

Quick guide for Virtual FAO Meetings

The Meetings and Language Services Branches provide assistance to all units at headquarters and in remote locations for the following corporate virtual events:

- Governing Bodies and Statutory Bodies sessions;
- meetings involving attendance by governments and permanent representatives;
- high level events and meetings;
- meetings with the presence of the Director-General;
- meetings requiring interpretation support or connection via corporate video-conference systems.

Please fill the [online application form](#) as soon as you plan one of the meetings above and, in any case, no later than three weeks before the event.

The same administrative procedures of face-to-face meetings apply to virtual meetings (please see instructions at the end of this document).

Zoom Meetings and Webinars

Zoom offers two different platforms for managing virtual events: Zoom Meetings and Zoom Webinars.

Although with similar features and functionality, they have some key differences that enable meeting organizers to choose the most appropriate platform according to the nature of the event they want to hold.

Meetings are conceived for collaborative events with all participants being visible, able to turn their video and audio on, screen share and see who else is attending the meeting.

Webinars are designed for a large audience, events that are open to the public, or meetings which foreseen the presence of both active members and silent observers.

Participants in a Webinar are divided into three categories:

Co-Hosts can modify the names of panelists and attendees, mute and unmute them and change their status (from Attendee to Panelist and vice-versa).

Panelists can take advantage of the full features of the Webinar. They can view and send video, screen share, annotate, etc. Please note that panelists will receive a direct email invitation separate from the attendees of the Webinar.

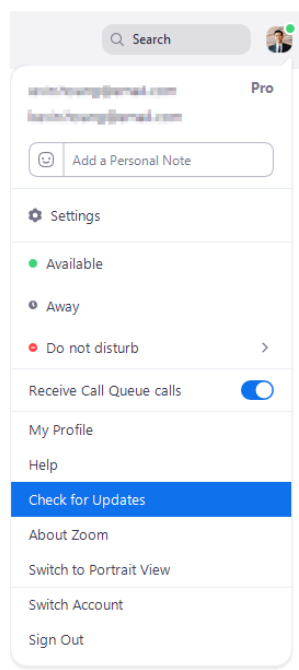
Attendees are view-only participants who can be unmuted or “promoted to panelists” if the host chooses. Their view of the webinar is controlled by the host. They can interact with the host and the panelists through the Q&A and the chat, and can answer polling questions. Attendees cannot interact with each other.

The Officer responsible for the session nominates at least one focal point as “Co-host” of the virtual event, responsible for checking and admitting participants at the session, to monitor their activities and enable/disable access to the meeting as appropriate.

Participants can access Zoom from all devices, via web browser or App. The download of the App is strongly recommended for a better user experience.

Zoom regularly provides new versions of the App. It is advisable to check for updates regularly to benefit of new features and enhanced security.

To do so, open the App and click on your profile picture in the top right of the Zoom window, then click **Check for Updates**. If there is a newer version, Zoom will download and install it.



The table below highlights in a glance the main features of Zoom Meetings and Webinars:

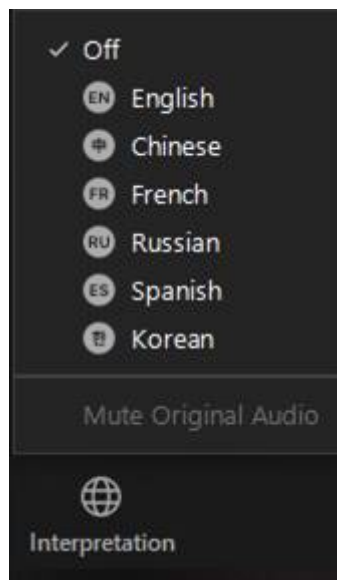
	Meeting	Webinar
Capacity	Up to 1.000 participants	Up to 10.000 participants
Interpretation	Available in 6 languages	Available in 6 languages
Pre-registration	Available	Available
Waiting room	Available	Not available
Participant roles	<ul style="list-style-type: none"> • Host and co-host • Participants 	<ul style="list-style-type: none"> • Host and co-host • Panelists (up to 300) • Attendees
Raise Hand	Available	Available
Audio sharing	<ul style="list-style-type: none"> • All participants can mute/unmute their own audio • Host can mute/unmute participants • Host can set all participants to mute when joining the virtual room 	<ul style="list-style-type: none"> • Only host and panelists can mute/unmute their own audio • Attendees join in listen-only mode, but if the host or co-host enables the Allow to talk function for an attendee, he will be able to mute / unmute himself. • Host can unmute one or more attendees
Video and screen sharing	All participants (or restricted to host and co-host, if needed)	Host and panelists
Participants list	Visible to all participants	Visible to host and panelist
Chat	Available	Available
Q&A	Not available	Available (Attendees can post questions; Panelists can respond)
Polling	Available	Available
Recording	Available	Available
Breakout rooms	Available (up to 50 rooms for a maximum of 200 participants)	Not available

