ITU-T study group guidelines:
Fully virtual e-meetings

# Overview and quick start

ITU-T provides support for three main types of remote participation ([E-meetings homepage](https://www.itu.int/en/ITU-T/ewm/Pages/e-meetings.aspx)):

– Physical meetings with remote observation (webcast).

– Physical meetings with (active) remote participation (see [ITU-T A-Supp.4](https://www.itu.int/rec/T-REC-A.Sup4/en)).

– Fully virtual e-meetings.

It is the third of these, e-meetings, that is discussed in this guideline.

Fully virtual e-meetings normally use [GoToMeeting](https://www.gotomeeting.com/en-gb), a web conferencing tool that allows attendees to listen, intervene, share a screen, and text chat with others. When more than 25 attendees are expected, [GoToWebinar](https://www.gotomeeting.com/en-gb/webinar) is used instead.

Each attendee is assigned one of three roles:

1) **Organizer**
An organizer can launch the meeting, change the roles of other attendees, or mute them. The organizer who launches the meeting is the default presenter, but may then assign this option to others.
This role is typically fulfilled by the Rapporteur hosting the meeting, or by TSB.

2) **Presenter**
When a meeting attendee is assigned presenter rights, they are invited to share their complete desktop, a clean screen (i.e., no icons or taskbar), or a specific application window.

3) **Attendee**
By default, attendees can view the current presenter's screen, hear what is being said, and speak to others. An attendee may mute/unmute themselves and remotely control the presenter's computer screen if given the privilege.
Attendees may chat with others, use Drawing Tools or view the Attendee List.

## Supported devices

GoToMeeting is [supported on most devices](https://support.logmeininc.com/gotomeeting/help/system-requirements-for-attendees-g2m010003), including a desktop application or web browser for Windows or Mac OS; and by apps for iOS, Android or Windows devices.

## Training, support and assistance

The study group secretariat and E-meetings team can provide:

1) Training for organizers, presenters and attendees.

2) Administrative support to help organize, announce, run and report on an e-meeting.

3) Real-time technical assistance.

The TSB E-meetings team can be contacted at: tsbemeetings@itu.int.

[GoToMeeting support](https://www.gotomeeting.com/meeting/online-meeting-support) (external link).

## Joining an e-meeting

Invitations to join an e-meeting are generally sent from the organizer by email. Attendees can join a meeting by following the hyperlink in the invitation and entering the meeting password, if provided. Alternatively, attendees can go to [www.gotomeeting.com](http://www.gotomeeting.com), click on “Join a meeting”, and then enter the meeting ID that is found in the meeting invitation. GoToMeeting will then be launched automatically.

## Audio set-up

GoToMeeting offers two audio connection methods:

– **Computer/device microphone and speakers (VoIP)**
This method allows attendees to use in-app audio at no cost. This normally provides excellent audio quality, particularly when a quality headset is used (ideally USB).

– **Telephone (PSTN)**
If the first option cannot be used, attendees may instead dial in to the audio via a fixed or mobile telephone. A list of telephone numbers is provided in the e-meeting invitation. This approach is not normally recommended because costs will be incurred for the telephone call, the audio quality is likely to be lower than VoIP, and screen sharing will not be available.

## Avoiding and fixing problems

To ensure that your e-meeting runs smoothly:

– **Connect and set up audio in advance**:
Failure to do so is likely to delay the start of the meeting and/or reduce audio quality for all attendees.

– **Mute your microphone when not in use**:
Unmuted microphones can lead to echoes and unpleasant feedback on the call. The use of a quality headset significantly reduces these side effects.

– **Speak directly into the microphone**:
Adapt the volume of your speech, and the position of your microphone, so that the decibel level is approximately centred on the in-app audio monitor.

– **Help others to understand you**:
Speak slowly and clearly, and conduct the call from a quiet place. If appropriate, consider ending with the words “This concludes my intervention”.

Guidelines for users with hearing or visual impairments are available from the Joint Coordination Activity on Accessibility and Human Factors (JCA-AHF at <http://www.itu.int/en/ITU-T/jca/ahf>).

## Screen sharing

The organizer may invite you to share your screen, which is done by offering “presenter” rights. Once you have accepted the role, you will be prompted to share your whole desktop, a specific application, or a specific document. Your screen will not be seen by others until you have clicked to confirm.

While your screen is visible to others, the “Share my screen” button will glow green. To cancel screen sharing, the click the “Share my screen” button to toggle off.

# For organizers

## Creating and announcing an e-meeting

Organizers can request an e-meeting by email to the study group secretariat.

Requests for **informal ad-hoc e-meetings** should be sent as early as possible indicating the topic and the start and finish times.

Requests for **official interim meetings** – which are displayed on the study group’s [Rapporteur group meeting](https://www.itu.int/net/ITU-T/lists/rgm.aspx) page – should be announced at least two weeks before the call, and should indicate, as a minimum:

– Question number(s) or working party (if appropriate).

– Meeting topic or title.

– Start date/time (Geneva time).

– End date/time (Geneva time).

– Status: planned or confirmed.

– Approximate number of attendees if greater than 20.

The study group secretariat will email the organizer an invitation containing the required joining information, which can then be shared with invitees. If the organizer wishes to run the meeting themselves, the study group secretariat will provide organizer credentials, which are not to be shared with other attendees (see below).

## Launching an e-meeting

A special GoToMeeting organizer’s username/password is needed in order to launch an e‑meeting – this should not be shared with other attendees. The study group secretariat will provide these organizer credentials on request when creating the meeting.

Once set up, an e-meeting may be launched at any time, but typically five to ten minutes before the announced start time in order to allow attendees to join, configure audio settings, greet one another, etc.

Please respect the start and finish times for your meeting because the same GoToMeeting account may be used for another group’s session either directly before or after yours.

An e-meeting is launched by following the hyperlink in the invitation, and then signing in using the organizer username/password. Note that the organizer password is different to the meeting password used by the other attendees.

The TSB E-meetings can provide training and support for organizers who wish to run their own sessions (contact: tsbemeetings@itu.int).

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