Technical Guide on How to Join the

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Fourth North and Central Asia Multi-Stakeholder Forum on Implementation of the Sustainable Development Goals "Human Well-being and the SDGs: Recovering after the COVID-19 crisis"

2-4 September 2020 via KUDO

This Guide is designed to provide a general understanding of KUDO and its basic functionalities that participants need to be familiar with to attend the **Fourth North and Central Asia Multi-Stakeholder Forum on Implementation of the Sustainable Development Goals "Human Well-being and the SDGs: Recovering after the COVID-19 crisis".**

1. Overview of KUDO

KUDO is an e-conferencing platform with remote simultaneous interpretation that will be used to organize the **Fourth North and Central Asia Multi-Stakeholder Forum on Implementation of the Sustainable Development Goals "Human Well-being and the SDGs: Recovering after the COVID-19 crisis".**
Remote Simultaneous Interpretation (English and Russian) will be offered for the meeting.

KUDO's Interface | Participant
Meet the KUDO Participant Interface. It includes all the features and controls you need for full interaction between speakers and participants.

1 Meeting Name
Indicates the name of the session.

2 Dashboard Access
See an overview of past, current and coming events.

3 Events Dropdown
Allows quick access to your list of Events.

4 Profile
Click over your name if you want to view or edit your profile or if you want to log out of the session.

5 Video Input Selection Tabs
Alternate between Live Video or Presentation Mode to be displayed in the video window.

6 View Layout Toggles
Switch between gallery or single view (left btn).
Expand the video window to full screen (right btn).

7 Video Window
Embedded video or presentation window.

8 Share Screen
Share a specific window or your entire screen.

9 Messaging Tab
Select the chat channels to communicate with interpreters, operators and participants.

10 Polls Tab
Start/Stop polls, publish and view results.

11 Documents Tab
Access to upload and view documents shared on the session.

12 Speakers' Video Thumbnails
Visual input of other active speakers.

13 Language Selector
Select an interpreted language to follow from the list.

14 Incoming Volume Mute
Mute all incoming sound. When active, the button will turn red and crossed.

15 Incoming Audio Meter
Visual meter of the level of incoming sound.

16 Mic On/Off
Activate or disable your microphone to start speaking.

17 Camera On/Off
Activate or disable your camera to share your video.

18 Interface and Media Settings
Select the language for the interface, and the mic/speaker/camera to use on the meeting.

19 Request to Speak
Click to request to speak

2. Before Joining

❑ IT Readiness

🖥 Computer

- OS: Windows 7+ or MacOS 10.11+
- Browser: Google Chrome v68+
  Mozilla Firefox v77+
- Memory: 8GB+ *(16GB recommended)*
- CPU: Intel i5+ *(i7 recommended)*
- Sound Card *(HD quality recommended)*
- Webcam
- Headset with microphone
- Permission: allow browser to have access to camera and microphone
- Avoid using ad-blockers

📱 Mobile

- Android 6, 7, 8, 9
- iPhone 6s, 7, 8, X with iOS 12+
- iPad, iPad Pro with iOS 12+
- KUDO App installed
- Allow access to camera and microphone when prompted

Download on the App Store

GET IT ON Google Play

❑ Prepare for a meeting

🎧 A Good Headset

- Ideally, a USB Headset.
  (Professional-grade is highly recommended)
- Avoid using earbuds type unless you are following from your phone.
- Place the microphone close to your mouth but avoid breathing into it.

📹 A Webcam

- An HD webcam is preferred to get a high quality video.
- Point the camera directly at yourself.
- When you seat in front of your computer, leave enough distance between you and the camera, so your face is entirely visible.

🌐 Internet Connectivity

- Use Google Chrome as your browser.
- Use a wired connection.
  (Preferred)
- If wired connection is not available, use high-speed Wi-Fi instead.
  (Ideally 20 and 5 Mbps, for download and upload respectively. 5Ghz / 802.11ac is highly recommended)

👤 Professional Environment

- Choose a private and quiet room to speak from.
- Make sure the lighting in the room is adequate.
- Place yourself so that there is a blank or plain background.

