

Technical guide Her Choice Event

1-3 December 2020



Prepare in time!

The online event 'Beating the drum for building child marriage-free communities' will be organised in Zoom. **Please prepare timely** the technical aspects of your participation. This guide should give you enough information to do so! This guide furthermore explains all the basic features of Zoom you need to know.

Required preparations

Internet connection

To be able to attend the event, you will need a stable internet connection. Please make sure you take the necessary steps prior to the event so that you can fully participate.

Some tips & tricks:

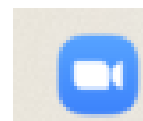
- If your wifi is unstable, connect your computer with an ethernet cable with the modem/router.
- Ensure that your device is fully charged prior to the event, so that you can also attend when there is shortage of electricity.
- During the event close all programmes on the computer that you are not using, this reduces the pressure on the connection.
- You can use mobile credit to access mobile wifi – If necessary, use your mobile to make a wifi-hotspot and link the computer to the mobile hotspot.
- Budget for mobile top-up has to be covered from the Her Choice country budget.

Your device

- To attend the event you need a computer or tablet with a camera and a microphone.
- Preferably attend the event with a laptop or desktop, considering that these offer more functionalities in Zoom than a tablet, although attending with a tablet is possible. We do not recommend to attend the event on a mobile phone, since the screen is too small to follow the presentations.
- Please note that on some work-computers Zoom cannot be installed because of computer-security. In that case you will have to use another device.
- It is advisable to use a headset during the event, to avoid too much background noise. (especially for presenters this is advised!)
- If you plan on attending the event with more people in one room and you each want to use a separate device, this might cause a noise problem (a hard, continuous BIEP). There are 3 solutions:
 - one person can 'join with audio' and the others choose when entering the meeting NOT to join with audio. This means however that those joining without audio cannot be heard by the other participants in the event.
 - You each sit in a separate room.
 - Or you sit with several people behind one computer screen. However, this means that when we breakout in subgroups/workshop, you will all have to follow the same workshop/subgroup.

Download and/or update Zoom

- We strongly recommend to use the Zoom app ('zoom client') for attending the event. It is also possible to attend the event in the web-version, but not all browsers support the web-version and in the web-version not all functionalities are working.
- The Zoom app ('zoom client') will probably download automatically when you first enter a Zoom meeting, but you can also choose to download it here: https://zoom.us/download#client_4meeting
- Zoom regularly provides updates; the mid November version is 5.4.3, but a new update might appear before 1 December, so check this. If you installed Zoom some time ago, please update the Zoom-app. You can read here how to do that: <https://support.zoom.us/hc/en-us/articles/201362233-Upgrade-update-to-the-latest-version>



How to enter the meeting

There are 3 ways to enter a Zoom-meeting:

1. Click on the provided link for the Zoom-meeting. When the Zoom-app ('Zoom client') is not yet installed, it will be downloaded on the spot automatically. Then fill in the passcode and answer yes to all questions ('open the client' – 'join with computer audio' – 'join with video')
2. Open the Zoom-app on your laptop or tablet (if already installed) and choose 'join meeting'. Then fill in the provided Meeting ID and then the passcode. Answer yes to all questions ('open the client' – 'join with computer audio' – 'join with video')
3. Go to <https://zoom.us/signin> and choose 'join meeting'. Then fill in the provided Meeting ID and then the passcode. Answer yes to all questions ('open the client' – 'join with computer audio' – 'join with video')

Please note:

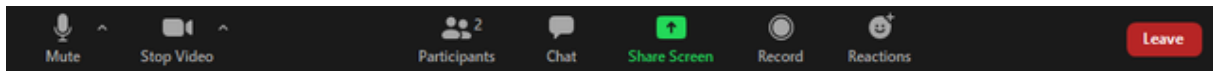
- The Zoom-link, Meeting ID and passcode for the Her Choice Event can be found in the Programme document.
- You do NOT have to create an account on Zoom or sign in (although you could do that, since Zoom offers a free plan)
- The first time you enter a Zoom meeting you will be asked to provide your name. Fill in your real name and precede it with your country code, like this: NL Doortje 't Hart
 - You find the specific country codes in the table at this page.
 - We need this for the country breakout rooms on day 1
- If you did not manage to fill in the right name and/or country code, you will still be able to do this during the meeting itself, by using the 'rename' option.

