

Manual for online TAIEX Events



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List of terms and abbreviations

Chairperson of the online event – A designated person from the list of speakers, participants or an IBF staff who is making sure that the order of the online event is properly followed

The Contractor – IBF, the contractor of the TAIEX logistics contract

Host – person responsible for the technical set up of the online event

IBU – Institution Building Unit, the authority responsible for the management of the TAIEX instrument in Directorate General Neighbourhood and Enlargement Negotiations.

IBU Project Officer – the person in IBU responsible for arranging the online workshop or expert mission

Online events – these are either expert missions or workshops both single and multi-beneficiary either with or without interpretation.

The Online events software – a web based tool used for the organisation of the online event

Participant – an invited participant from an EU Member State, TAIEX beneficiary or partner country

Personal Data Protection – Personal data relating to the persons involved in the online events is collected and processed via the TMS database and its applications. EU legislation applies with regard to the storage of data and data protection, in line with TAIEX privacy statement (https://ec.europa.eu/neighbourhood-enlargement/sites/near/files/taieux_privacy_statement_online.pdf).

Speaker (Presenter) – any expert who is appointed to participate with a presenting role during an online event

TAIEX – the Technical Assistance and Information Exchange Instrument of the European Commission.

TAIEX online event – an online event organised by IBU under the TAIEX Instrument on a specific subject with a specific event number.

Support Team – provided by the appointed host from IBF to help an invited participant or speaker with the connection and installation of the tool for the online event

Virtual Participants List – registration form containing the names and all other required details of all confirmed local participants (including the local speakers and the LCO).

Webchat – a dedicated support chat ensured via the website of the Contractor: <https://www.ibfevents.com/>.

Workshop Presentations – these will be made available on the TAIEX event library: <https://webgate.ec.europa.eu/TMSWebRestrict/resources/js/app/#/library/list>.

Why online events

During the times of the COVID-19 confinement the face-to face interactions and contacts are being limited all over the world with the sole aim of protecting human life and health; social and professional lives of many people have been heavily impacted. During online events, where necessary, the regulation of social distancing has to be applied following the rules and measures applied in one's country. The European Commission and namely the IBU aims at ensuring continuity in its activities and dedication to bring support to the beneficiary institutions, where assistance has been agreed to be provided.

The aim of the online events is to re-create a real TAIEX online event accessible from your current working location through any computer or mobile telephone with the intention to maximise your participants and speakers experience via the technologies available and identified for that purpose.

The technical set up and support of these online events is ensured by the contractor for the TAIEX events.

Type of online events

The type of online event will be defined by IBU and will be communicated to the invited participants and speakers via email. The online events can be:

- Small Speaker/Expert preparation meetings;
- Test events – organised by the Contractor upon request of IBU for the purpose of testing the connections and the time needed for all parties to set up their lines;
- Online TAIEX Workshops or expert missions.

Keep in mind that the presentations may be recorded in agreement with the speaker so that they can be uploaded to the TAIEX library. No participants will be recorded, please be reminded not to interact during the presentation in case you have objections to the recording.

The IBF event host can organise online polls during the event. They will be announced and participants will be invited to participate.

Organising an online event

The online events organised by IBU aim to replicate to the maximum extent possible the real events, keeping in mind the following:

- Before the event you will receive an email along with a pre-registration link, please make sure you register for the online event before the deadline as indicated in the email.
- If the event is for two days you will receive 2 email-invitations with the pre-registration link for each day. Please register on both links when planning to attend the meeting on both days.
- 30 minutes before the meeting starts, you will receive a confirmation along with the log-in link.

- You will receive an agenda for the online event, including registration time, sessions and breaks; by the IBF event Organiser in charge of the event;
- You will be invited to start your PC/device and join the online event during the registration time (before the online event starts). The aim of it is to make sure everyone has enough time to connect and set up, the host of the online event will have the time to check the participation and troubleshoot if needed;
- Please make sure your PC/device is well charged;
- Please use a headset if you have it. This is needed to ensure good audio during the meeting and minimising possible background noises;
- If you are using a MAC to connect to the meeting, please make sure you are connected via the WebEx browser version and not via the application of WebEx as otherwise you might have problem sharing (more information here: <https://help.webex.com/en-us/WBX38280/How-Do-I-Uninstall-Webex-Software-on-a-Mac>);
- Breaks for coffee/tea and lunch will be respected according to the agenda; PLEASE DO NOT disconnect during the breaks, just mute yourself;
- Speakers and any participants who will be presenting at the online event will receive an email, from the Contractor with a link, including access codes, to connect to the test event where the Contractor will test the connection and make sure you are provided with answers to any technical questions and problems you might have;
- If you cannot connect to the test event, you will be kindly invited to connect to the support team via chat: <https://www.ibfevents.com/> or to contact your IBF technical support team;
- To connect to the online event itself you will receive an invitation, including access codes and a link to connect **these details are personal and cannot be shared with anyone else not invited to the online event**, if you do not receive such an invitation, please:
 - o Check your spam;
 - o Contact the IBF Online event host via email or the support team via the chat: <https://www.ibfevents.com/>, please always use the 5 digits code of the online event when you are contacting the support team;
 - o If none of the above means helps you to obtain an invitation, the host or support team will contact the IBU project officer to check if you are included in the list of the participants.

You will be asked to connect 30 minutes in advance to check the connection.

