EUROPEAN UNION

Click the following text to view the Information

Hardware and software setup

Event Information

Prerequisites

Device requirements

- An internet connection – broadband wired or wireless (3G or 4G/LTE)
- PC desktop, laptop or mobile
- Zoom Client (version 5.3.1)
- Latest browser software
- [If using PC desktop] a webcam or HD webcam - built-in or USB plug-in
- Headset for better audio quality

Supported tablet and mobile devices
- Surface PRO 2 or higher and running Win 8.1 or higher
- Note: Tablets running Windows 10 must run Windows 10 Home, Pro, or Enterprise. S Mode is not supported.
- iOS and Android devices
- Blackberry devices

Supported browsers
- Windows: Internet Explorer 11+, Edge 12+, Firefox 27+, Chrome 30+
- macOS: Safari 7+, Firefox 27+, Chrome 30+
- Linux: Firefox 27+, Chrome 30+

Note: Some features in the web client are not supported on Internet Explorer.

Bandwidth requirements

A strong connection will prevent you from falling in and out of the call. Nothing is worse than being 5 seconds behind the rest of the group or having an unflattering close up of your face frozen on screen.

The bandwidth used by Zoom will be optimised for the best experience based on the participant/panellist's network. It will automatically adjust for 3G, Wi-Fi, or wired environments.

- 800kbps/1.0 Mbps (up/down) for high-quality video
- For gallery view and/or 720p HD video: 1.5Mbps/1.5Mbps (up/down)
- Receiving 1080p HD video requires 2.5Mbps (up/down)
- Sending 1080p HD video requires 3.0Mbps (up/down)

We recommend to use wired/LAN cables for a stable connection during the webinar. Please disconnect from any VPN application.

*If Zoom is blocked by your internal/office connections, we recommend using other connections or another device.

Essentials set-up

Audio

If you have headphones equipped with a microphone, please use them. They can help cancel out background noises that would otherwise be distracting, like dogs barking or doorbells ringing. The more noise cancellation your headphones offer, the better.

When taking part in the webinar, please be mindful of the muting feature. Ideally you should mute yourself during the session and only unmute yourself when you are going to speak and then return to mute when you are finished talking. As a panellist, please fully engage with all presentations during the webinar regardless of whether you are on mute.

Video

- **Lighting**
  To ensure you look your best, try to prevent having the light source behind you, especially from a window or directly overhead. The best set up is to have the light facing you or from the side - just like they do on TV. Try to focus the active light of the room on your face so it's easy to read your facial expressions. If you lack natural light in the room, you can turn on the room light and/or use additional lamp to provide soft light from the front.

- **Position yourself in the centre of your webcam**
  Think about the computer screen as a frame, you want to be front and centre. Ideally, sitting up straight with your upper body showing (and smile on your face).

- **Get the angle right**
  The closer to eye-level and front-facing the device you are using to access the webinar is, the more it will look like you are interacting with the event. If you are seated at a desk, you may want to raise the device.
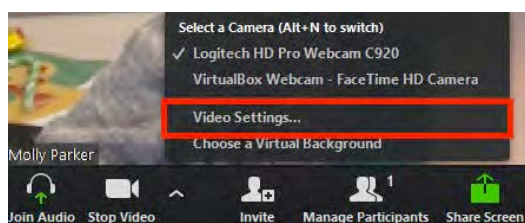