Some Zoom features in details

Interpretation

If interpretation is available, the languages can be selected in the bottom bar of the Zoom window. Due to a technical limitation of the platform, Arabic can currently be listened to on the Korean channel. FAO has already requested Zoom to insert a dedicated Arabic channel in its next release.

To guarantee accurate interpretation, all meeting documents, statements and presentations should be sent to FAO-Interpretation well in advance.



The biggest impediment to interpretation is poor sound quality. **Communicating the important instructions contained in the [Guidelines for Participants](#) before the meeting makes a major difference.** Otherwise, in some cases speakers simply cannot be interpreted.

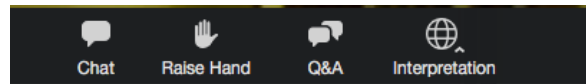
Waiting room

The Waiting Room feature allows the host to control when a participant joins the meeting. The host can admit attendees one by one or hold all attendees in the waiting room and admit them all at once. In case of meetings with a large participation, and to ensure a rapid flow of the participants, it is advisable to have co-hosts also support the screening process.

Raise Hand

The Raise Hand function allows attendees to request the floor by clicking on the Raise Hand icon, which can be found in the Participants Menu. *Webinar:* in the Attendees view, the Raise Hand icon appears in the bottom bar.

Participants that raised their hand are displayed in order of request on the top of the list of participants.

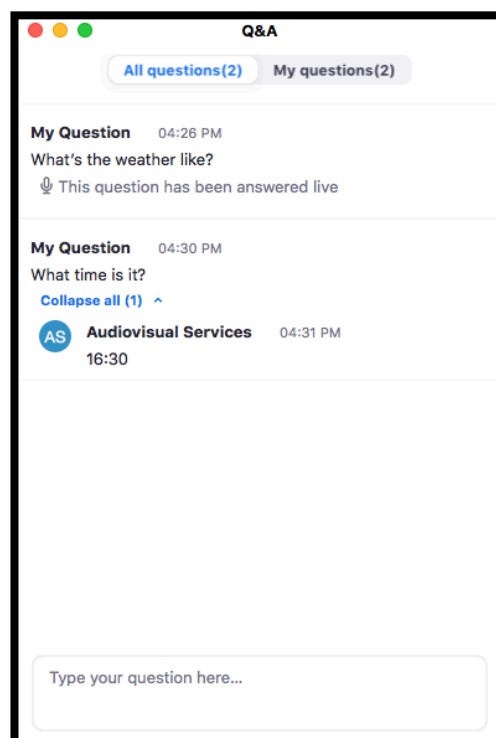


Chat

The Chat function offers the opportunity to all participants to exchange messages. The messages can be private or public, selecting the recipients from the drop-down list. It is suggested that the meeting organizer appoints one or more colleagues responsible for monitoring the Chat and replying to queries during the meeting [The function can be disabled].

Q&A [Webinars only]

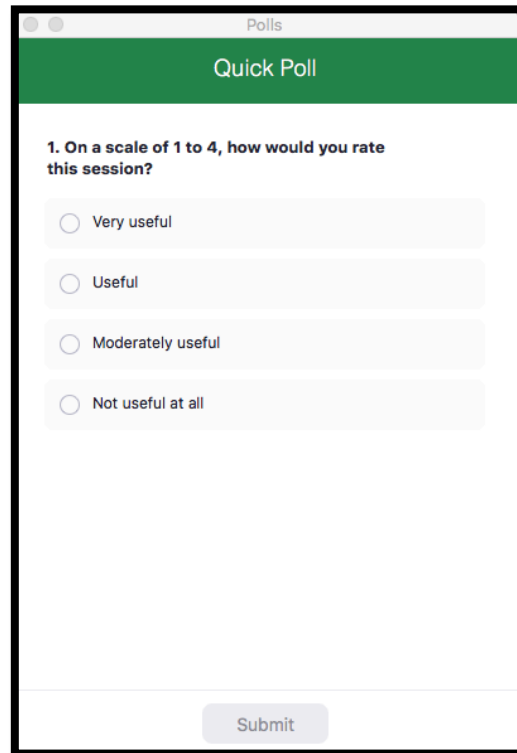
The Q&A feature allows attendees to ask questions during the webinar and for the panelists and co-hosts to answer their questions, either verbally (live) or typing a message in the Q&A box. This function keeps track of all the questions raised during the webinar, avoiding them to be mixed with all the messages in the chat [The function can be disabled].



