USER GUIDE ONLINE CONFERENCE 2020

WELCOME
WE ARE LOOKING FORWARD TO WELCOMING YOU TO THE KPSRL ANNUAL CONFERENCE 2020: HARNESSING POTENTIAL!

HARNESSING POTENTIAL

The 2020 Annual Conference is a two-day, online event that brings together SRoL experts and practitioners from around the globe. These diverse actors assemble with a singular aim: to present their freshest ideas and engage their peers to learn and improve security and justice policy and programs.

This year's theme is Harnessing Potential. The KPSRL Secretariat recognizes the value of mobilizing around promising ideas, new approaches, and catalytic innovations. Particularly in times when adversity appears to be mounting from every direction, we must seize upon the creativity and ingenuity that difficult circumstances demand (and even inspire). With this in mind, the 2020 Annual Conference will channel our community's collective energy to focus on those small, emergent possibilities that hold the prospect for large, sweeping changes.

ACCESSING THE "VIRTUAL VENUE"
This year we're hosting the Conference entirely online. To access the "Virtual Venue", an e-mail will be sent to you with a personalized link and login details (check your spam filter, too). These unique login details can be used to access the platform again, even after you have signed out. Should you lose your login details, please contact **kpsrl@congressbydesign.com**

The first time you log in, a Welcome video will show you how to navigate the platform. You will be asked to update your profile, privacy settings and other details that will be important when networking with other participants. Once you're done, click "Update" on the top right corner of the pop-up and continue to the Timeline to access the program. Please allow yourself 15min to complete these initial steps. We encourage you to sign into the Virtual Venue at least 15min prior to the start of the Conference program. You will be able to sign in from the moment you receive the email link.

CONFERENCE PROGRAM
To view the full conference program, please click **here** or use the following link: **https://www.kpsrl.org/annual-conference-2020-harnessing-potential-program**

> **NOTE**
> – The conference program is in Central European Summer Time (CEST-Hague, Brussels, Berlin). However, once in the Virtual Venue, the times will adjust to your local time zone. If not, please check your Profile settings to change this.
>
> – If you miss a session, or can't join two at the same time, don't worry. Most webinars and live stream sessions will be recorded and made available online. We'll alert our community of where to find them after the Conference.

CHECKLIST PRIOR TO JOINING THE ONLINE CONFERENCE
– We strongly suggest you sign into the Virtual Venue at least 15 minutes before the program begins to get a chance to update your Profile settings and familiarize yourself with the platform. You can do this the day before (Oct.14th) once you've received the link.
– Please check whether your computer security and/or firewall allows live streaming videos, as these will be used throughout the online conference.
– Many sessions are hosted via Zoom. Make sure you have Zoom already installed on your computer. You can **download** it **(https://zoom.us/download)** before the start of the online conference. (Free basic Zoom accounts will also work!)
– The online platform will be accessible from Wednesday 14 October. We encourage you to log in right away to ensure your access to the Virtual Venue and to check out its functions. Should you be unable to access the platform, please contact **kpsrl@congressbydesign.com**

> **TIP**
> – For optimal use of the online platform, it is recommended to use Google Chrome
> – If the screen goes black, please refresh your web browser

ENGAGING DURING THE CONFERENCE
We expect our participants to participate! Some quick tips for etiquette & engagement.

In Live stream sessions
– Ask questions through the Q&A function in the online platform, located in the panel on the right hand side.
– Some Live Stream sessions will have poll functions (located in the panel on the right) or Mentimeter (via your phone) for participants to contribute their ideas and opinions.

In webinar sessions (Zoom)
– Ask questions or offer your thoughts using the "Raise Hand" function in Zoom located at the bottom-left of the participants list
– Please keep your mic muted until you've been called upon
– We encourage all to have their cameras on during the session to maximize engagement
– Some webinar sessions will have break-out groups, interactive white boards, poll functions or Mentimeter for participants to contribute their ideas and opinions.

Respectful and Effective Engagement
– If you capture images of meetings (screenshots, recordings) please be respectful of others' privacy. Posting images on social media is only permitted with consent of the individuals featured. Otherwise, please blur any faces or names before posting online.
– The use of abusive language or disruptive behavior will result in your being expelled from the Virtual Venue and your login blocked.

> **NOTE**
> – Please keep the Q&A section only for questions relating to session content. Any technical queries should be addressed via the Live Support (in the top right-hand corner of the Virtual.

Unstable internet connection
If your internet connection seems to be unstable, try turning off your video until you wish to speak. You can check your internet connection **here** **https://www.speedtest.net/**

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TIMELINE

The Timeline allows you to:

– Make a personalized agenda – star any session to make sure you don't miss it.
– Access information on sessions and the featured speakers
– See how many minutes left in the current session, and how many minutes until the next
– Access to the Meeting Hub – so you can meet your colleagues from the SRoL community
– Link to live support at the Helpdesk
– Receive instant alert messages

The Back to timeline-button (top left corner) allows swift navigation back to this main page.

JOINING SESSIONS

Webinar sessions (Zoom)

– To join a live webinar session, please click on the Join/Preview-button in the Timeline and access the Zoom session via the link provided under Session Information, located on the right hand side.
– To go back to the Virtual Venue, leave the Zoom session and open your web browser with the platform. Click on Back to timeline in the top left corner of the platform to return to your Timeline.

Live stream sessions

– To join a live stream session, please click on the Join/Preview-button in the timeline. The Join-button will only appear when close to the session start time. The live steam will start automatically once the session begins.

MEETING HUB

The Virtual Venue provides a networking hub for you to connect with other participants. On the right hand side of your Timeline, you will find the Meeting Hub-button. Once connected to other participants, you can:

– Engage in live chats and (video) calls.
– Schedule one-on-one meetings
– Send messages

You can manage how your personal details appear in Profile settings on the top right corner of the platform by clicking on your profile photo and then on "Settings".