Image © https://ambermac.com/

Testing your video while in a meeting
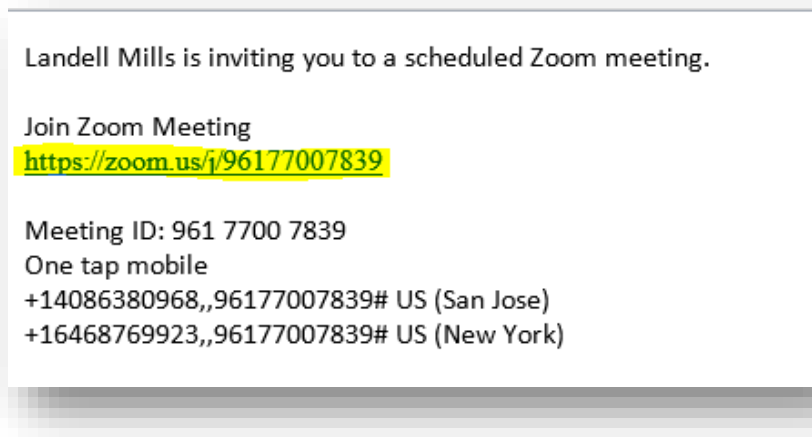Click the arrow next to Start Video / Stop Video.
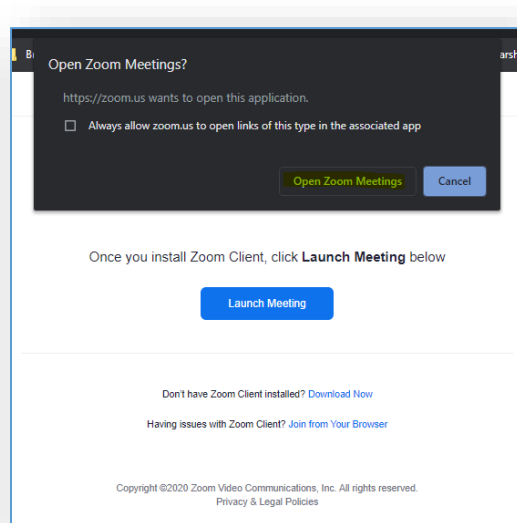

Select Video Settings.

Windows

Join Using the Webinar URL

1. Click on the webinar link from your email invitation or calendar appointment. (In the example below, the meeting below is shown in an invitation email.)

   (***Note:*** If you don't see a clickable version of the link, just copy and paste the meeting URL into a browser window.)

   Landell Mills is inviting you to a scheduled Zoom meeting.

   Join Zoom Meeting
   https://zoom.us/j/96177007839

   Meeting ID: 961 7700 7839
   One tap mobile
   +14086380968,,96177007839# US (San Jose)
   +16468769923,,96177007839# US (New York)

2. If the following message is displayed, click **Open Zoom Meetings.**

   Open Zoom Meetings?

   https://zoom.us wants to open this application.

   ☐ Always allow zoom.us to open links of this type in the associated app

   Open Zoom Meetings   Cancel

   Once you install Zoom Client, click **Launch Meeting** below

   Launch Meeting

   Don't have Zoom Client installed? Download Now

   Having issues with Zoom Client? Join from Your Browser

   Copyright ©2020 Zoom Video Communications, Inc. All rights reserved.
   Privacy & Legal Policies

3. In the 'Launch Application' window, click **Open link**.

4. In the 'Video Preview' window, click either **Join with Video** or **Join without Video**. (You can also select or deselect the option to show this preview when you join a meeting.)
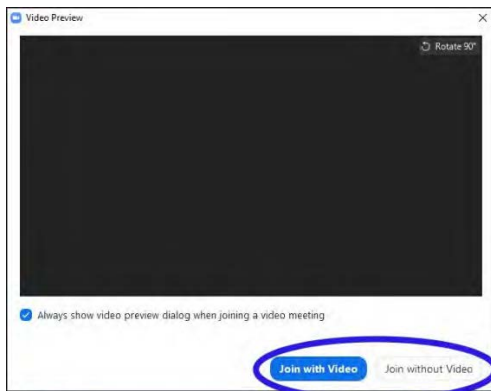
5. Click on **Join with Computer Audio**. (This option allows Zoom to use your computer's audio.) You can also select the option **automatically join audio by computer when joining a meeting** if you always use your computer's audio.
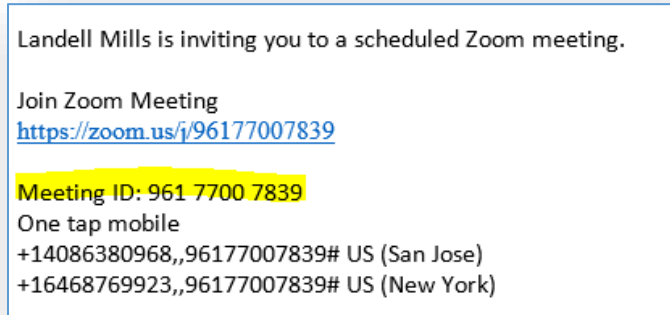

You'll be connected to the Zoom meeting.
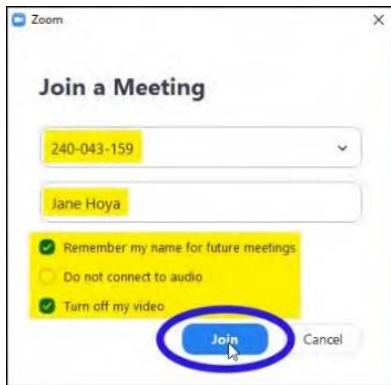
Join Using the Meeting ID and Personal ID

1. Copy the Meeting ID from your email invitation or calendar appointment. (In the example below, the Meeting ID below is shown in an invitation email.)

