VIRTUAL NGO CSW FORUM 65

FAQs
For Parallel Event Organizers

Contents:

Editing your event:

How do I manage my event on the platform?

To manage your event on the NGO CSW65 Forum virtual platform, first log into your account. Once you are logged in to the platform, there will be a "Manage" button on your event page. Click this button to edit your event!

What can I edit?

You can edit the following information in your event page:
- Add polls to collect information from your audience.
- Upload files for Advocates to download. These files can be promotional materials, helpful resources, or anything relevant to your Parallel Event.

What can I not edit? How do I submit change requests?

You *cannot* edit the following information in your event page:

- Event title
- Event date/time
- Description of event

- Representatives for your event
- Event sponsors or co-sponsors.

To edit this information, you must fill out this form. The NGO CSW/NY team makes updates at the end of each week. Requesting changes to your event through email is discouraged.

All changes must be submitted by 1 March 2021.

Why can't I see the 'Check-In' tab in my event?

Please note that the check-in tab in your event will not be visible until your event has started. You can see who registered for your event, by going to the event page and clicking the People tab. See image below for reference.

Advocate Engagement

How do Advocates register for my event?

Advocates can register for your event simply by clicking the '+' button next to the event on the Agenda. This adds the event to their agenda and registers them for the event. To register for the event, they must have a profile on the platform.

Where do Advocate's register for the platform?
Register on [EventBrite](#).

How do I see who is registered for my event?
You can see who is registered for your event by clicking on "People" on the right side of your event page. This list of people are those who added your event to their Agenda and registered. You can click on individuals' profiles to find more information about them.

As a Parallel Event organizer, how can I engage with Advocates on the virtual platform?
You can engage with Advocates in several ways. First, you can set up a poll on your event page to collect any information you'd like to find out from people on the platform. Secondly, you can start a discussion on your event page under the Chat section. You can engage with Advocates directly by finding people who are interested in or working on similar topics. Lastly, you can post in the [Public Forum](#) for everyone on the platform to see.

Promoting your event:

How can I promote my event within the platform?
There are a couple different ways to promote your event within the NGO CSW65 virtual platform. The first is through the [Public Forum](#). This is a great way to send everyone on the platform information about your organization and your Parallel Event. You can also promote your event by purchasing a [Handbook Ad](#) for $500. By buying a Handbook Ad, your organization will have its own page with information about your Parallel Event and your organization. Your advertisement graphic will also be highlighted in the NGO CSW65 Virtual Forum digital handbook.

How can I promote my event to my network outside of the platform?

Although everyone who wants to join or register for your event must have an NGO CSW65 Forum Advocate profile, anyone (including those who do not have a profile) is able to see your event page if you send out the page link. This link is just the URL when you are on your event page on the platform. See the image below for reference.
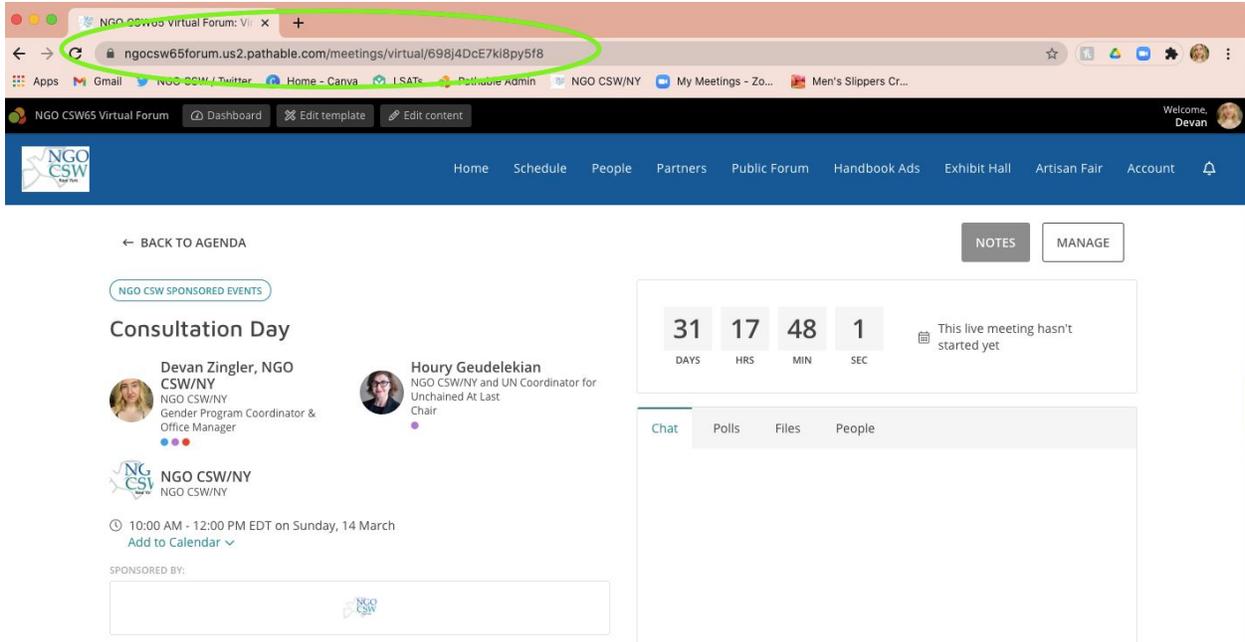
When sending out promotional materials with the URL of your event, we recommend adding the [NGO CSW65 Forum Advocate registration page link](#) to your promotional materials and explain that they must have a profile to join the event. You can use language such as "Please note that you must have a profile on the NGO CSW65 virtual platform to register for this event." or "Register as an NGO CSW65 Virtual Forum Advocate for free to register for this event" so people know that they have to have a profile to actually register and join the event.

