ICANN Meeting Participation Guide: Virtual Participants

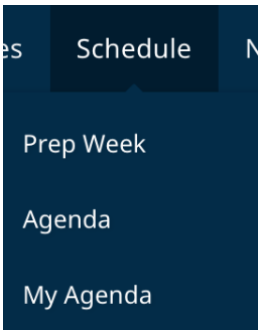
28 April 2022

Getting Started

- All sessions at ICANN Public Meetings are conducted using Zoom.
- A Zoom account is not required, but you need the session Zoom link or Zoom Meeting ID to participate in the session.
- You must join Zoom sessions using your first and last name (surname).
- Mute all other device notifications if you intend to speak during a session.
- You can optimize your Zoom experience by downloading the Zoom application to your computer.
- If you are participating via your mobile phone or tablet, you need the Zoom application on your device to access the session Zoom links.
- If using the Zoom application, please update to the most current version.

Finding Session Zoom Links

- You can find the session Zoom link and Meeting ID in the ICANN Public Meeting schedule. Under the **Schedule** tab, select **Agenda**.



- Click on an individual session and you will find the Zoom link and Meeting ID.

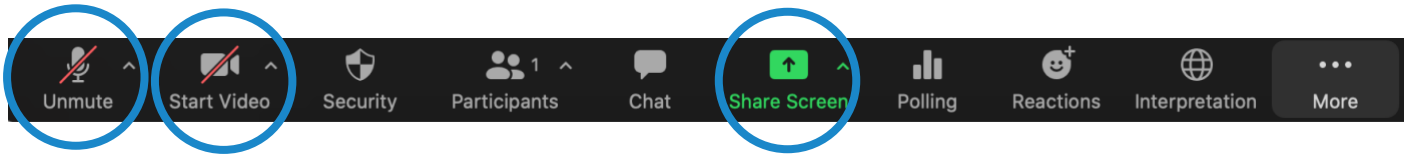
Schedule Listing Example: Zoom Links
• **Participation Links** Zoom Meeting Link: https://icann.zoom.us/j/94642077830 Zoom Meeting ID: **946 4207 7830** Zoom International Dial-In Numbers: https://icann.zoom.us/u/aeHgxySi8D Scribe – Closed Captioning: https://streamtext.net

- To join a session from your computer:
  - If you have downloaded the Zoom application, simply click on the Zoom link in the session description.
  - If you have not downloaded the application, go to zoom.us/join and enter the Meeting ID. The ID code is available in the session description.

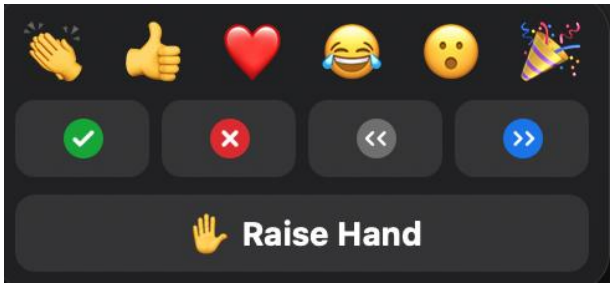
- To join a session from your mobile phone or tablet:
  - You need the Zoom application on your device to access the session. Once the application is installed on your device, simply click on the Zoom link in the session description.

Participating in the Session Virtually

- Make sure you are on mute when you enter the session. Your video will be off by default.
- You can control the audio, video, and sharing settings in the meeting controls.



- Each session will be moderated by a Remote Participation Manager (RPM). The RPM will handle questions and group interaction.
- Each session will handle questions differently. At the beginning of the session, the RPM will explain how to ask questions. You must raise your virtual hand in Zoom to request to speak. You can raise your hand by clicking on the **Reactions** icon located on the Zoom toolbar.



Language Services

Real-Time Transcription and Zoom Closed Captioning

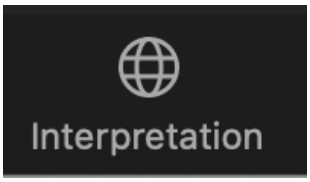
- Real-time transcription (RTT), also known as scribing, and Zoom closed captioning (CC) will be provided in English.
- If the session is being scribed by live captioners, you may also open the Scribe RTT link listed in the session description on the schedule.
- If the session is not being scribed by live captioners via RTT, Zoom's automated closed captioning service will be enabled.
- You can view the real-time text provided by Zoom by clicking the **CC** icon on the toolbar.

Please note that the automated and live real-time text transcription might contain inaccuracies and is not an official record of the meeting. Also, real-time text might not be available for speech interpreted into other languages.

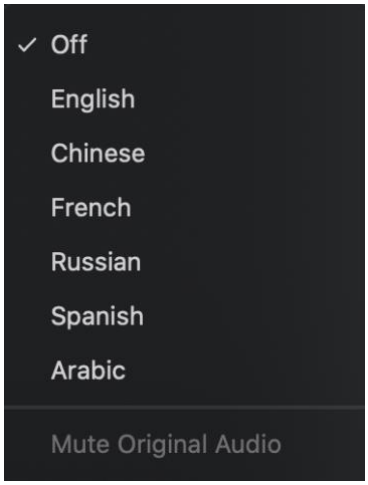
Official transcripts will be provided in English for all sessions. If a session was supported in other languages, official transcripts in those languages will be provided as well.

Interpretation Service

- All sessions that include interpretation will be conducted using the Remote Simultaneous Interpretation platform integrated into Zoom.
- This feature is only available for participants joining via the Zoom application using computer audio.
- Click on the **Interpretation** icon on the Zoom toolbar.



- Select the desired language.



- If you would like to ask a question or make a comment in one of the supported languages, raise your virtual hand in the Zoom platform.
- Select the language you will speak by clicking on the **Interpretation** icon on the toolbar.
- When called on, unmute your microphone in Zoom. State your name for the record and the language you will speak, and then say your question or comment.
- Mute notifications from all other platforms and devices.

- When you are done speaking in the Zoom session, mute your audio, and listen to the language of your choice.
- Please note that if you will be speaking a language other than the language you are listening to, you must change your selection each time you speak to ensure interpretation can be heard by other participants.
- If you do not select your language channel while speaking, attendees may still hear you by selecting **Unmute Original Audio** in Zoom.

Hybrid Meeting Tips:

- Consider using a headset if you are planning to speak during a session. Headsets often have better microphones and sound quality than the built-in microphones and speakers in your computer or mobile phone.
- State your name and affiliation for the record before speaking. Speak clearly, directly, and slowly. If you are reading a statement or a document, please pause between sentences.
- ICANN is a global community, and different cultures have different communication styles. Without the benefit of facial expressions and body language, misunderstanding can occur. Try to be succinct when interacting virtually to avoid miscommunications.
- Be aware that all ICANN Public Meeting sessions are subject to ICANN's Expected Standards of Behavior and Community Anti-Harassment Policy.
- We encourage you to stay connected after the meeting through ICANN news updates and regional newsletters. Sign up here.

Additional Zoom Resources and Tutorials

Download Zoom
Zoom Help Center
Zoom Tutorials

Zoom also offers free live training for anyone interested in learning more.

YouTube Streaming

Select sessions will be streamed on YouTube to accommodate community members who may not have the bandwidth to effectively participate via Zoom. To ask a question, comment, or interact with presenters or other attendees, you will still need to utilize Zoom.

- If a session includes YouTube streaming, a link will be provided in the session description on the schedule.
- To view the YouTube stream, click on the link listed in the session description and it will open in a browser.
- Ensure the volume on your device and within YouTube are not muted.
- Please note: The YouTube stream will not have simultaneous interpretation.