2. If you haven't already, **download and install the Zoom software.**
3. Open the Zoom software on your computer or mobile device and click **join a Meeting**.

4. In the 'Join a Meeting' window, enter your Meeting ID and your name as you want it to appear to meeting participants. You can also select or deselect any of the options for video, audio, and your name.

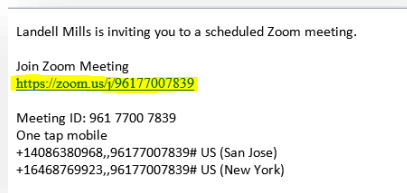5. Click **Join with Computer Audio**.
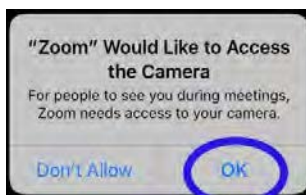
IOS/Android

Join Using Meeting URL

1. Tap on the meeting link from your email invitation or calendar appointment.
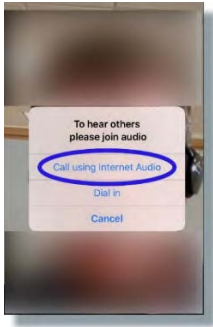   (*Note:* You can also copy and paste the URL [located below **Join Zoom Meeting**] into any mobile browser window.)

Landell Mills is inviting you to a scheduled Zoom meeting.

Join Zoom Meeting
https://zoom.us/j/96177007839

Meeting ID: 961 7700 7839
One tap mobile
+14086380968,,96177007839# US (San Jose)
+16468769923,,96177007839# US (New York)

2. If you see the following message, tap **Open**.

Open this page in "Zoom"?

Cancel   Open

3. Tap **OK** to allow Zoom to access your device's camera.

"Zoom" Would Like to Access the Camera
For people to see you during meetings, Zoom needs access to your camera.

Don't Allow   OK

4. In the next window, tap **Call using Internet Audio**.

Join Using the Meeting ID and Personal ID

Each meeting has a unique 9-, 10-, or 11-digit identifier called a **Meeting ID** that will be required to join a Zoom meeting

1. Copy the Meeting ID, located in your invitation email or calendar appointment.

   (In the example below, the Meeting ID is shown in an invitation email.)

Landell Mills is inviting you to a scheduled Zoom meeting.

Join Zoom Meeting
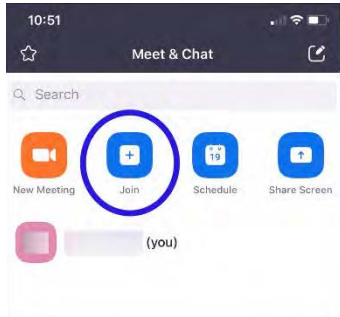https://zoom.us/j/96177007839
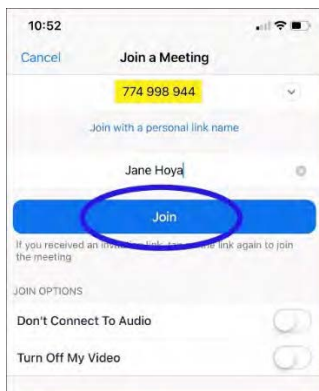
Meeting ID: 961 7700 7839
One tap mobile
+14086380968,,96177007839# US (San Jose)
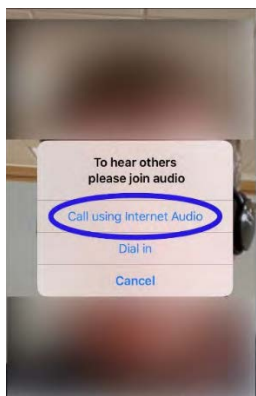+16468769923,,96177007839# US (New York)