Who is who in an online event

You will be assigned a role in the workshop or expert mission when you receive the invitation:

- **Speaker** – you can be invited as a speaker.
- **Speakers** can:

- Conduct presentations during the workshop;
 - Share screens with presentations, videos of other documents;
 - Invite the participants to submit questions during the workshop via the live WebEx event chat of the online event or virtually raise hand;
 - Answer questions during the workshop;
 - Speakers cannot share links.
- **Host** – the host is the online event organiser in charge of the technical set up and support during the online event:
- Hosts, opens and closes the online event;
 - Instructions from the host have to be strictly followed by all participants, especially with relation to the technical aspects of the online event;
 - Can provide technical support via the dedicated web chat;
 - Can mute all participants during an online event;
 - Can share information with participants before and after the online event (agenda, presentations, technical support etc.).
- **Chairperson** – the Chairperson ensures that the experts/speakers/presenters follow the online event agenda and answer questions from the audience, the Chairperson is the online event order keeper; if the chairperson is one of the experts or participants, they will receive a manual of instruction from IBF on best practice as to how to moderate an online event.
- **Participants** – the target audience and the main recipient of the technical assistance provided through the online event. Participants can ask questions to the Experts/speakers/presenters and the chairperson during a workshop via the live WebEx event chat – or they can virtually raise their hand via that same WebEx system – to mention -they have question and once allowed could ask it orally:
- Participants should keep the video function of the online event tool OFF, and their microphone should be muted. A participant can unmute her/his microphone when requested by the chairperson/speaker;
 - Participants cannot share screens or links during the online event and via the tool to other participants or the speaker/expert/presenter.

How to install the software needed for the online events

You will find the instructions on how to install the online event software if that is required in the Annex I attached to this manual.

In case you have problems or questions please contact: **Webchat:** <https://www.ibfevents.com/>

Participants during an online event

The Contractor, IBF, will send you the invitation with the extension @ibf.be.

- **Mute yourself:** Muting your audio is a good way to prevent unwanted sound that disturbs the online event. Background discussions, traffic, etc. can be distracting and compromise the audio quality. Be aware of your environment and tap the microphone icon to mute.
- If you are invited to speak, please unmute yourself and make sure you are in a sound proof environment, no background noises (dog barking, car/machines noise, baby crying, other...).
- **Do not start your video.**
- Make sure that your **connection is stable:** Be careful If you are participating in an online event from your mobile telephone and are not connected to WiFi, as you may automatically connect using your mobile data. You can switch off your Mobile Data in the settings and use your home network (to avoid extra costs which CANNOT be reimbursed as part of the online event costs).
- **Turn off VPN.** Your employer may have provided you with a VPN (virtual private network) service that allows you to use the company network while working remotely. Often, VPN can limit the bandwidth available to WebEx.
- You can **join the online event via phone**, in case you do not have Internet connection. In the online event invitation you will receive the dial-in details. To connect via a phone line from your country check the scroll down list in the online event invitation and find your country phone number. If you have difficulties to do that contact the support team. Keep in mind that if you use a phone to connect you might have additional phone charges which CANNOT be reimbursed as part of the online event costs.
- Let the host know if you have **problems with your internet** during the online event: Sometimes we are in an environment where we are frequently getting disconnected from the network as the internet connection is not always available. Let others know of your situation and that you might be randomly disconnected. If you know you will be disconnected regularly during the online event, consider joining using audio-only.
- **Writing and sharing culture** during an online event: always be respectful and avoid sharing personal information on non-online event related information in the online event chat, we invite you to keep strictly professional and polite.
- **Please DO NOT** connect to an online event while you are driving, this may endanger your life, your safety is the most important. Make yourself available to participate in the online event and plan your other activities outside the online workshop timing. Your attention to the discussion is essential to us.

Easy access

Step 1: Open the Cisco WebEx Meetings app.

Step 2: Tap the Start or the Join button behind the online event name.

Step 3: Join the audio.

If you selected Use Internet for audio in the settings, this will happen automatically.

If you selected Call in in the settings, you will need to tap call in the pop-up.

If you selected Call Me in the settings, you will need to answer the incoming call.

Note: Your access code will automatically be added.

Step 4: Tap the notification on top of the screen to return to the meeting screen, or reopen the WebEx Meetings app.

Note: If your online event invitation contains a large amount of text, scroll down to find the meeting link.

After the online event

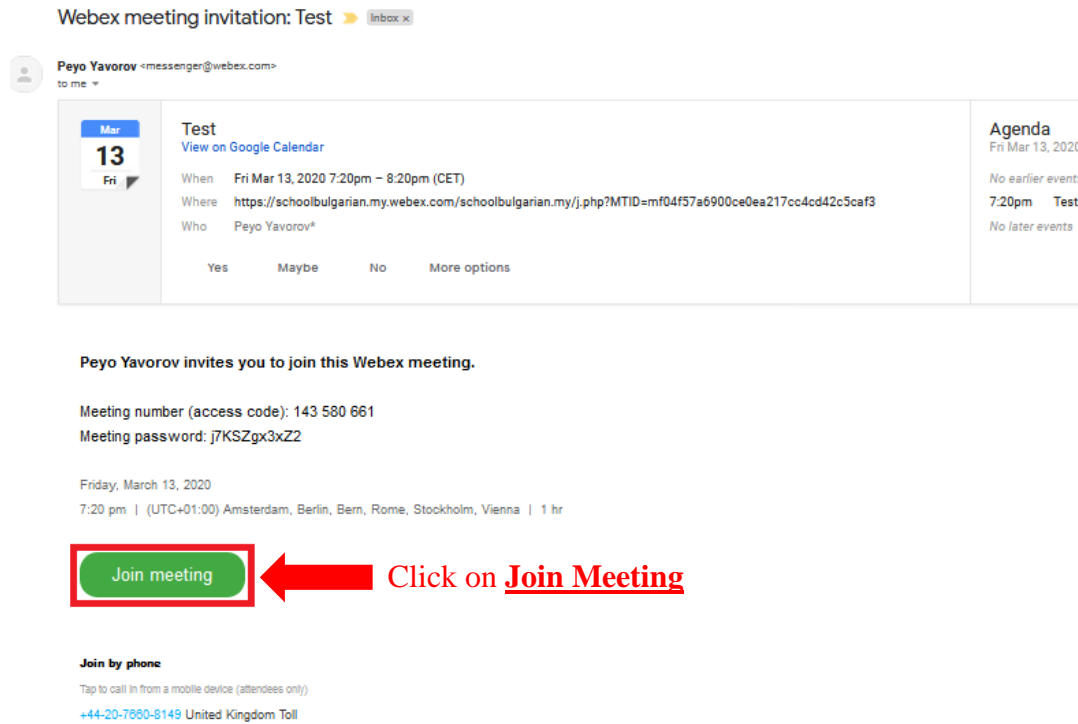
The host will terminate the online event when the Chairperson announces the end of it.

