

## 2020 GNDR Digital Global Summit FAQs

### Technical aspects

#### 1. What do I need to connect to the Digital Global Summit?

There are 3 mandatory requirements to connect successfully to the Digital Global Summit:

- 1) a computer and a pair of headsets/earphones with microphone
- 2) a reliable internet connection
- 3) the right browser: you can join a session using Google Chrome or Mozilla Firefox. For Mac users, please refrain from using Safari.

It is not advisable to use a mobile phone to connect to the Summit. However, if you do not have any of these 3 requirements listed above, you will still be able to participate but with some limitations. Please contact us at [registration@gndr.org](mailto:registration@gndr.org) to find out what alternative solutions can be offered.

#### 2. How can I test my equipment and connection in advance?

On the **Summit registration page** there is an opportunity to test your settings in advance. Please click on “**System check**” to run the test. In case there are any issues, you will be offered the relevant links to solve the issue. If you still have questions, please write to [registration@gndr.org](mailto:registration@gndr.org) for support.

To make sure you will be able to connect to live sessions, you can use the **Kudo test page** to check your browser, webcam, microphone, and internet connection in advance to ensure everything is working properly. Before going to the test page, be sure to have your headset and webcam plugged into your computer.

Please go to the Kudo test page (to help users comply fully with applicable regional privacy and data protection regulations, Kudo has servers based on three continents):

- North America test page: [live.kudoway.com/test](https://live.kudoway.com/test)
- Europe test page: [live.kudoway.eu/test](https://live.kudoway.eu/test)
- Asia test page: [china.kudoway.com/test](https://china.kudoway.com/test)

Select Audio and Video and click Start Test. You will see some spinning circles and when the test concludes, the important thing is that audio and video are supported and the quality is good.

In order to test your camera and microphone, please scroll down, select the camera and microphone you are using and click Record. Say something for a few seconds and then click Stop. You can then play your recording to see if it is working properly.

## Virtual event space

### 3. How do I connect to the Digital Global Summit virtual space?

You will be able to log into the Summit virtual space [here](#). Please take note of the password you create when you register, writing it down or saving it to your browser as necessary. If you do happen to forget your password, there is a reset link available from the login page.

### 4. What rooms will the Summit virtual space offer?

The Summit goes live on 6 October 2020. From that day you will be able to log in to the Summit virtual space. When you log in to the Summit virtual space, you will find yourself in the Summit **Lobby**. You will be greeted by a welcoming message on behalf of GNDR Executive Director, Bijay Kumar. From the Lobby you can access the rest of the Summit rooms.

At the bottom of your screen you will see a **navigational menu**, which will be present in all the Summit rooms. Using the menu, you can switch from one room to another, download the Summit agenda and these FAQs, complete a Summit survey and receive support from the Help desk<sup>1</sup>.

At the top of the screen you will see who else is at the Summit at the same time as you, and you will be able to connect with other Summit participants using the live chat function.

Go to **Live Sessions** to join the live sessions as set out in the Summit agenda. These sessions make up the bulk of the Summit programme. To join a live session, please click on the session name and a new window will open. Then, fill out your name and email address and click Join. At the end of the session, you close the live session window and return to the Summit virtual space, where you will be offered an opportunity to fill out a survey. Please do take your time to do so, as your review is very important to us.

In addition to the live sessions, you will be able to access and engage with other Summit participants in the **Summit virtual booths**. Please go to the **Exhibition Hall** and select the booths you would like to visit:

Risk driver booths:

- Climate change
- Gender inequality
- Conflict
- Food and water insecurity
- Urbanisation

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<sup>1</sup> For Arabic speakers: you will be able to switch rooms using the signpost in the Lobby. Please click on “الردهة” to return to the Lobby.



- Forced displacement

GNDR project booths:

- VFL booth
- CBDRM booth

Summit donor booths:

- SIDA
- SDC

In the booths you will see a selection of resources related to a particular topic, along with a live chat function for you to have conversations about the booth's topic with other Summit participants. Please leave any relevant queries in the booth and the booth moderator at GNDR Secretariat will make sure to get back to you with a response from a relevant expert.