2. Open the Zoom app, and then tap **Join**.

3. In the Join a Meeting screen, enter your Meeting ID and then tap **Join**.

4. In the next window, tap **Call using Internet Audio** to use the device's audio.

Browser

Joining a Webinar through your browser

1. Click the link in your email invitation or calendar event to join the meeting or webinar.
2. Click **Join from your Browser** instead of running the installer for the desktop application.
3. You may be prompted to sign in.
4. You may also be prompted to enter your email address.
5. Click **Join** to be taken into the meeting or webinar.
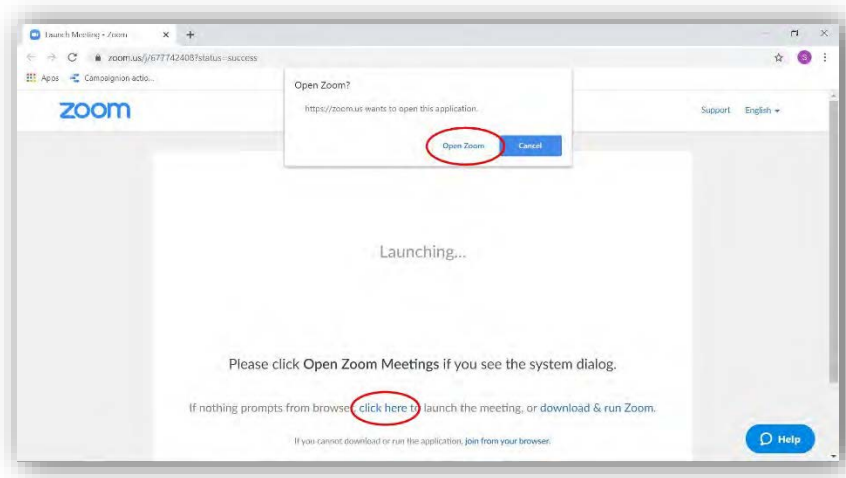
Use of the Chat feature during the webinar

The Zoom Chat feature will be available for use by the webinar hosts and panellists only. It is not open to (and cannot be seen by) other participants. The panellist will be able to send a chat to all participants, and the participants can only see the chat from panellist but cannot reply at all.

Please use this feature if there is an issue you wish to raise or question you wish to answer among the panellists.

Common issues

If you have any issue during the webinar stay calm and do not panic, try to approach the host and co-host via WhatsApp or contact **Elita Yunanda (WhatsApp +62 857 2969 1070)** or via the chat box which is open to all panellists (only).

If you have issue with your device or suddenly drop from the webinar try to inform the host and co-host. Please try the following workaround, from the start

Laptop with Zoom client

Open your email and copy the invitation link. Open your browser (Chrome or Safari work best). Paste the invitation on the URL bar from your browser. You will be redirected to the Zoom meeting, the pop up will appear, select Cancel.
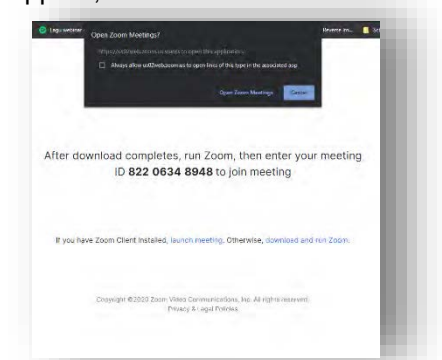
The new notification will appear, and the 'Join from your browser' selection appear. Select 'Join from your browser'.
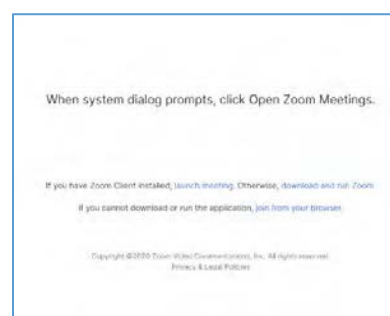
Your laptop or PC crashed and needs to restart

1. Do not panic, remain calm
2. Inform **Elita Yunanda** via WhatsApp or Call to the following number **+62 857-2969-1070**
3. Open your smartphone, and access your Zoom invitation while you restart your laptop or PC.
4. Copy the URL.
5. Open your mobile internet browser.
6. Paste the URL into the browser. You will be redirected to the webinar.
7. You can turn off your mobile once your laptop is ready at any time.

Issues with the Zoom Launcher plug-in

On some occasions the plugins may not be not activated, disabled or are incorrectly installed, or installed correctly but fail to run. There are several things you can do to fix it this but the first thing to do is to check if the Zoom launcher plugin is enabled (and re-enable it if it was disabled).