❑ **Join from your browser**

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1. Click the **URL hyperlink** in your meeting invitation email.

Invitation: CMU Test Run 1, 22 June 2020 (via KUDO e-conferencing tool)

KS Kanjana Sibunnan
To ● Kanjana Sibunnan

↩ Reply

Dear Sir/Madam,

Thank you for your registration for the **CMU Test Run 1.**

To join the meeting, please click the **URL meeting link below** and follow the instructions provided in the attached **KUDO Technical Guide for Participants.**
https://live.kudoway.com/ad/220111370144

Regards,
ESCAP-CMU

2. Enter **your Display Name and Email** by following the naming protocol: **Country/Organization-First Name Last Name [**i.e.: ESCAP-Kanjana Sibunnan**].** Click **Join** button.

live.kudoway.com/ad/220111370144

KUDO

Meeting
CMU Test Run 1
THE MEETING IS RUNNING

Monday, June 22 2020 - Tuesday, June 23 2020
⏱ 12:00 - 15:00
Bangkok (UTC +07:00)
Show my timezone

🗓 Meeting ID
220 111 370 144

Display Name *
ESCAP-Kanjana Sbiunnan

Email *
sibunnan@un.org

By clicking "JOIN" I understand and agree to the KUDO Terms of Service and Privacy Policy

JOIN

3. You will be routed to the **Virtual Meeting Room**. Click **OK** to acknowledge the use of headset.

← → C 🔒 live.kudoway.com/ad/220111370144/live

KUDO CMU TEST RUN 1 ESCAP-Kanjana Sbiunnan Logout

● Live Video | ● Presentation
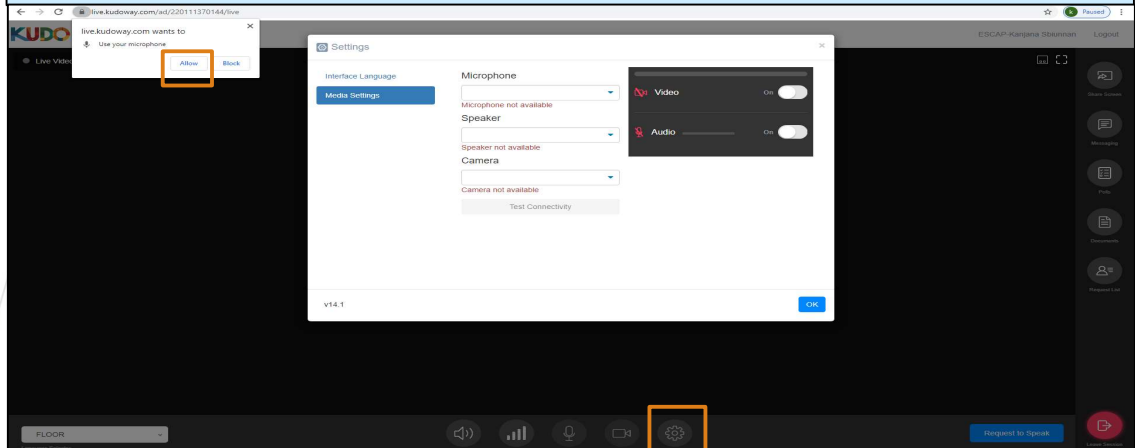
For better user experience, please wear a headset ✕