Polling

This feature allows the meeting organizer to create single or multiple choice polling questions.

The host and the co-hosts will be able to launch the poll during the meeting or webinar, gather the responses from participants and share the results. A report of polling can be downloaded after the event.



Quick Poll

1. On a scale of 1 to 4, how would you rate this session?

Very useful

Useful

Moderately useful

Not useful at all

Submit

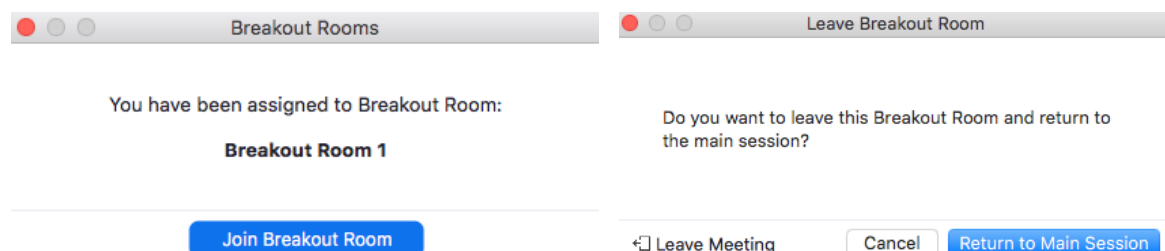
Breakout rooms

This function allows to split the Zoom meeting in up to 50 separate sessions.

Breakout rooms allow the participants to meet in smaller groups and can be used for collaboration and discussions.

Participants assigned to Breakout rooms can switch from main session to breakout sessions anytime.

Interpretation is not available in the breakout rooms.



Breakout Rooms

Leave Breakout Room

You have been assigned to Breakout Room:

Breakout Room 1

Do you want to leave this Breakout Room and return to the main session?

Join Breakout Room

Leave Meeting Cancel Return to Main Session

Opening of Meetings and Webinars

The Audiovisual Team will set up the platform and provide the link for the Zoom virtual events.

Meetings and Webinars can be opened in two modalities:

- **Without pre-registration**

The Audiovisual Team will provide meeting organizers with the link and password to access the virtual event to be sent to all invitees.

- **With pre-registration**

An email account of the meeting organizer should be provided to the Audiovisual Team to activate the registration process.

Zoom will generate an invitation link to a registration form to be sent to all attendees. After submission of the form, participants will receive an auto-reply confirmation email from the meeting organizer's account, with the actual link and password to access the virtual session.

The information requested in the registration form are Name, Surname, Email address and Country/Organization.

Please note that the field Country/Organization is created ad-hoc by the Audiovisual Team, since the standard drop-down menu does not contain all FAO Members and has a number of non-Member Countries and provinces listed and therefore it cannot be used.

A registration report with the list of registered participants can be generated, if needed.

Pre-registration for meeting of Governing Bodies: while filling the registration form, participants from Member countries/organizations should indicate the name of their country/organization in the First Name field, followed by the name of participant in the Last Name field; participants from Observer countries/organizations should write "Observer" followed by the name of the country/organization and the name of participant.

Meeting Registration

Topic

Time

First Name*

Last Name*

Email Address*

Confirm Email Address*

Country/Organization*

* Required information

Please note that pre-registration for the Zoom meeting and formal accreditation of participants are two separate requirements, which need to be completed separately.

Webinar Panelists will receive a personalized email with their unique link for accessing the virtual event. The link should not be shared with others.

The email accounts of all Panelists should be provided to the AV Team in advance.