For regional discussions, please visit **Collaboration Lounge**. Please use the region specific forums to highlight anything you would like your GNDR Regional Advisory Group to discuss further.

For more information about GNDR's new strategy and other publications, as well as for presentations and recordings of the Summit live sessions and other relevant resources, please visit the Summit **Library**.

Finally, there will also be a **Help Desk**. Please use the chat in the Help Desk to seek support with technical issues, navigation of the Summit virtual space and other queries during the three weeks of the Summit. Please note that the Help Desk will only be moderated on the days with live sessions. Please check the Summit agenda to find out which days these are.

## 5. Can I see forum posts in my preferred language?

At the top of the chat functions and forums, you will be able to select a language for translation. Please note, however, that the translation may not be 100% accurate because it would be produced by Google Translate.

## Live sessions

### 6. From the virtual space, how do I join a live session?

When you enter the Live Sessions room, you will see a screen in the middle of the room. Click on the screen and it'll bring up a list of links for the live sessions. Click on the link for the session you are looking to join and a new window will open for the session. You will be asked to enter your name and email address and then click Join. Please note that this link will not be active until 15 minutes before the session is due to start.



**7. Once I joined, how do I select my language of preference for the live session? Do I need to do this every time I join a session?**

You should start by selecting your preferred language channel. To do this, go to the lower left hand corner of the screen and click on the language selector. A pop-up list will appear, you will need to select your language of choice from that pop-up list and you will be able to listen to the session in that language. Feel free to speak in that language as well. We strongly advise you not to remain on “Floor”, as this does not guarantee everybody will be able to hear you. You will need to select the channel every time you enter a session.

**8. Allow microphone and configuration access: How do I enable my mic and camera for the live sessions? Do I need to do this every time I join a session?**

If this is your first time using the Kudo platform, you will need to approve access to your webcam and microphone. At the time of joining a session, a small notification will pop-up asking you to allow or reject access to your webcam and mic. Click “Allow” when you see this notification!

**9. What should I do or who can I contact if I have any technical difficulties during the live sessions?**

There will be Kudo operators present in every live session to provide technical support. If you need to speak to them, go to “Messages” on the right-hand side. Open the chat that says “Operator” and ask them for help. They will be able to handle technical issues related to connectivity, sound, interpretation, etc. They will not be able to answer questions about the content or organisation of the session. Please direct these queries to the group chat.

**10. Can I join sessions in advance of the start time?**

Yes, sessions will open 15 minutes in advance of the start time. You are strongly encouraged to join live sessions in advance in order to test connectivity and if you experience any issues there will be enough time to troubleshoot. After you make sure everything is working well, you can minimise the window and continue doing other things until it is time to come back for the session.

**11. If I want to interact with others during the QA of a live session... How do I request to speak? How do I release the microphone?**

If you have any questions or comments, you can request to speak by clicking the “Request to Speak” button, which is located in the lower right hand corner of the screen. Then, you will have to wait to be given access to speak. Until then, your microphone and camera buttons will be grayed out and you will not be able to turn them on. Once you have been granted access to speak and your microphone and camera are activated, these buttons will become blue. You can then turn on your camera (optional) and microphone to speak. If you click on the mic button while it is blue, you will mute yourself. Click on it again to unmute yourself.

Once you finish speaking you can click the “Release Microphone” button in the lower right hand corner. When you do so, your microphone and camera will become inactive again. If you wish to participate again, you will need to click the “Request to Speak” button again.

## **12. Is there a chat box?**

Yes, you can click on the “Messages” icon on the right hand side and then select 3 types of chats:

- Participants: you will be able to chat with all participants and speakers
- Private: you will be able to message another participant individually
- Operator: you will be able to contact the Kudo operator providing technical support

When you receive a message, you will see a red dot on the “Messages” icon.