You will receive:

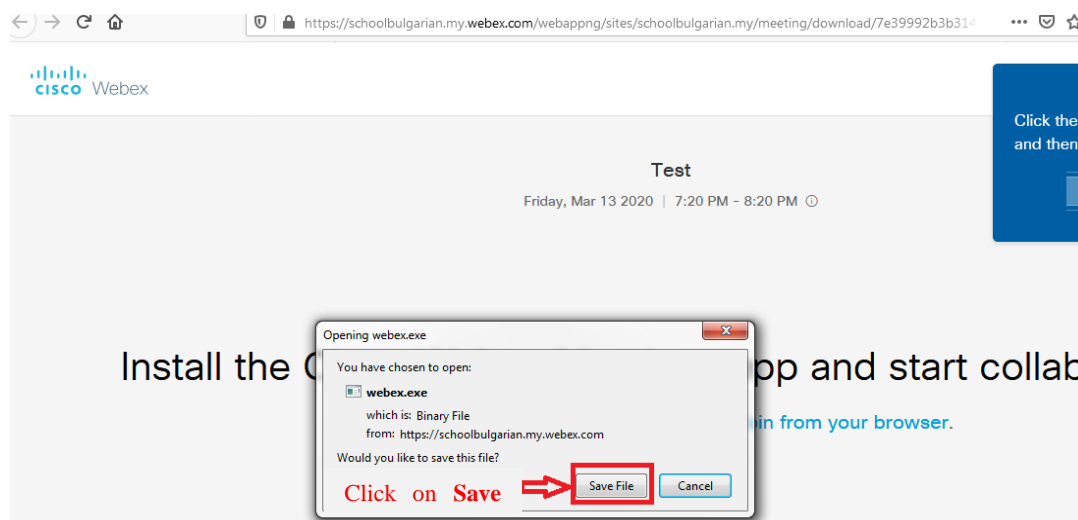
- An evaluation form that you will be invited to fill in;
- Workshop presentations will be available on TAIEX event library:
<https://webgate.ec.europa.eu/TMSWebRestrict/resources/js/app/#/library/list>

Annex I: How to connect to an online workshop or expert mission

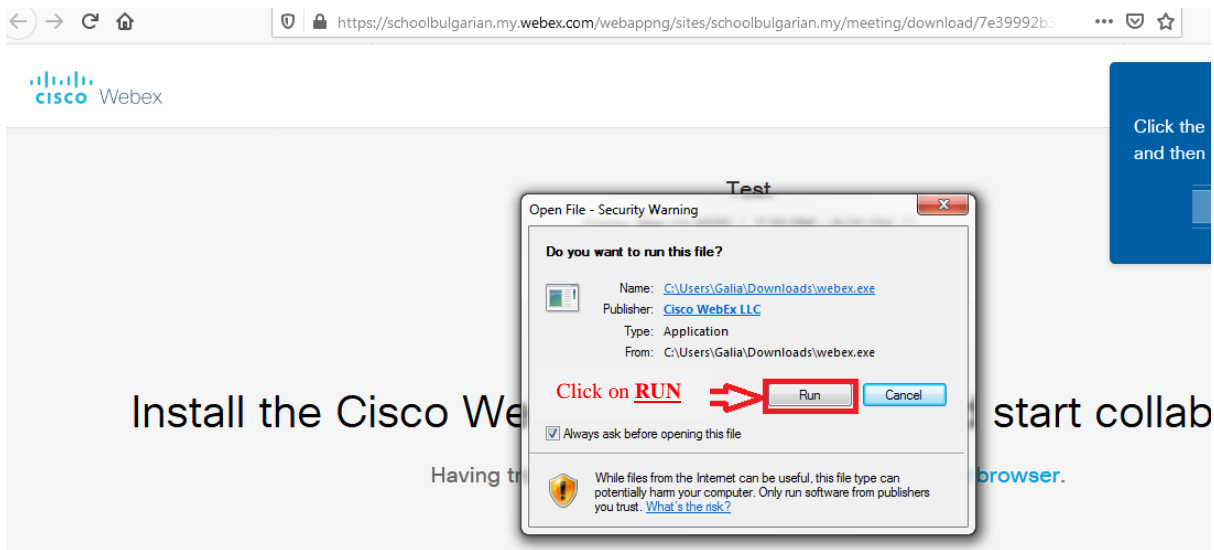
1. Open the received video conference invitation email and press the green button