Practical information to ensure a smooth running of the event

It is suggested that the following introductory points, adapted to the specific requirements of the event, are recalled by the Chairperson/Moderator or the Secretariat at the opening of the session:

- Please ensure that the name of your Country or Organization appears in the name box. To do this, click on the dots appearing in the right hand corners of your image box, select Rename and insert your Country name and last name [Zoom Meetings only].
- Please follow the meeting in Mute mode and click the Unmute button only when speaking/you are given the floor.

- Interpretation is available in the following languages [...] and can be selected in the bottom bar. Due to a technical limitation of the platform, Arabic can currently be listened to on the Korean channel.
- For better sound quality please do not use your built-in computer microphone.
 - Use a USB-headset with integrated microphone or wired cellphone earphones/mic, not Bluetooth.
 - If several participants use one microphone, make sure whoever is speaking is close to the microphone.
- To request the floor, use the Raise Hand function in the Participants menu.
- Please have your video on when you take the floor. You may need to turn it off in case of poor connection.
- The floor will be passed to Participants based on the order that appears on the moderator's screen, to the extent possible.
- If you are planning to read a statement, send it to: **FAO-Interpretation@fao.org** prior to delivery and read it slowly. The interpreters will always treat the text as confidential and check against delivery.
- Please bear in mind that in a virtual meeting, audio quality may deteriorate unexpectedly and become insufficient for interpretation purposes. Our interpreters will indicate this verbally and resume interpretation as soon as the sound quality permits.
- Any technical matters should be referred to Audiovisual-Services using the private chat function [Zoom Meetings only].

The same bullet points can be posted in the chat box by the Audiovisual-Services Team or the meeting organizer anytime, if required.

The Chairperson/Moderator and the Secretariat should monitor the list of speakers in order to give the floor to the Participants who raised their hands (who raised his hand first is shown at the top of the list). To do so, it is suggested to keep the Participants box open on the side of the screen for the whole duration of the event.

Guidelines for participants in all languages are available on the CSG intranet page, in the section Planning and organizing meetings.

Technical specifications for display of videos

Video files sizes shouldn't be too large as this makes them unstable for playback via Zoom.

The recording/filming specs are full HD 1080 x 1920, with compression of the file into a lighter version.

The compression rate depends on the duration of the video but the principle is to avoid a huge file in size.

It is strongly recommended to have a dry run ahead of the webinar with a test of all the video files.

Colleagues who are assigned for the playout should have the updated media player, normally VLC player and Quicktime that support MP4, MOV are used commonly for window PC and Mac. It is also advisable that at least two people have all the video files in their computers to be on the safe side in case of issues playing the videos.

Administrative Procedures

The same administrative procedures of face-to-face meetings apply to virtual meetings:

1. Clearance

If the meeting is jointly organized with external partners or if High Level Guests are invited, including Permanent Representatives, the request for clearance should be addressed to Cabinet.

2. Session Programming Form (SPF)

A SPF should be submitted in the system for all Governing Bodies, Statutory Bodies, main sessions and for meetings when Interpreters are hired and when costs are involved.

3. Interpretation

Interpretation service can be arranged on Zoom platform.

FAO-Interpretation should be contacted as early as possible to guarantee interpreters' availability. They will provide a Request for Conference Staff to be filled and signed.

4. Correspondence – Invitations

A request should be sent to CSG-Director to have an invitation message posted on the Members Gateway.

5. Dry-run

Audiovisual-Services, Meeting-Services and FAO-Interpretation are available for dry-runs with organizers to ensure proper set-up and to show the features of Zoom environment. Presentations or other AV material to display during the meeting should be ready on time to conduct an effective dry-run.

6. Video Recording

Zoom meetings and webinars can be video recorded by the Audiovisual Services Team. In case the facility is required, a video recording in mp4 format will be provided at the end of the meeting.

7. Audio recording

A Request for Conference Staff (RCS) should be addressed to Meeting Services and a Digital Recording Operator (DRO) will be hired to record the meeting. For virtual meetings a maximum of three channels can be recorded.

At the end of the meeting audio files in mp3 format and a log file in Excel format with the name of the speakers and related intervention time will be provided.

8. Webcast

Requests for the clearance for webcast should be addressed to FAO-Webcast with copy to [Audiovisual-Services](#).

9. Advertising

If need be, advertising on the Internal Communications channels will be handled by Internal-Communications on request.