OK

Share Screen
Messaging
Polls
Documents
Request List

FLOOR
Language Selector

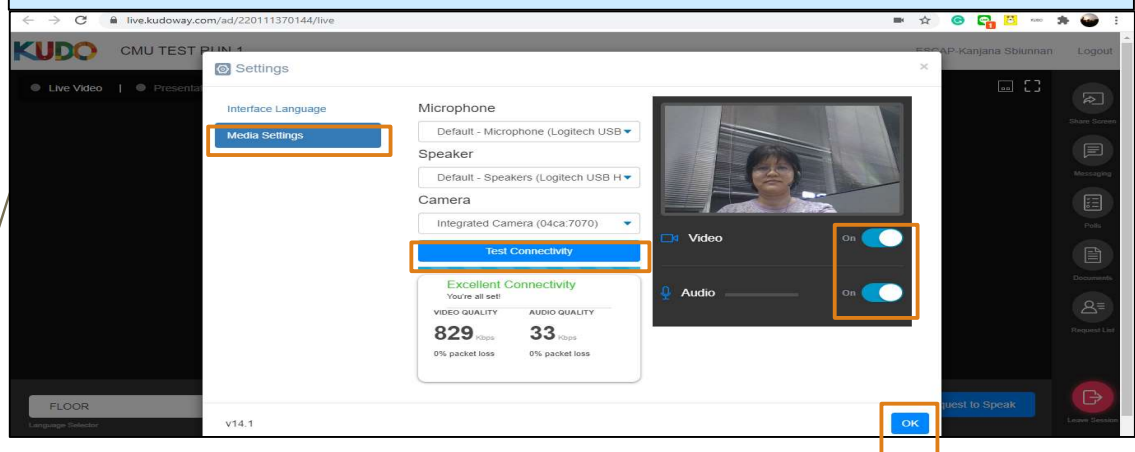🔊 📶 🎙 📷 ⚙ Request to Speak Leave Session
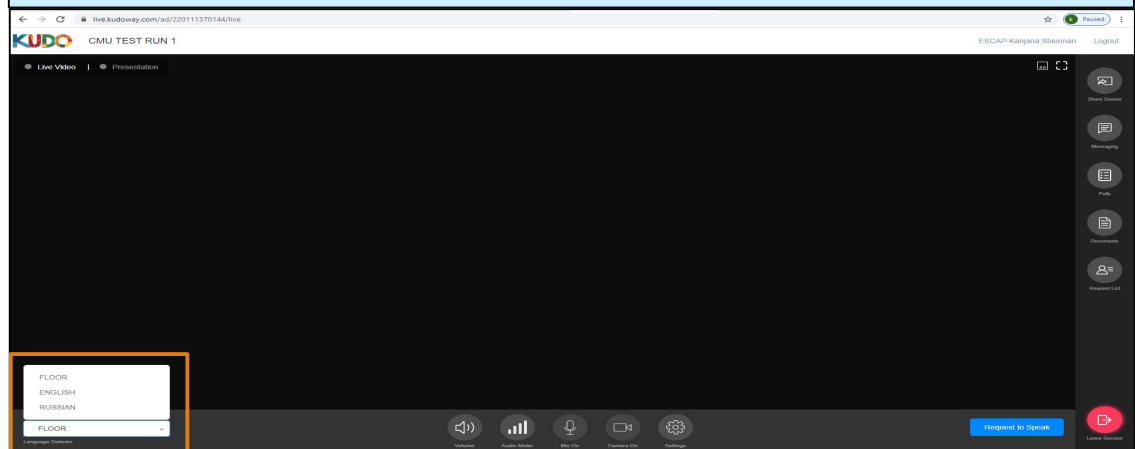
5

✓ **Check your Media Settings**

4. Click **Settings** icon on the bottom toolbar and click **Allow** KUDO to use your microphone.

5. Turn **Video/Audio On** buttons and click **Test Connectivity**. Check your video display, test audio and connectivity. If all work, click **OK**.

6. You are now ready to participate in the **Virtual Meeting Room.** Select your **preferred language.**

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❑ **Join from Mobile**

1. Click the **URL hyperlink** in your meeting invitation email. Click **Verify**.

2. Enter **your Display Name and Email** by following the naming protocol: **Country/Organization-First Name Last Name [**i.e.: ESCAP-Kanjana Sibunnan**].** Click **Join** button. You will be routed to the **Virtual Meeting Room**. Select your **preferred language.**