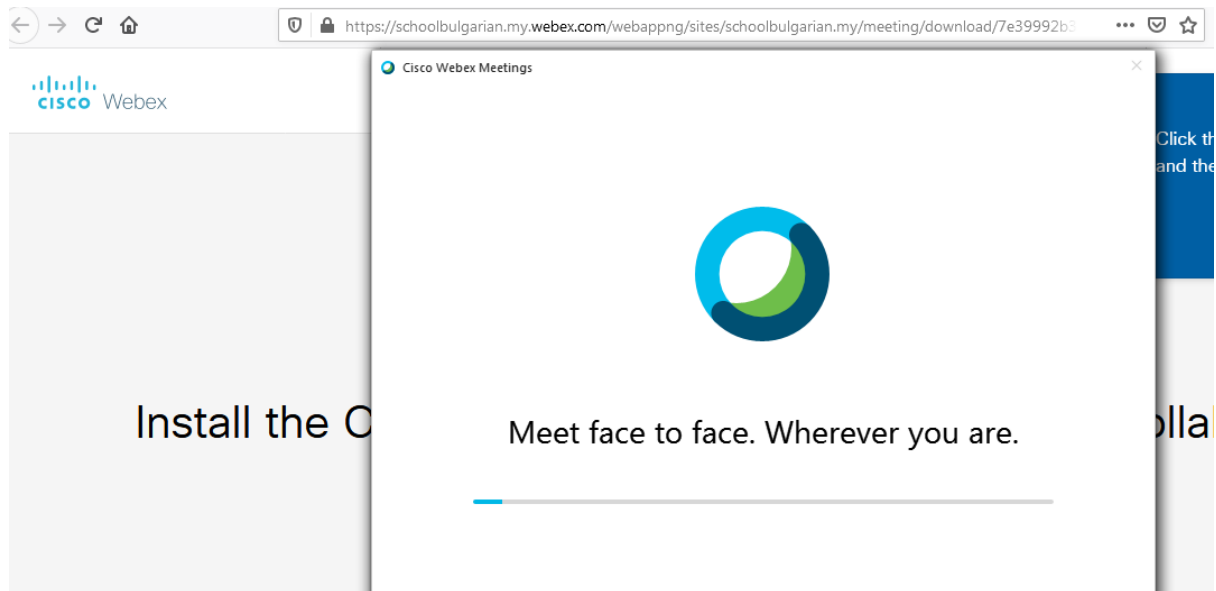
2. A browser page will open automatically and you will be prompted to save a small file to your computer. Press the SAVE FILE button. Remember where you saved the file!



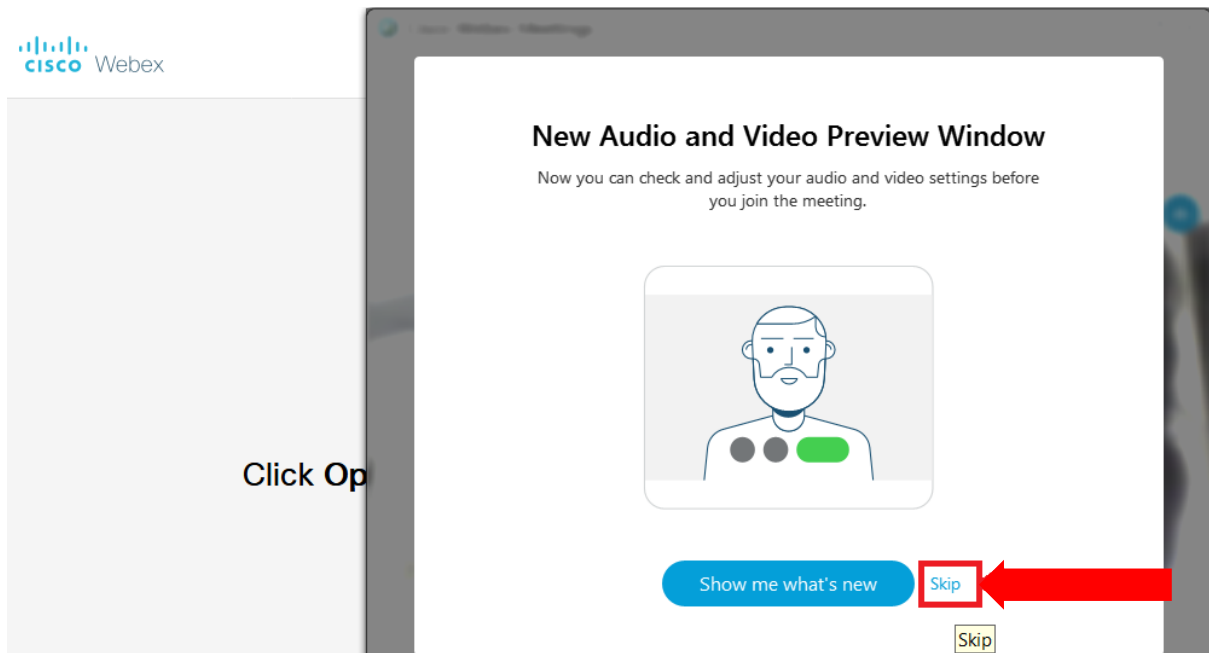
3. Find the file on your computer, open it and press the RUN button