Country codes

<u>Bangladesh</u>	<u>BD</u>	<u>Nepal</u>	<u>NP</u>
<u>Benin</u>	<u>BJ</u>	<u>Netherlands</u>	<u>NL</u>
<u>Burkina Faso</u>	<u>BF</u>	<u>Pakistan</u>	<u>PK</u>
<u>Ethiopia</u>	<u>ET</u>	<u>Senegal</u>	<u>SN</u>
<u>Ghana</u>	<u>GH</u>	<u>Uganda</u>	<u>UG</u>
<u>Mali</u>	<u>ML</u>		

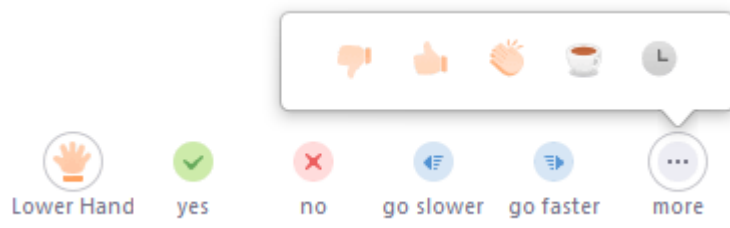
In-meeting controls

When in a Zoom-meeting on a computer, this is the control-bar you see at the bottom of your screen



From left to right:

- **Mute / Unmute:** Mute and unmute your microphone.
 - **Audio Controls** (click the ^ arrow next to **Mute / Unmute**): Allows you to change the microphone and speaker that Zoom is currently using on your computer, leave computer audio, and access the full [audio settings](#).
- **Start Video / Stop Video:** Turns your camera on or off.
 - **Video Controls** (click the ^ arrow next to **Start Video / Stop Video**): Change cameras if you have multiple cameras, select a virtual background (if enabled), or access your full video settings.
- **Participants:** See who's currently in the meeting. You can also access to these options:
 - **Rename:** Hover over your name, click **More**, and choose **Rename** to change your screen name displayed to other participants.
 - Non-verbal feedback icons (if enabled by the host): Places an icon beside your name to quickly notify the host.



- **Share Screen:** Start a screen share (if the host allows). You will be able to select the desktop or application you want to share.
- **Chat:** Access the chat window to chat with the participants. You can choose to send a chat to everyone or one person only.
- **Leave:** Leave the meeting while it continues for the other participants. Only the host can end the meeting.

3 video layouts

There are 2 video layouts:

- **Active Speaker View;** you only see the active speaker
- **Gallery View** (you see up to 49 participants in your screen); if there are more participants you can swipe to the next screen(s) to see the others
- You can choose which view to use in the upper right corner (laptop) or upper left corner (tablet).
- When someone is sharing his/her screen, you can choose at 'options' between: Side-by-side Mode (when you see the presentation and next to that a few of the participants) or view the screen share with Active Speaker View.
- You can also pin or spotlight up to 9 participants' videos.

Breakout rooms

- During the event we will use Breakout rooms several times. In that case you will see the following notification: **'The host is inviting you to join Breakout Room xx'**; you then click on **'join'**.
- In the breakout rooms you can always ask for help with the 'ask for help' button (a question mark).
- When the breakout rooms end you have 60 seconds to finish the conversation and return to the main screen. That will happen automatically, or you can choose to return yourself with the button that appears in the screen.

Trouble shooting

- When you have issues with the audio or experience other technical issues, it often helps to leave the meeting and log in again.
- You can also check the audio (click the ^ arrow next to Mute / Unmute) or the video settings (click the ^ arrow next to Start Video / Stop Video).
- It can help to close other applications and programmes on your computer.
- If you have internet or electricity issues, please see 'required preparations' at the top of this guide.