3. Press **Request to Speak** button. When you are given the floor, click **Mic On** and **Camera On** icon to turn on your microphone and camera. *Only when you are done, click **Done Speaking** button.*
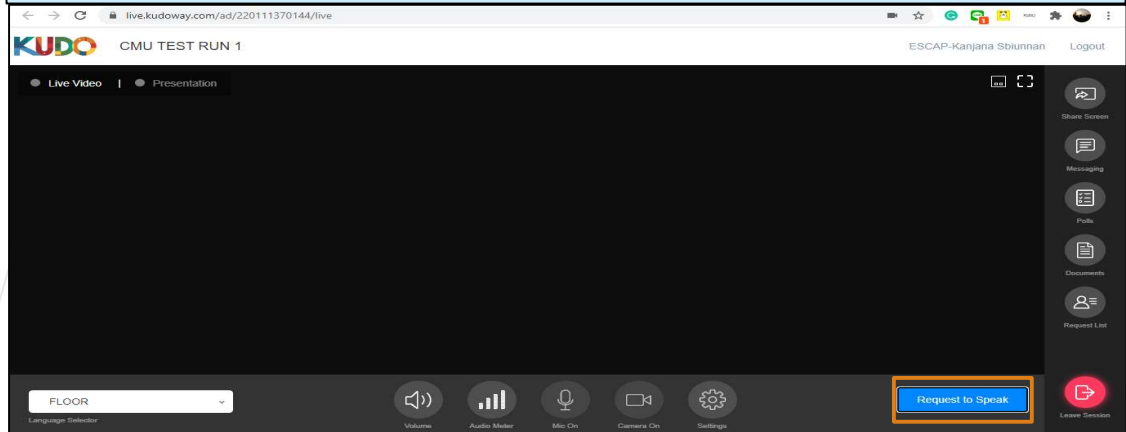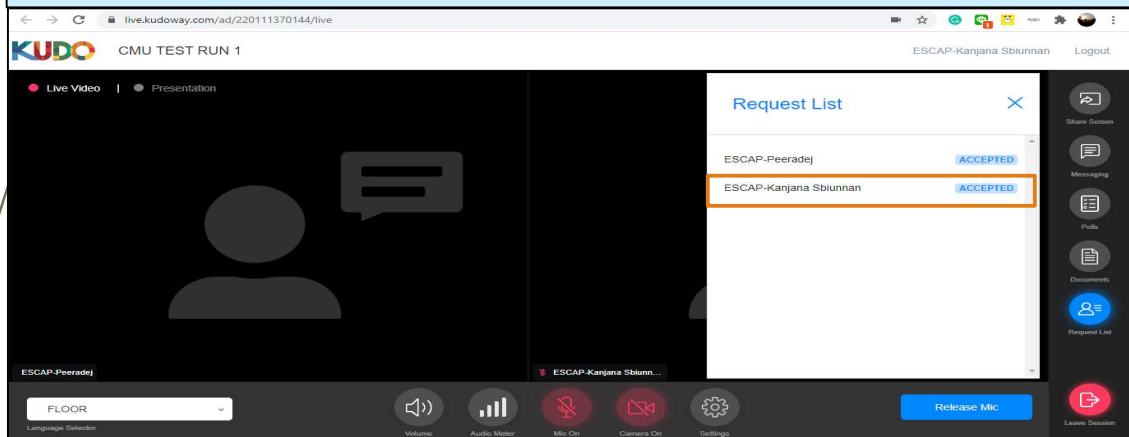
4. Request to speak

❑ Request to speak button

1. Prior to your allocated speaking slot, press **Request to Speak** button to notify the organizer.

2. Click **Request List** icon. Your name will show in the **Request List.** When your request to speak is accepted, you will see '**Accepted**' next to your name. Please wait until you are called upon.

