given the option to share one of their screens, a specific application, a specific browser tab, etc. The sharing will only begin once the participant has made their selection.

6.6 Assign rights to / change status of participants

Moderators may assign special rights to (or change the status of) selected participants. To do this, click on the relevant user and select from the options.



Moderators may:

- Mute or unmute participants.
- "Make presenter", which offers the opportunity to the participant to share their screen.
- Promote the participant to Moderator status, assigning them all the rights of that role.

6.7 Record a session

Only session moderators have the option to record a session. To do this, click on the "Start recording" icon at the top of the screen. Recording can be paused or stopped at any stage. When a session is being recorded, this is indicated to all participants. At the end of the session, the recording is available through the System administrator. If the recording is to be published as a Webcast, please note that it is a manual process and it will require some time to be converted into the proper format for publication.



7 Issues/troubleshooting

In case of a disconnection of your network, audio or screen sharing:

1. Refresh page (F5 or Ctrl+F5).
2. Log out from the session (see image) and log back in.
3. Enable pop-ups for server ads.tsb.itu.int
4. Switch between different browsers (see here for [supported browsers](#)).
5. Try opening <https://remote.itu.int> with an anonymous browsing window (e.g. Chrome Incognito Mode, *CTRL-SHIFT-N*, or Firefox Private Window, *CTRL-SHIFT-P*)
6. Use a different network/location.
7. Try another device.
8. Contact tsbemeetings@itu.int.

