

# Remote Participation at Internet Governance Forum

IGF Secretariat  
UNITED NATIONS

# Points to Remember

- \* Get help with enough time! Volunteer or not
- \* Protect Platform security and prepare for concurrent accesses
- \* Think about sight people while in Remote Participation (toll free numbers, have specific page read via voice)
- \* Consider there are rooms without speakers! - Host may need cabin / headphones

# Good Practices

- \* Register attendants and hubs
- \* Create manuals and train/test
- \* Coordinate interventions in Remote Hubs
- \* Limit intervention time
- \* Use webcasts (multilingual) and inject captions
- \* Have backup plans to connect, image...
- \* Be polite in protocol
- \* Create mail address for Remote Hubs
- \* Host shares session agenda

# Solutions for common problems

- \* Update Hardware Drivers
- \* Measure net capability
- \* Restart elements
- \* Use UPS
- \* Use redundant accesses
- \* Use audio filters
- \* Check access and allow different bandwidths

# Additional Learned Lessons

- \* Encourage volunteers to ask for remote participation. But also to control the conversations: allowing everybody to come in, treat them polite, but also knowing that it is possible to expel someone if behavior is not according to IGF Code of Conduct
- \* Do local training with real remote participants.
- \* In ceremonies it is interesting to share the list of speakers through the Remote Participation Platform

# Take Statistics!

- \* Remote Hubs
- \* Video or Audio Interventions
- \* Origin of participants