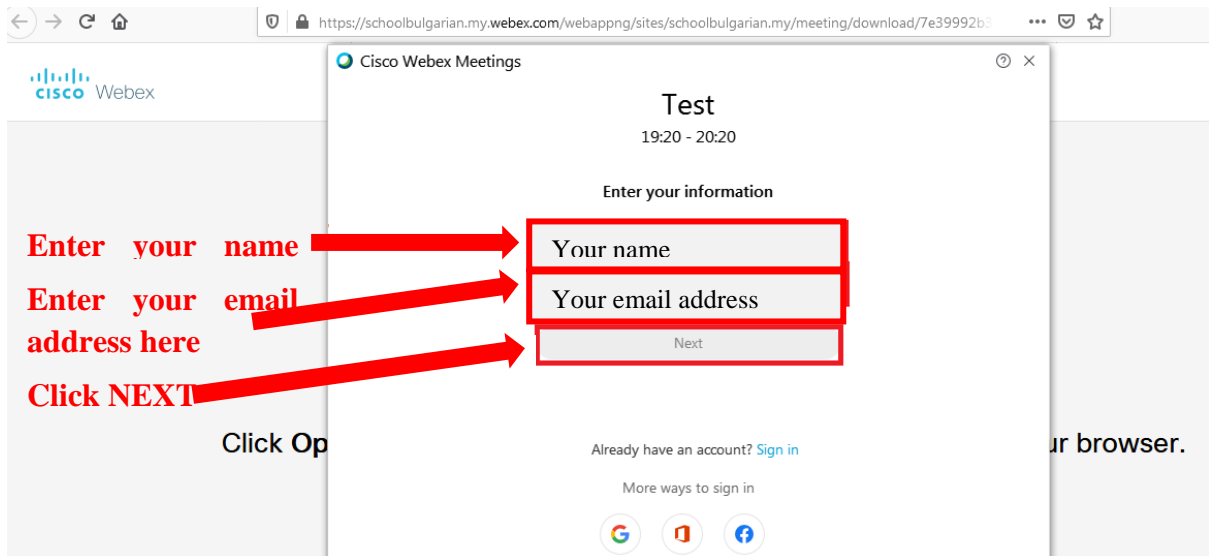
4. Wait for the file to be installed



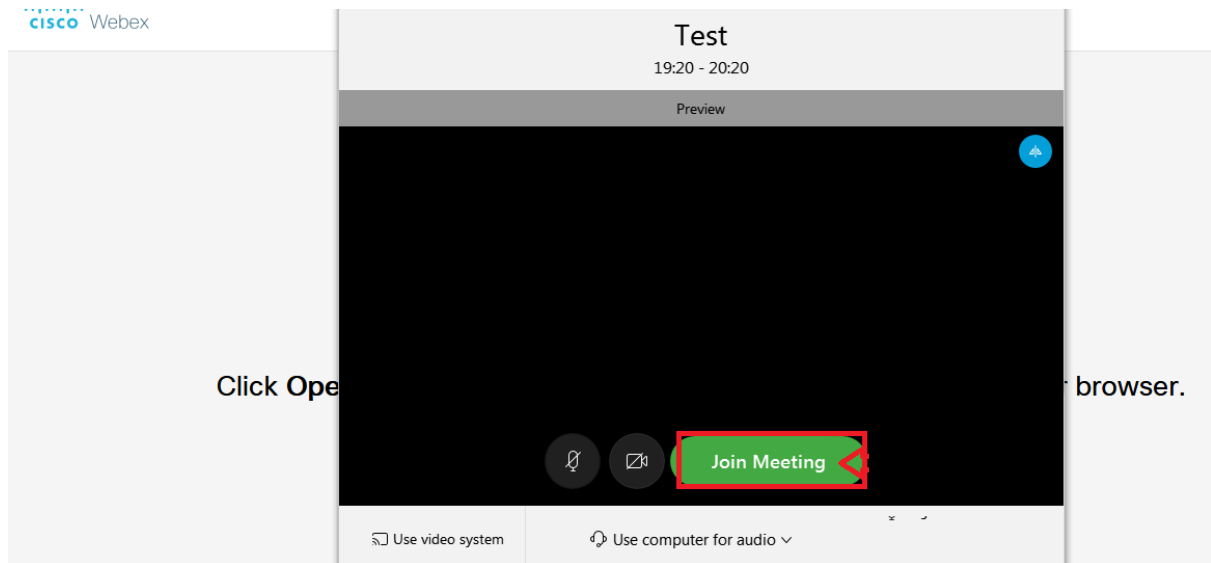
5. When the window shown below appears, press SKIP



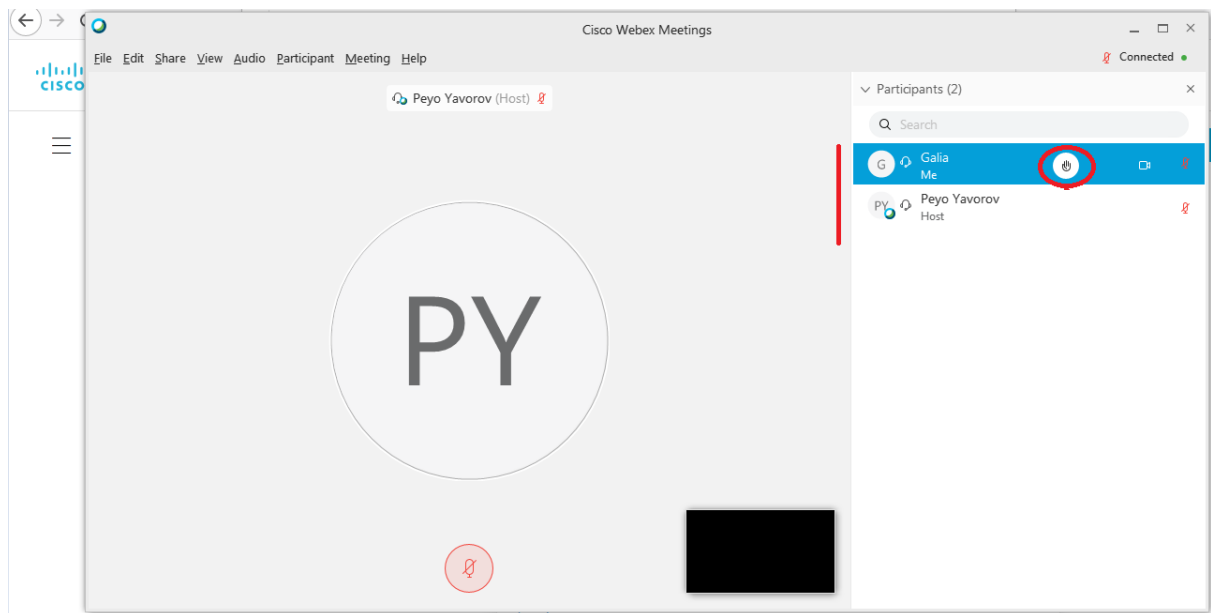
6. Your application is ready to start the video conference. Please enter your name, your e-mail and press NEXT



