Logistics Note for the Ministerial Roundtable

Note for speakers
Responding to Humanitarian Challenges in a Long-Term Perspective in the Central Sahel
(Burkina Faso, Mali, Niger)

Tuesday 20 October 2020 – 8:30 to 12:30 EST / 12:30 to 16:30 GMT / 14:30 to 18:30 CEST

Technical testing online / check-in
You are highly recommended to test your connection ahead of the meeting. We will open the WebEx connection on two different timeslots in the days leading up to the MRT:

• MRT technical check in #1: Friday, 16 October from 09:00 to 10:00 EST /15:00 to 16:00 CEST
• MRT technical check in #2: Monday, 19 October from 09:00 to 10:00 EST /15:00 to 16:00 CEST
• We will open the connection 1.5 hours prior to the MRT Event start time.

Working language of the meeting
This meeting will be held in English and French languages. Simultaneous interpretation between these two languages is provided through the interpretation links below.

Internet browser and virtual platforms
It is highly recommended that you use Google Chrome or Firefox browser to connect for this event that will be hosted on WebEx. Once you connect to WebEx, your microphone will be automatically muted. It will be activated remotely before you are given the floor to speak. The interpretation will be provided through the Interprefy platform. To listen to the interpretation channel clearly, kindly make sure to disconnect your WebEx audio. When you are given the floor to speak, it is required that you turn off Interprefy and reconnect your Webex audio.

Links
Video conferencing - WebEx:
https://papr.webex.com/papr/onstage/g.php?MTID=e9de1670a373a1c10ee9b1777aaa47a6e
Please note: The password for the WebEx Sessions is: CentralSahel2020

Interpretation – Interprefy
link: https://interprefy.interpret.world/loginlink?token=CentralSahel2020 (Token: CentralSahel2020) or connect to the Interprefy Mobile App, which can be downloaded here

• Download for ios from App Store
• Download for android from Google Play

Webcast
You will be able to follow the full Ministerial Roundtable via LIVE webcast on:
http://webtv.un.org/
Recommended technical setup for speakers
You are highly recommended to test your connection ahead of the meeting. Everything can be tested during the two Online Technical testing. However, it is recommended that you follow the below setup:

1. Connect from a location with a high quality, stable internet connection, preferably with ethernet cable;
2. Ensure you are in a quite room, with no background sound and good lighting;
3. Connect with good quality headphones and microphone connected to your computer, ensure this is the audio source in Webex;
4. If you are sitting with multiple colleagues in one room, connect to Webex using only one computer;
5. If you require interpretation, use the Interprefy Mobile App, with headset;
6. Switch on your video and ensure the speaker is clearly in the screen;
7. Ensure you log-in using the full name of the speaker. In case multiple speakers will be using the same computer, kindly inform the organisers at least 2-hours in advance.

Programme timings overview

<table>
<thead>
<tr>
<th>Time</th>
<th>Programme</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:00 – 8:30 (EST) 11:00 – 12:30 (GMT) 13:00 – 14:30 (CEST)</td>
<td>Early joining  • for securing your connection</td>
</tr>
<tr>
<td>8.30-9.00 EST 12.30-13.00 GMT 14.30-15.00 CEST (30’)</td>
<td>Opening session</td>
</tr>
<tr>
<td>9:00-9:25 EST 13:00-13:25 GMT 15:00-15:25 CEST (30’)</td>
<td>Presentations from the Region</td>
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<tr>
<td>9.25-12.00 EST 13.25-16.00 GMT 15.25-18.00 CEST (150’)</td>
<td>Announcement Session</td>
</tr>
<tr>
<td>12.00-12.30 EST 16.00-16.30 GMT 18.00-18.30 CEST (30’)</td>
<td>Closing session</td>
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Technical Support
Please read the FAQ on the next pages. In addition during the meeting, if you face any technical challenges, do not hesitate to contact Casper Hansen at Caha@implement.dk. There is no technical phone number.
Frequently Asked Questions (FAQ):

1) I cannot join the WebEx – What do I do?
In order to solve your problem please try the following steps:

1. Make sure that you are using one of the supported internet browsers: Google Chrome, Internet Explorer, Apple Safari, Mozilla Firefox or Microsoft Edge.
   The recommend browsers are: Google Chrome or Mozilla Firefox
2. Please try to restart your browser
3. Make sure that you are using the right WebEx link: 
   https://papr.webex.com/papr/onstage/g.php?MTID=e9de1670a373a1c10ee9b1777aaa47a6e
4. Make sure that you have entered the correct password: CentralSahel2020
5. Go to your browser settings and “clear browsing data/history/cookies”
6. If still having a problem, please try to restart your device (computer or smartphone)

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2) Interprefy does not work – What do I do?
In order to solve your problem please try the following steps:

1. Make sure you have chosen the language
2. Try to download the Interprefy application through the Appstore on your smartphone (iOS or Android)
3. When using the Mobile App, you must connect with headset, ensure these are connected in your device settings
4. If using a browser, make sure that you are using one of the two supported internet browsers: Google Chrome or Mozilla Firefox.
5. Please try to restart your browser
6. Make sure that you are using the right Interprefy link:
7. Make sure that you have entered the correct token for the event: CentralSahel2020
8. Please try to restart your device (computer or smartphone).

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3) I hear the audio double – How do I stop that?
This problem is created by being connected to audio both on WebEx and Interprefy simultaneous. You can resolve this in two ways:

1. You disconnect audio on WebEx in your browser, by pressing the “…” on the bottom of the screen, click on “switch audio” and “disconnect”. Remember that if you are a speaker you will need to reconnect your audio using the same steps.
2. Listen to the audio only through the Interprefy platform in your browser.

Otherwise you can:

1. Close the Interprefy platform on your browser.
2. Mute all sound on your computer.
3. Download the Interprefy application through the Appstore of your smartphone (iOS or Android).
4. Enter the token: CentralSahel2020.
5. Listen to audio interpretation via your smartphone and only use the WebEx for the video transmission.

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4) I create echo when I try to speak – How do I stop this?
This problem happens either because there is more than one device streaming the audio out loud in your room or because you are connected to the audio on both the WebEx and Interprefy when you try to speak. Several different things can help to resolve this. Please try the following:

1. Make sure that you are the ONLY one in the room who is playing audio out loud, all others must connect with headset.
2. Connect a headset to your computer and speak through this.
3. If you are using Interprefy, please remember to disconnect from Interprefy and ONLY use WebEx when you speak. After you are done speaking, you can reconnect to Interprefy again.

5) Nobody can hear me – what do I do?
This might not be a problem. It might be because the technicians have not unmuted you yet. Please be patient, it can take a couple of second from when you are given the floor until your audio is connected. If this is not the case, please make sure that:

1. You are unmuted on WebEx.
2. Your microphone either in your computer or headset is working and turned on in the system settings on your computer.
3. You have closed or disconnected from the Interprefy platform before you try to speak. Once you are done speaking, you can reconnect to Interprefy.