3. When you are given the floor, click **Mic On** and **Camera On** icon to turn on your microphone and camera. *Only when you are done, click **Release Mic.**
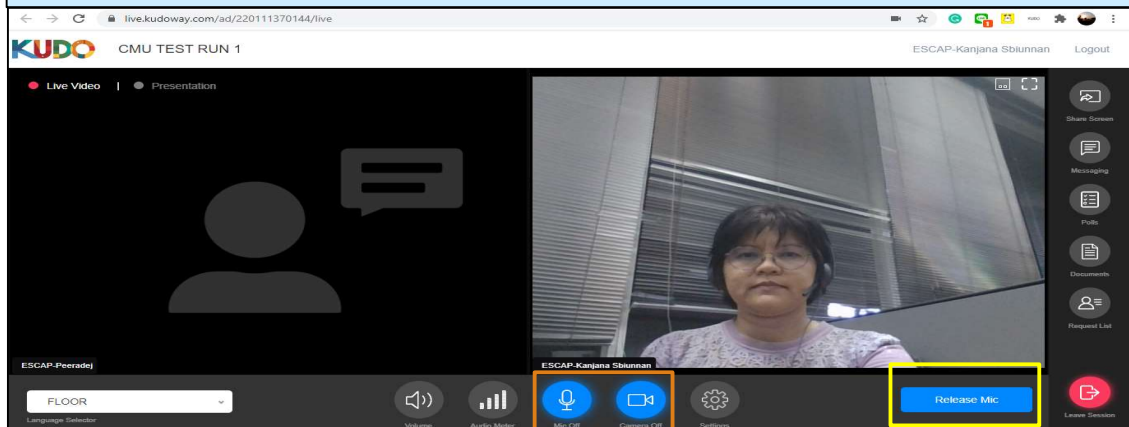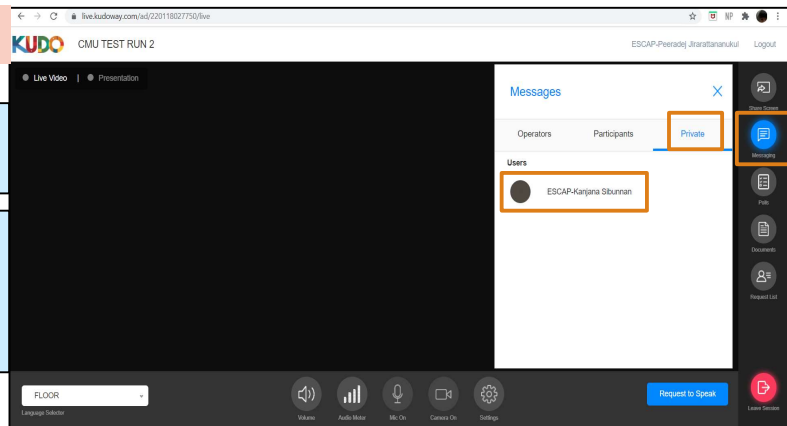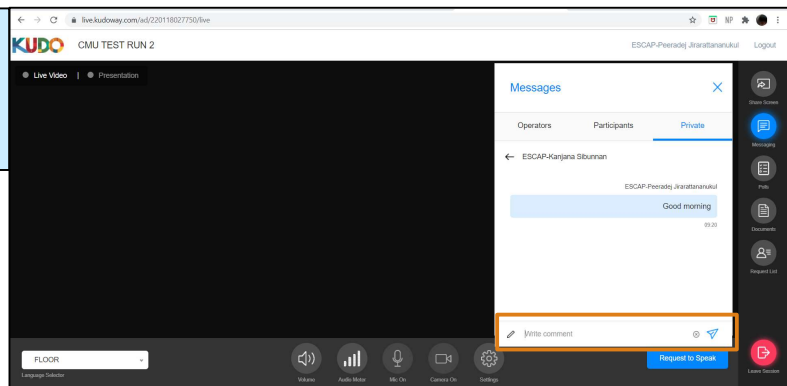
5. Chat with Other Participants

Sending message

1. Click **Messaging** icon on the sidebar.

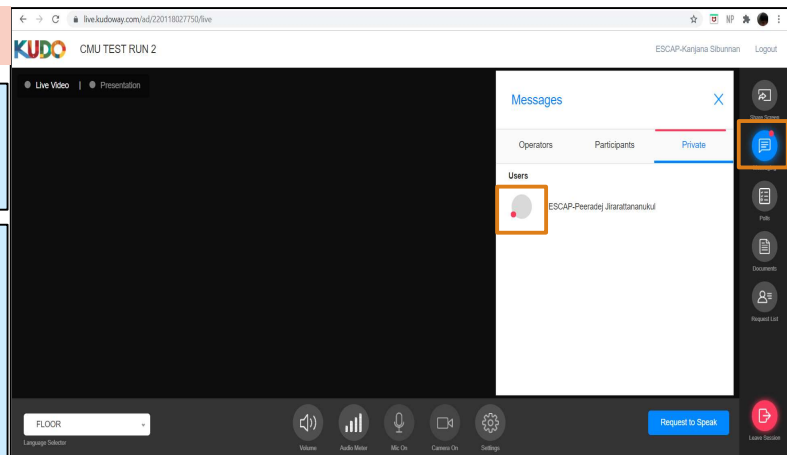2. Click **Private** tab and select **name of the person** you wish to send message.