7. Start the video conference from the Join meeting button

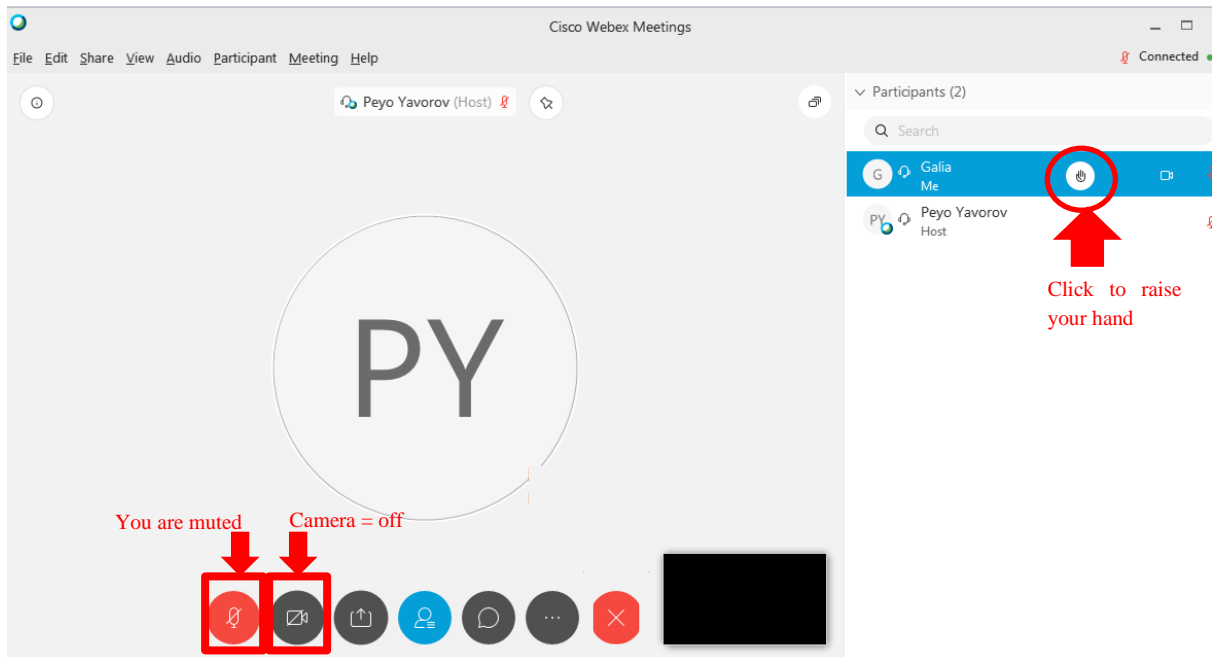


8. In the list on the right you will see a list of participants in the video conference. Make sure the name you entered is visible.