For Google Chrome, in the address bar enter chrome: //plugins/ or chrome: //extensions/ on later versions of Chrome. Where it lists "zoom.us launcher plugin" make sure it is enabled and always allowed.

For Mozilla Firefox, in the address bar, enter https://www.mozilla.org/en-US/plugincheck/
Click on the Tools menu > Add-ons> Plugins and make sure that "Zoom Launcher" is activated

Safari no longer supports most plug-ins. You will need to choose to launch Zoom each time.

Wireless (Wi-Fi) Connection Issues

If you are experiencing any issue(s) with latency, frozen screen, poor quality audio, or meeting getting disconnected while using a home or non-enterprise Wi-Fi connection.

- Check your Internet bandwidth using an online speed test, such as **https://www.speedtest.net/**
- Try to connect directly via LAN cable to your computer (if your internet router has wired ports)
- Try bringing your computer or mobile device closer to the Wi-Fi router by connecting your router with a cable to your computer or access point in your home or office

On corporate Wi-Fi, try the following:

- Switch to a wired connection
- Switch to a different Wi-Fi hotspot if possible
- Contact your corporate IT department to check your Wi-Fi hotspot
- Turn off group HD in your Account Management if your Wi-Fi bandwidth is insufficient
- Turn off your corporate VPN if it's not required for the meeting

No	Time	Agenda	PIC
1	12:00 – 13:00	Preparation	Moderator
2	13:00 – 13:02	Greetings and opening by Moderator	Moderator
3	13:02 – 13:12	Opening remarks by Mr Lukas Gajdos, Chargé d'Affaires, EU Delegation to ASEAN	Chargé d'Affaires, EU Delegation to ASEAN
4	13:12 – 13:13	Photo Session	Ambassador, speakers, moderator and all participants
5	13:13 – 13:14	- Introduction of Speaker 1: Mr Riezky Novyana - Moderator to read the short bio	Moderator
6	13:14 – 13:45 13:45 – 14:00 14:00 – 14:15	***Session 1: Platform Introduction*** *(Talk Show format)* 1.1. Overview of the Zoom platform; 1.2. Sharing technical documents and tips on hosting and co-hosting webinars; 1.3. Integration of post-event survey and e-certificate distribution; 1.4. Q&A session 1.5. Practice to customise registration forms, post-event survey feedback and automatic e-certificate creation	Mr Riezky Novyana, Information and Knowledge Management (IKM) Expert, Landell Mills
7	14:15 – 14:16	- Introduction of Speaker 2: Mr Noudhy Valdryno - Moderator to read the short bio	Moderator
8	14.16 – 15:00 15:00 - 15:09 15:09 - 15:39	***Session 2: Platform Introduction and promotion: Facebook*** *(Presentation format)* 2.1. Creating and managing a Facebook Page; 2.2. Content rules and best practices; 2.3 Creating content and effective engagement strategies; 2.4. Q&A session 2.5. Practice - 'Content rules & Creating Content and Effective Engagement Strategies' ***Scenario exercise 1:*** *Grouping, requesting an outline of content related to the message of the*	Mr Noudhy Valdryno, Politics and Government Outreach, Facebook Asia Pacific

		organisation to be conveyed *1. The subject of the story;* *2. Specific images/videos, technical requirements;* *3. Number of words.* *Action items:* *- Reconciliation with content rules;* *- Before posting, cross check/distill the right words;* *- Publish the posts;* *- Collect the groups' polling;* *- Find the right score;* *- Evaluate for improvement.* ***Scenario exercise 2:*** *Use the creative tools learned to improve the previous post. With the same content as the above post, each group will create three articles for three different groups of readers then sum up the important things learned.*	
9	15.39 – 15:40	- Introduction of Speaker 3: Ms Elhana Sugiaman - Moderator to read the short bio	Moderator
10	15:40 – 15:50	Overview on communications coordination for events and the role of Landell Mills by Ms Elhana Sugiaman, Project Manager, EU-ASEAN Communication and Visibility	Project Manager, EU-ASEAN Communication and Visibility
13	15:50	Closing	Moderator

* * * * *

4th Communication and Visibility Workshop for EU-funded Projects
Wednesday, 30 June 2021 at 13:00 - 15:50