3. Write message on the box below and click **arrow icon** to send message.
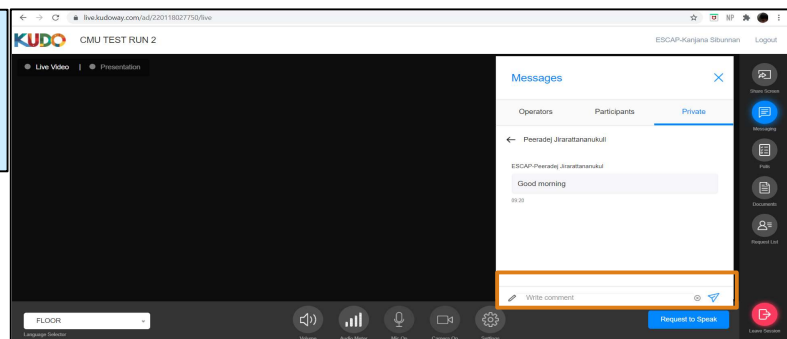
Receiving messages

1. Click **Messaging** icon and click **Private** tab.

2. You will see **red dot** at the name of the person sending you a message. Click on the **name** to see the message.

**3. Write message** on the box below and click **arrow icon** to reply.

NOTE: You can also send messages to all participants by clicking **Participants** tab. Messages will appear to all participants.

6. Raise Technical Issue
## using Messaging to Operator

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To **raise technical issue,** click **Messages** icon and click **Operator** tab. **Type the issue you are facing in the box**, for example, **I can't hear**. Our technician will assist/respond to your issue.
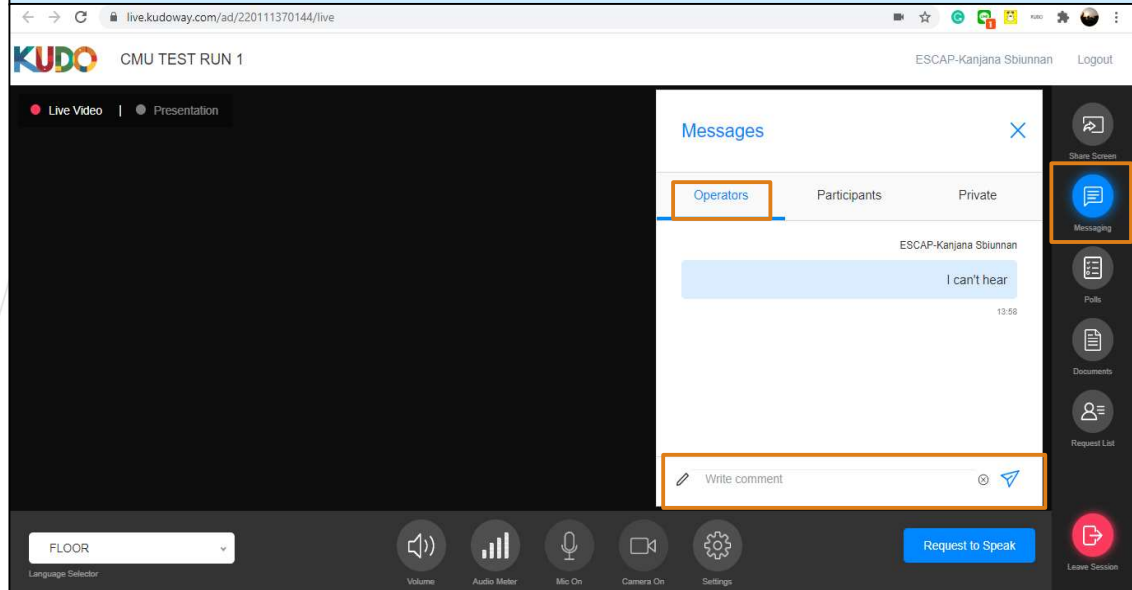
7. Download Meeting Documents