## **13. Polls: How do I use the voting function?**

When a poll is launched, you will see a red dot on the “Polls” icon. In order to vote, simply click on it, you will see a question and several options. Please select your answer to vote. Once the poll is ended, you will receive a prompt and will be able to see the results.

## **14. Documents: How can I download PowerPoint presentations?**

If you click on the “Documents” icon, you will find files containing the speaker’s presentation in English, French, Spanish and Arabic. You can download it in the language(s) of your preference or in all languages.

## **15. What can I do if I wish to follow-up with speakers in a live session after the session is over?**

Some speakers may include their email addresses in their presentations. In case they do not, please write an email to [registration@gndr.org](mailto:registration@gndr.org) to request to be put in touch with a specific speaker, and we will make such a request on your behalf.

## **Session recordings and PowerPoint presentations**

### **16. If I cannot attend a live session, is the session going to be recorded?**

Sessions will be recorded in all languages they were offered in and uploaded to the Summit Library. We do, however, encourage you to please join the live sessions if you can, as this will give you the chance to interact and we believe you will be able to offer an invaluable contribution to the discussions during the live sessions.

### **17. Will you share the PowerPoint presentations after the live session? In all languages? Where can I find them?**

Yes, you will be able to find and download the PowerPoint presentations of the live sessions from the Summit Library in English, French, Spanish and Arabic. The PowerPoints will also be available for download within the live session space during the sessions.

## General

### 18. What time are sessions in my time zone?

All session times will be expressed in **BST** (British Summer Time). You can use this converter to check the time of each session: <https://www.thetimezoneconverter.com/>. On the left, enter the time of the session and indicate BST time zone, on the right complete your time zone and you will see the time of your country.

### 19. How can I provide feedback on sessions?

There will be several ways to provide feedback throughout the Summit:

- There will be session surveys for the live sessions that will be shared with participants through email and also as a pop-up as you leave the session
- As you receive emails about upcoming sessions, there will be a chance to provide feedback on the previous sessions by following the link indicated in the email
- There will be open surveys for participants to provide general feedback on the Summit activities over the course of the Summit, please click on “Feedback” on the navigational menu at the bottom of your screen
- There will also be an end of Summit survey for participants to provide feedback on their overall Summit experience. This will be emailed to all those who register.

### 20. Who can I contact if I have any questions in the run-up to the Summit?

First point of contact, as always, should be your regional Secretariat representative

- East & Southern Africa: Marilyn Mbogua [[marilyn.mbogua@gndr.org](mailto:marilyn.mbogua@gndr.org)]
- West & Central Africa and North Africa and West Asia: Adessou Kossivi [[adessou.kossivi@gndr.org](mailto:adessou.kossivi@gndr.org)]
- East & South East Asia and Pacific: Rouf Mohammad Abdur [[abdur.rouf@gndr.org](mailto:abdur.rouf@gndr.org)]
- South Asia and Central Asia: Ipsita Sircar [[ipsita.sircar@gndr.org](mailto:ipsita.sircar@gndr.org)]
- Americas & Caribbean: Liza Hernandez [[liza.hernandez@gndr.org](mailto:liza.hernandez@gndr.org)]
- Europe: Anna Parshina [[anna.parshina@gndr.org](mailto:anna.parshina@gndr.org)]

Outside of that, please contact [registration@gndr.org](mailto:registration@gndr.org) and we will do our best to help or direct you to someone who can help you.

## Registration

### 21. Can I complete Summit registration in my preferred language?

Yes, for English, French and Spanish you will be able to see the registration fields in your language by selecting your language from the dropdown menu in the top right hand corner. Arabic speakers should select English language from the dropdown menu and they will be able to download a pdf guidance document at the bottom of the registration home page to help you complete the registration process in English.

**22. Am I committing to attend the sessions I select when I register? Can I later decide if I want to go to another session?**

You are not limited to the sessions you indicate at the point of registration, but we want to make sure you will get a seat for sessions that interest you. You are more than welcome to attend more sessions if you would like to, but we cannot guarantee a seat if you did not register.