Event classification	: Closed/Internal	Live streaming	: No	Recorded	: Yes
Risk rating	: Low	Interactivity	: High	Naming convention	: Yes for Panellist[s]
Platform	: Zoom Meeting	Embedded platform	: None		Yes for Press

Timeline: 12:50 · 13:00 · 13:02 · 13:12 · 13:13 · 13:45 · 13:55 · 14:10 · 14:55 · 15:05 · 15:35 · 15:45 · 15:50

On-screen visual

Lounge Music Backdrop

Moderator

H.E Mr Igor Driesmans

All participants

Mr. Riezky Novyana
Moderator
(Talkshow view)

Mr. Riezky Novyana
Moderator
Participants (raised hand)

Mr. Noudhy Valdryno
Moderator

Mr. Noudhy Valdryno
Moderator
Participants (raised hand)

Ms. Elhana Sugiaman

Moderator

Backdrop
Lounge music

Ms. Dian Saputra (Moderator)
Communication and Visibility Team Leader, Landell Mills

Greeting and welcoming
Read meeting rules and ethics to all participants

Mr Lukas Gajdos
Chargé d'Affaires,
EU Delegation to ASEAN

Group photos

Moderator invite all participant to turn on the camera for photo session

Mr. Riezky Novyana
Information and Knowledge Management (IKM) Expert, Landell Mills
Platform Introduction
Overview of the Zoom platform; Sharing technical documents and tips on hosting and co-hosting webinars; Integration of post-event survey and e-certificate distribution;

Invite and read the short bio of speaker

**Session 1
Q&A session**

Invite participants for Q&A

Mr. Riezky Novyana

Practice and interactive session
Customising registration forms, post-event survey feedback and automatic e-certificate creation

Wrap-up session 1 Invite;
Introduce the project video;
read the short bio of speaker

Short video of EU past events

Mr. Noudhy Valdryno
Politics and Government Outreach
Facebook Asia Pacific
Platform Introduction and promotion: Facebook
Creating and managing a Facebook Page; 2.2. Content rules and best practices; Creating content and effective engagement strategies;

Invite participants for Q&A

**Session 2
Q&A session**

Mr. Noudhy Valdryno

Practice and interactive session
Practice - 'Content rules & Creating Content and Effective Engagement Strategies'

Wrap-up session 1 Invite and read the short bio of speaker

Ms. Elhana Sugiaman
Representative of the EU Delegation to Indonesia and Brunei Darussalam

Overview on communications coordination for events and the role of Landell Mills

Ms. Dian Saputra (Moderator)
Communication and Visibility Team Leader, Landell Mills

Closing

Participants journey

Start to enter the room

Focus to the screen (Passive)

Question and Answer (active)

Focus to the screen (Passive)

Question and Answer (active)

Focus to the screen (Passive)

Question and Answer (active)

Focus to the screen (Passive)

Feedback

The global COVID-19 pandemic, which began in early 2020, has forced a shift in the way that events are implemented. For EU projects, this means shifting all events to virtual platforms.

While virtual platforms provide both the flexibility and ability to hold borderless-events, they come with their own set of challenges. However, with the right approaches, strategies and preparation, virtual platforms can help EU-funded projects to continue to deliver the objectives of their programmes, reach their intended audience and create impactful results.

Solid understanding of the available virtual platforms (including social media platforms) is important to develop effective communication flow and strategies. The '4th Communication and Visibility Workshop for EU-funded Projects: Managing Virtual Platforms' is the first of a series of three workshops that aims to enhance the capacity of EU-funded programmes in delivering efficient and effective virtual events.

Mitigation and contingency plan

The host of the event will be equipped by multi-multi devices with LAN GE fibre optic with 1GBps dedicated bandwidth allocated only for hosting the webinar.

In terms of electricity, the host will be equipped by 24v, 100ah dual UPS with solar panel, to ensure the stability of the electricity and avoid power loss during the webinar.

The recording features will be only enabled by the host, the attendees will not be able to record by themselves, however, the recorded session can be shared and circulated to the media, shortly after the session ended.

Security assessment

Possibility of hijacking and data breach for this webinar is rated as high, the security and data protection for this webinar follows the information governance standards.

Using cybersecurity standard to protecting the unique URL by limiting and implementing the access permission to the platform and screening the zoom link using kali Linux and tor browser to check the URL availability on the deep web and forums such as Reddit /r/zoomtrolls and 4chan.

Document information

Draft v02
Date: 28/06/2021