Click **Documents** tab on the sidebar to see list of meeting documents posted by the organizer. Click **download icon** to download documents.
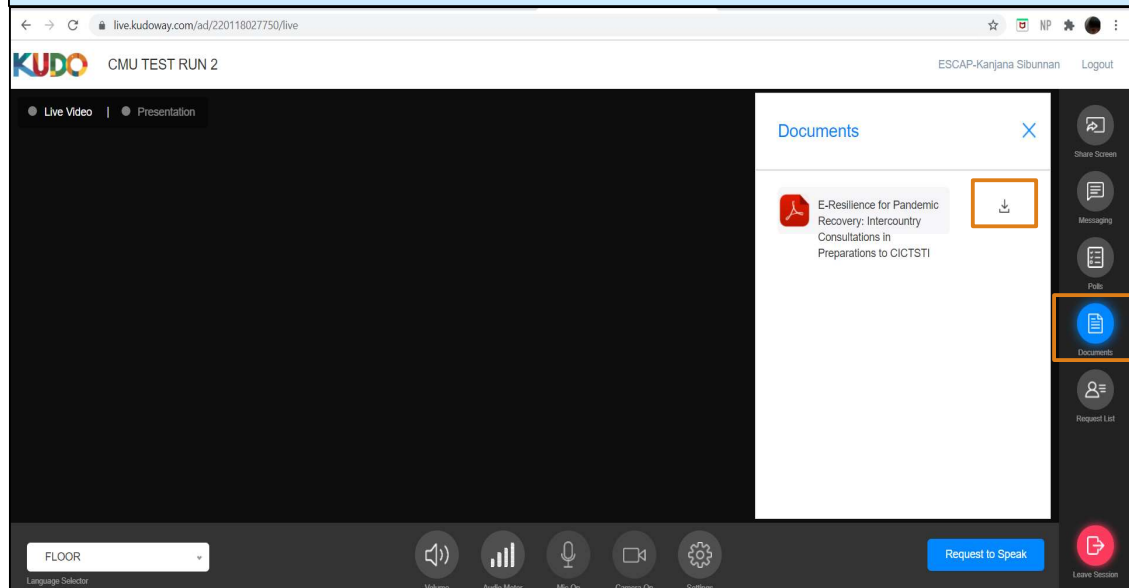
8. Share Your Screen

NOTE: It is recommended that **all presentation and video files shall be sent to ESCAP Secretariat in advance** for the purpose of testing and sharing from the ESCAP Conference Room. This will help ensure smooth operation and optimum quality of the presentation and video on display.

1. Prior to sharing your screen, press **Request to Speak** button and wait until your request to speak is '**Accepted**'.

2. When you are given the floor, click **Share** icon. Select **Your Entire Screen, Application Window** or **Chrome Tab** to share the presentation file on your screen.