Completing your profile
Enter as much information in your profile as possible by:
– Uploading your photo
– Editing your biography and social media details
– Changing camera and microphone settings
– Setting your time zone
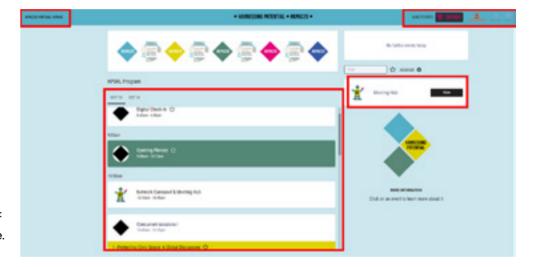– Setting your privacy options

Connecting with other participants
– Access the Meeting Hub by clicking on the View-button on right hand side of the Timeline. Here, you can search for other participants on the left hand side.
– To connect with a participant, click on the participant name and click Connect. Once your invitation to connect is accepted, you can participate in a live chat and/or (video) call with them, send them messages, and schedule one-on-one meetings.
– At the end of the online conference, it is possible to export all your connected contacts by clicking on Export My Contacts in the top right corner of the Virtual Venue.

HELPDESK - LIVE SUPPORT
– **There will be Live Support available during the conference for any technical queries. Connecting to our Live Support-team can be done through the Live Support-button in the top right corner of the Virtual Venue. If you experience any issues logging in, please contact us at kpsrl@congressbydesign.com.**

VIRTUAL VENUE

1. **Back to Timeline-button**
2. **Timeline**
3. **Meeting Hub**
4. **Additional functionalities:**
   a. Win points – Total score
   b. Live Support
   c. Export
   d. Help

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FREQUENTLY ASKED QUESTIONS

Please find below our FAQs. If your question is not included below, please do not hesitate to contact us at **kpsrl@congressbydesign.com**

Which browser should I use?
It is advised to use the most recent version of Google Chrome, to ensure an optimal online experience.

How can I log in to the Virtual Venue?
An e-mail will be (or has been) sent to you on Oct.14th , including the link to the Virtual Venue as well as your personal login details (e-mail address and PIN). Should you not have received this e-mail, please check the spam folder in your inbox as the e-mail is automatically generated and could be labelled as spam by your provider.

Can I view the sessions on my phone or tablet?
Live sessions cannot be viewed on phones or tablets. We recommend using a desktop computer or laptop.

Do I need to have a webcam and microphone for the sessions?
For the webinar sessions in Zoom we do encourage you to use your webcam and microphone in order to engage all participants in an online face-to-face meeting, and encourage as much interaction as possible.

Can I log in to the portal on multiple devices?
Unfortunately, it is not possible to log in simultaneously on multiple devices. Each participant will receive a personalized link with unique login details. Logging into the Virtual Venue with another device, will log you out of the platform on the original device.

Can I view sessions in full screen mode?
Yes, it is possible to view the sessions in full screen mode. To change to full screen mode, please click on the expand-icon (two arrows) on the top right corner of the presentation screen. To exit the full screen mode, click on the same expand-icon on the top right corner.

Will I be able to ask questions during sessions?
Yes, you will have the opportunity to ask questions during sessions. In the live stream sessions, please use the Q&A-function of the Virtual Venue, located on the panel on the right hand side of the session. During the live webinar sessions in Zoom, please use the "Raise Hand" function in Zoom (located at the bottom-left of the Participants list)

What if I'm experiencing technical issues on the platform?
For any technical queries, please request support via the Live Support (in the top right corner of the portal). Someone from our team will assist you with your query.

What happens to the questions that are left unanswered?
In the Zoom sessions, the chat will be saved and sent to the speakers. If you want to leave a question in the chat with your email attached, it will enable the session leads to get back to you. In the Live stream sessions, you will be able to ask questions through the Q&A-function of the Virtual Venue. Your name will appear next to your question. The session leads may get back to you, in case of any unanswered questions.

Will it be possible for me to speak during sessions?
In the Zoom sessions, you will be able to speak to the group after raising your hand, and being called upon to unmute yourself. Please, wait to be called upon before unmuting, and remember to lower your hand and mute yourself once more after you have finished your intervention. It will not be possible to speak as a participant in the Live Stream sessions, but you can use the Q&A box and poll functions to offer your questions and opinions.

Will the sessions be recorded?
Most sessions will be recorded and posted after the conference. If you do not wish to appear in the recording, you are free to turn your camera off. The participants list is never captured in the recording. You can still use the chat to submit comments or questions that can be seen by the participants and speakers, but will not appear in the recording. Some sessions will invoke the Chatham House rule, and for that reason will not be recorded.

Do I need to pre-register for any sessions?
No, it will not be necessary for you to pre-register for any of the sessions. However, the webinar sessions will have a maximum capacity and will be on a 'first-join-first-serve' basis.

I can hear the audio, but have no video.
1. Please try to refresh your browser. It will require for you to log in again, but may help the system to reset any video settings.
2. In case your internet connection is slow, it may cause for the video to stop but the audio to continue. You can check your internet connection here **(https://www.speedtest.net/)**.
3. Please also check if you have no other programs running that require the use of your webcam.

I can see the video/presentation, but I cannot hear the audio.
1. Please check whether your speakers are turned on (or check if you have enabled Bluetooth headphones).
2. Please check the volume level of your audio, and make sure you have not muted any sound.
3. You can check your internet connection here **https://www.speedtest.net/**

I cannot log in to the Virtual Venue.
If you have used the link in your e-mail with your login details as provided in this e-mail and are unable to log in, please contact the Conference Secretariat at **kpsrl@congressbydesign.com** for further assistance.