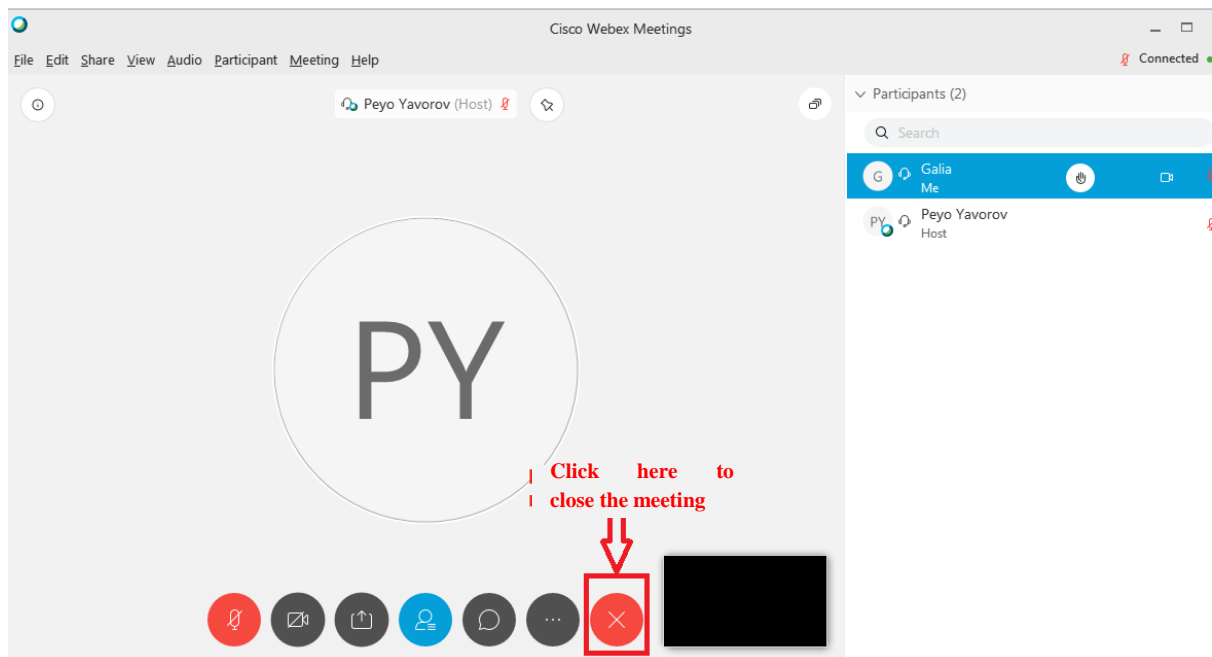


9. Make sure your camera is off and you are muted.

Your host/speaker may give you the floor during the Q&A session and will unmute your microphone. If you have any questions, please direct them directly to the host via the chat or hand raised function next to your name (see the red circle). Please note the virtual raise hand button next to your name (click on to raise your hand and click off when you have asked your question).



10. Close the videoconference



Annex II: Instructions to Experts/Speakers (Presenter)

Once you are connected we advise you to:

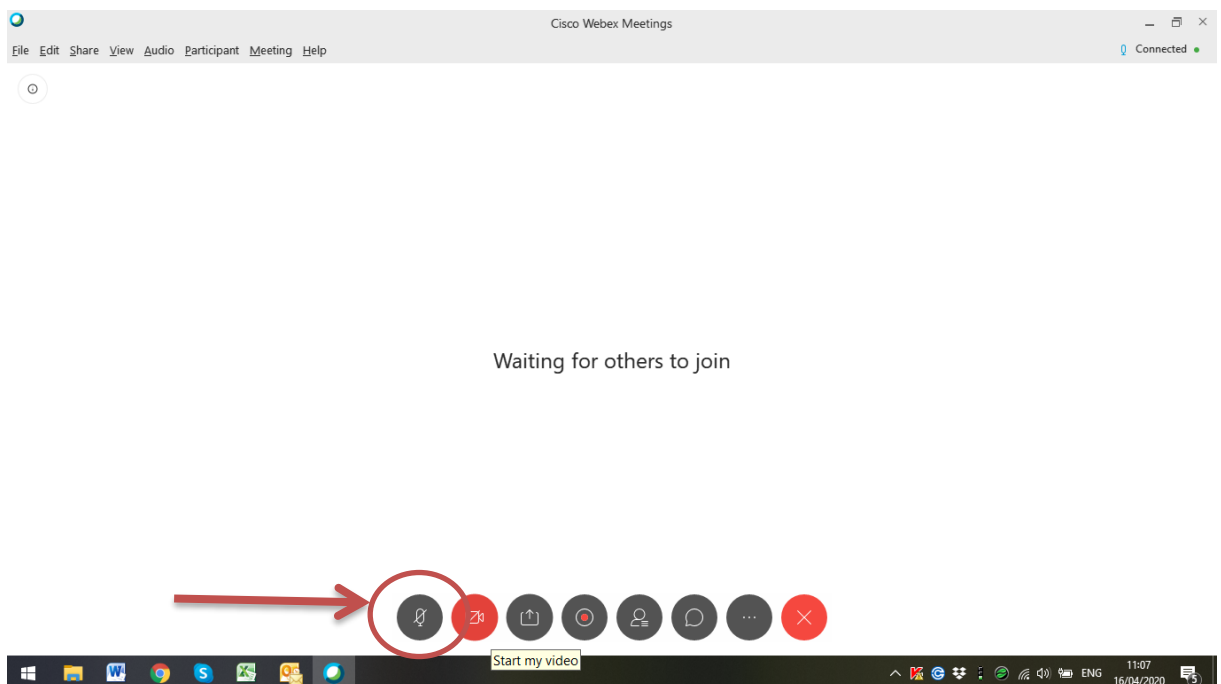
- **Place yourself in a sound controlled environment** minimising any background noises and disturbances, as you will have a leading role in the workshop it is essential that:
 - o Your connection is stable and tested;
 - o No sound interference is occurring during your presentations;
- Make sure your microphone is functioning well.
- Your presentations are at hand.
- Your desktop is clean in case you need to share it.

If you have any problems with the conducting of the workshop, make sure you have a direct chat with the IBF host and/or the vent moderator; they will be able to help you instantly on how to use the system.