3. Click **Mic On** and **Camera On** icon to turn on your microphone and camera.
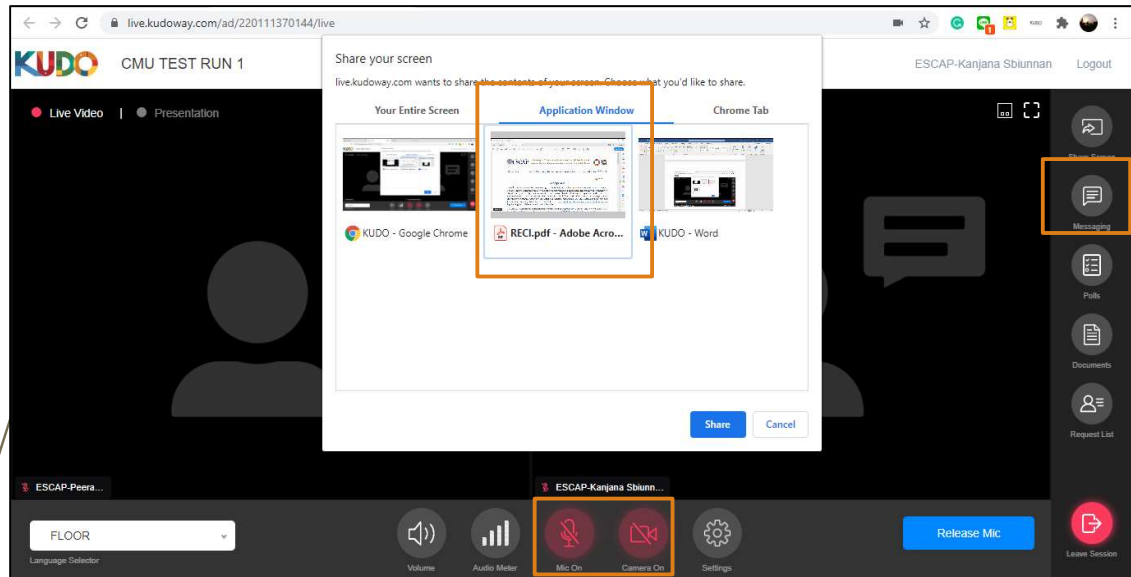
4. Once you are done, click **Stop sharing** button and **Release Mic.**
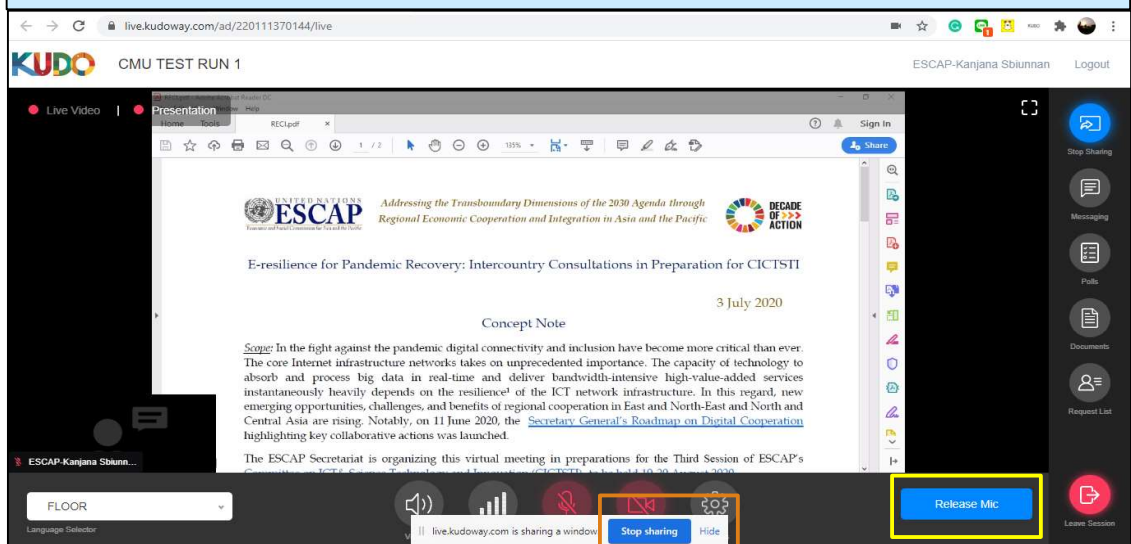
9. Best Practices and Tips

BEFORE THE MEETING

✓ Try to be seated somewhere quiet and where the acoustics are such that there will not be an echo.

✓ Make sure no other application is running in the background or in the system tray in your computer and please deactivate any notifications that could distract you or create noise during the meeting.

✓ Be sure to always use Google Chrome or Mozilla Firefox as the browser for KUDO. Also, please ensure that you have the latest version installed and regularly updated.

DURING THE MEETING

✓ Please allow access to your microphone and camera in your browser when prompted. During the meeting you can use the Media Settings button to change your settings if needed. You can also adjust your computer audio settings directly. Keep a spare headset handy, just in case.

✓ Speak slowly, one person at a time, and allow brief pauses from time to time and when handing the floor to another participant.

✓ Please mute your mic when not in use.

✓ If faced with any technical issues, please reach out to the Operator. Use the Operator Chat Box if needed. Communicate your issues clearly and follow their guidance.