To reiterate:
- To engage in the NGO CSW65 Forum, you must register for free here. This includes registering for and attending events, creating posts in the Public Forum, and event and organization pages, and visiting the virtual Artisan Fair.
- Anyone without a profile on the virtual platform CANNOT attend any Parallel Events. (Your profile is created when you register for the Forum).
- Anyone without a profile can see all Parallel Events on the platform, so Parallel Event organizers are able to share the link to their event to their networks. People without a profile will be able to see all of your event details, but are not able to register or attend without making a profile on the platform.

Running your event:

How do I start my event?

Starting your event will be very easy. Simply go to your event page and click "Start meeting." The "Start meeting" button will appear for organizers 20 minutes before your event is scheduled to begin.

What technology is used for Parallel Events?
All Parallel Events will use Zoom technology. Once you begin your meeting, the Zoom application on your device will automatically open and you will have access to all the Zoom features. For resources about using Zoom, click here.

Do I need my own Zoom account to host my Parallel Event?
No. You do not need your own Zoom account to host a Parallel Event. All Parallel Events will be hosted via Zoom licenses allocated by Pathable (the Forum virtual platform company). No Parallel Events will be hosted via their own Zoom accounts or other virtual meeting technology.

What features will I have access to on Zoom during my Parallel Event?
You will have access to all of the usual features on Zoom. Some of these features are: breakout rooms, screen sharing, recording, chat, live-streaming to Facebook or Youtube, and polling. More information about the features you'll have access to are available here.

Will I be able to have interpretation and closed captioning during my event?
The NGO CSW65 Virtual Forum platform accommodates interpretation and closed captioning during events. However, NGO CSW/NY cannot provide interpreters or transcribers for Parallel Events. Parallel Event organizers are responsible for providing these services if they wish to have interpretation or closed captioning.

Please note that it is not necessary for Parallel Events to have interpretation, subtitles, or closed captions. Events can be held in any language.

If you would like to have interpretation for your event, you must submit the names and emails of your interpreters by 8 March. If you do not submit your interpreters' information by this date, you will not be able to have interpretation at your event. Interpreters must have a profile on the platform before you submit their information.

Fill out this form to submit your interpreter(s)' information.

Will I have access to my recording after my event?
Yes! Once your event has started, you can click "Record" to record your meeting. If you click "Record on this computer," the recording will be downloaded onto your device. If you click "Record to the Cloud," the recording will be stored in the "Manage" page of your event.

To ensure a webinar or meeting is recorded, take these steps:

Before the session goes live, but after your speakers have arrived in the Zoom room, enable the recording.

- For the webinar-type session, recording begins when the host clicks **Start Broadcast**.
- For a meeting-type session, recording begins when the host clicks **Record to Cloud**.

For resources about recording your session, click here.

What if I go over the allotted time for my event?
You will have a grace period of **10 minutes** after the scheduled end of your event. The virtual platform will automatically end your event 10 minutes after the scheduled end of your session.

Do speakers/moderators need to be registered?
Yes! Everyone needs to be registered to access the platform. Speakers/moderators must have an existing profile on the platform *before* you add them to your event (see next question). *Organizers and speakers must log into their account on the platform before your event starts to prevent any technical issues.*

Can I change the order in which speakers are listed on my Parallel Event?
Unfortunately, no. The listing of names on Parallel Event pages are in the order of last name and cannot be changed.

How do I add more speakers/moderators to my parallel event?
Fill out this form to add speakers/moderators/organizers to your parallel event. Please note that anyone who needs access to the green room before your event must be registered as a speaker of your event.

Can I prepare for my Parallel Event beforehand?
Yes! We encourage you to enter your Parallel Event session's "green room" up to 20 minutes before the start time. This will allow you to prepare for your webinar before you "broadcast live" to attendees. For resources about prepping for your session, click here.

Presentation Pro Tips and Best Practices

Virtual Safety Guidelines

NGO CSW/NY is committed to ensuring that everyone has a fulfilling experience with the NGO CSW65 Virtual Forum. Our goal is to make this platform as inclusive and productive as possible through a shared leadership model. Below are some guidelines for successfully utilizing the virtual platform, as well as principles to follow to assure a safe environment founded in respect

and inclusivity. These principles apply to all of the NGO CSW65 Virtual Forum spaces, including public and private channels and direct messages.

We are depending on the Parallel Event organizers to uphold and promote these guidelines. To report any online harassment or hostile behavior, please email us at virtualsafety@ngocsw.org. **Read the Virtual Safety Guidelines here.**

More resources on managing events and using the virtual platform:

NGO CSW65 Virtual Forum Tutorial Videos

Pathable training for Parallel Event Organizers

More information about Speaker FAQs.

The Event Speaker Experience Overview

Zoom Help Center