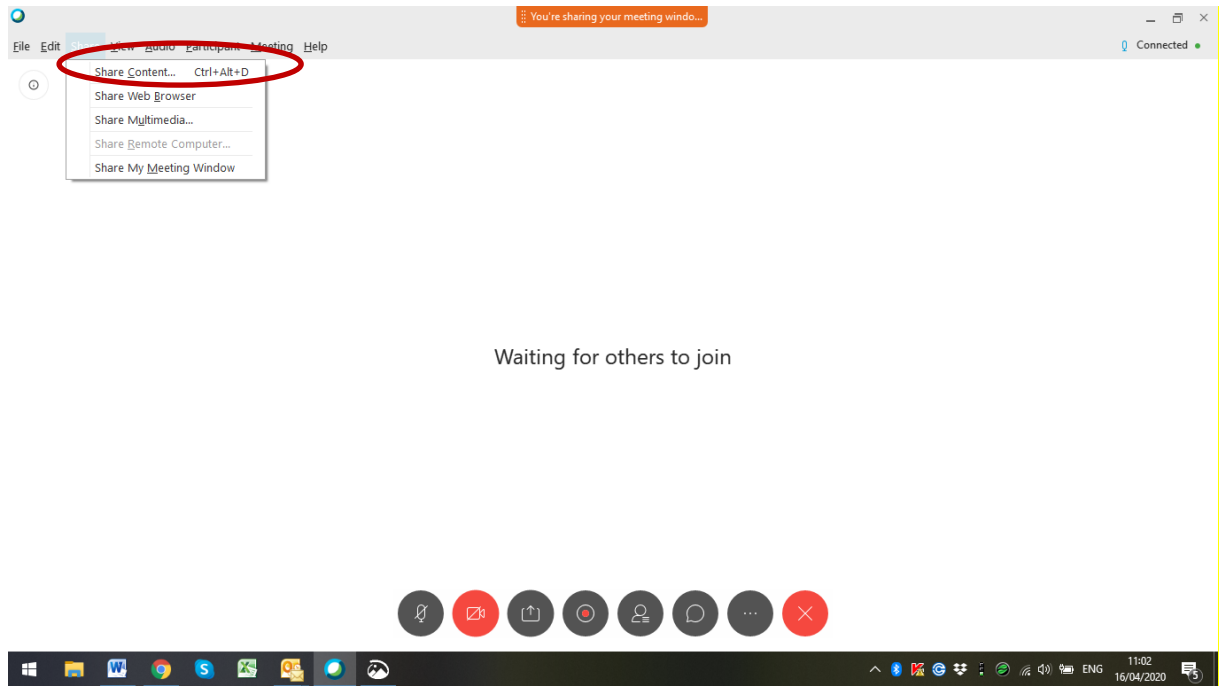
If you prefer you can send your presentation to the IBU case handler before the events so that it is available for participants before the event in the TAIEX library.

What you can do when already connected:

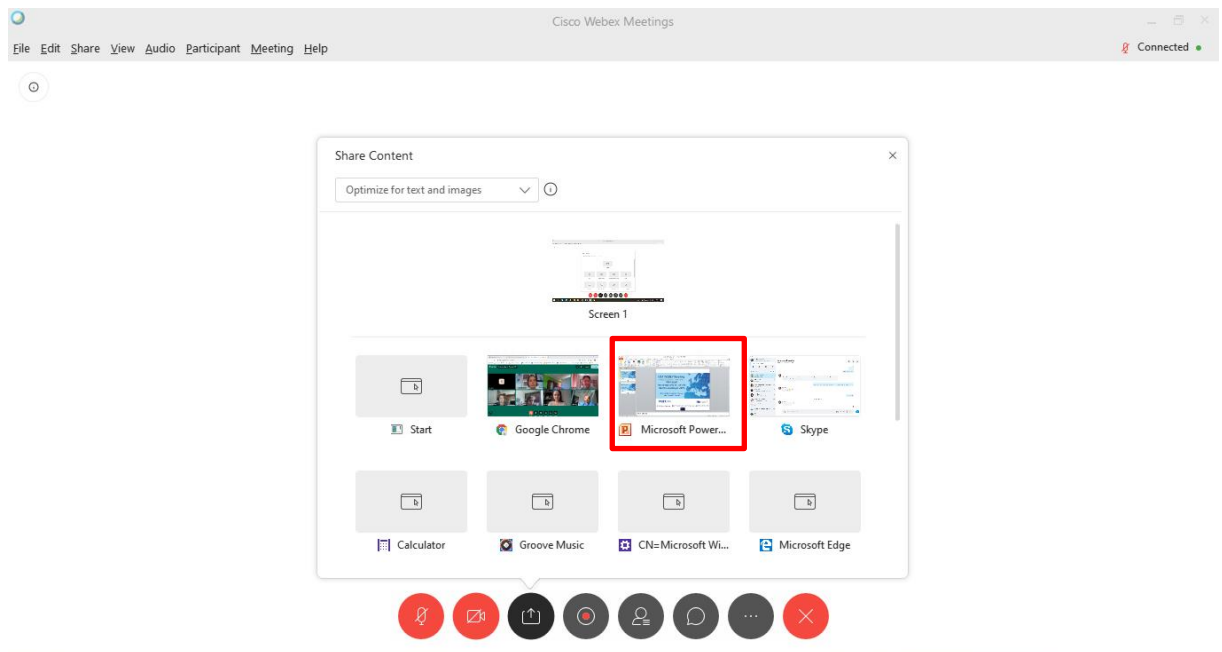
- Start your presentation on time;
- Make sure you are not mute.



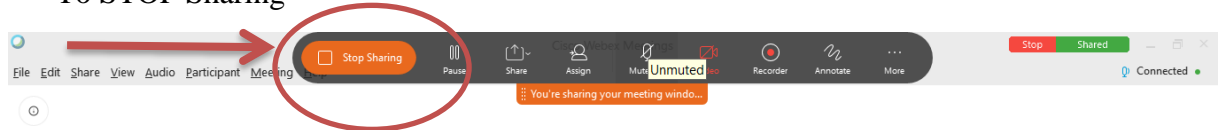
- To share your screen, click on the Share button and select the option “Share content”, when doing this all participants will be seeing your screen. Make sure you display only information/presentation, which is relevant to the online event.



- Share content only: The below screen will open, do not click on screen 1, but on the presentation you will share. This allows you to only share the presentation.



- To STOP Sharing



Waiting for others to join



- When you finish your presentation you can invite the participants to put their questions in the chat to the host. The host will give the floor to the participant based on first come first serve basis.
- The host will pass on the questions to the Speaker (Presenter).
- Make sure you read and address all of them, read the questions outloud so that the audience can relay your answer to a question.
- Do not share links to information during the online event, if you want to share any documents/information you can do that after the online event by sending the info to the IBU Project Officer and the Contractor.