



SDG GLOBAL FESTIVAL OF ACTION VIRTUAL PLATFORM

- FAQs -

Login and profile set-up

1. How do I login?

If you have registered to attend the event you will have received an activation email to the email address you submitted during registration. This email will come from the following email account: no-reply@sdgglobalfest.thevirtual.show Once you open that email and click on "Activate", you will immediately be taken to the login page and will be required to complete the onboarding process. The first step is to set up a password - remember it, as you will use this to login next time. Once you have this set-up you will be able to sign into the SDG Global Festival of Action virtual venue!

2. What do I do if I haven't received my activation email?

If you go to www.globalfestivalofaction.org you will be able to click to JOIN THE EVENT. Here you will be redirected to the platform login page. If you select 'forgot password' and enter the email address you registered with, a new activation will be sent to your email account. If you still do not receive the activation email, try registering again or through a different account. Remember to check your spam folders when waiting for an activation email!

3. How do I complete my profile if I have skipped some steps during the first login process?

If you decided to skip part of the onboarding process, the option to complete your profile will be found under the 'My profile' section on the top bar of the platform interface. Once you are in the event lobby, check the top right corner of your screen. Adding your profile means people inside the virtual event can get to know you better and optimizes your networking opportunities!

4. Can I set my profile in a language other than English?

Yes. The platform supports other language characters but please note that the main language of the Festival is English so if you wish to network and connect with participants in English, it's advisable to have your name and information displayed in English.

5. Can I edit my personal information throughout the event?

Yes - by clicking on the User profile at the top right corner you will be redirected to your personal profile, where you will be able to manage your information.

6. Where can I view my notifications?

All notifications will appear in the top right corner of your screen, on the navigation toolbar

The Lobby

7. How do I find the different stages and spaces at the Festival?

Once you have logged in, you will find yourself in the Festival Lobby. The Lobby is designed to show you the different stages and spaces you can access. The first time you log in, a Welcome video will show you how to navigate this space – don't worry if you miss it, there is a pin icon next to the entrance where you can click to watch it again. Within the Lobby, you will see the Main Stage, the Japan Stage, Workshop Spaces – Ideation, Activation, Upskilling and Japan Workshops; Resource Library, Connections Zone, Experience & Action space and Help Desk. Each of these spaces is clickable and if you hover your mouse over each of these areas, a description will appear of what is inside. In addition, if you go to the navigation toolbar at the top of the page, you can access the programs for the different spaces, create your own agenda and see your 'Swag Bag' - this is where any resources you select will be saved.

Sessions

8. How do I enter a Session?

Once you have logged onto the platform you have a few options. The easiest way to enter session that is live at the time of joining, is from the bottom of your lobby screen - the ongoing sessions will be visible in the bottom left corner of your screen in a rotating screen, simply click and you will be able to join the session. Your second option is to enter the sessions via the buttons in the lobby. Simply click on any space or stage (Main Stage, Japan Stage, Activation, Ideation, Upskilling, or Japan Workshop) and the agenda for that particular space will become visible. Click on the session which is Live Now and you will be able to join the session.

Your third option is to use the navigation panel on the top of your screen. Simply click on the Stages button and click on any Stage to go inside. the agenda for that particular space will become visible. Click on the session which is live now and you will be able to join the session.

9. How do I plan my agenda?

If you select the calendar icon in the top navigational toolbar, you will be able to see all of the sessions and workshops available. Please note that these are displayed in local time where you are joining from. You then have the option to select 'Interested', 'Going' 'Not Going' for each session, workshop or playlist.

If you then select 'My Plan' inside the agenda window, only sessions that you have selected to attend or indicated interest in will be shown.

You may also have already added sessions that you wish to attend, to your calendar via the program pages at www.globalfestivalofaction.org

At the time of the session – simply head to the stage where the content will be shown and click through to watch!

10. Is it possible to attend a Festival session and network or visit the Experience & Action Area at once?

The short answer is yes. To do this you have to open a second tab on your browser and enter the event via the link you have been provided with. On one tab you can have the conference session running, in the second tab you can explore the exhibition or networking spaces.

11. I did not have enough time to view all sessions, nor view all resources; Would I be able to view these after the event has ended?

Yes! All of the Festival content will be available to view on-demand, at your own pace in the Virtual Library at www.globalfestivalofaction.org after the event. Don't worry – we'll let you know when it's ready!

12. How do I know which session is currently live?

The current sessions are displayed in the lower left corner in the Lobby area – by simply clicking on the tab you will be redirected to the session you wish to join.

13. How do I choose a Stage or Space? How do I know what will be happening in each one?

Plan your experience in advance by checking out the full program on www.globalfestivalofaction.org. Each session tells you where to be and when, and you can add them to your calendar directly from the detailed session pages.

During the live event, when you are in the virtual platform, you will also find a full calendar listing all events on the top right corner of the menu bar, so you can navigate to the right space at the right time!

Workshops

14. What Workshops are available?

The Festival will feature 28 ideation, upskilling, campaign activation and well-being workshops for a unique and personalized Festival experience.

From using collective intelligence to tap into the power of crowds to meditating with people from around the globe; to discussing solutions for the COVID-19 economic and health crisis to a masterclass unlocking leadership for change; to creating immersive media to inspire action to how sports are helping refugees thrive; the interactive workshops have something for everyone.

The workshops will be run on Zoom. Note that up to 500 participants can join through Zoom, allowing access to Q&A, polling, raising hands and the possibility to be called upon by the host and the ability turn on microphone/video. If you are not able to join via Zoom, everyone can also observe the workshop without interaction through the broadcast within the event platform.

15. How do I register to attend the Workshops?

If you would like to watch a workshop, you can do so by going into one of the workshop spaces and viewing them live.

If you would like to participate however – you will need to register to enter via the zoom interface. You can do this by going to the Agenda in the toolbar, finding the workshop you wish to join and clicking the registration link. You will then be re-directed to the registration page for that particular workshop where you will need to sign up for the session.

At the scheduled time of the workshop – the first 500 registered participants to access the zoom link will join the webinar as an active participant.

If the workshop is at capacity by the time you join, you will need to watch the session inside the platform instead.

Experience & Action Area

16. What is the Experience & Action Area?

The virtual experiences and exhibition area will showcase immersive films, photo galleries and multimedia exhibits transforming the way we look and experience this turning point moment and call to action on the SDGs.

17. How do I enter the Experience & Action Area?

You can navigate to the Experience & Action Area by clicking either on the respective button within the Lobby, or by simply using the navigation bar. You will be taken to that section where you will be able to view the Exhibitors booths.

18. How do I enter an exhibitor booth in the Experience & Action Area?

The Exhibitor booths can be entered by simply clicking on the booth that you'd like to visit within the floorplan, or searching by tags, keywords or themes.

19. Can I book a meeting with an exhibitor?

To book a meeting you must first enter the Experience & Action Area of the event. Once you are in, choose an exhibitor which is of interest. Click on their booth to enter.

You will see several interaction options available in the booth. Click on "Contact us" to view the representatives of this exhibitor. Once you have identified the person you would like to meet with, click on their calendar which will be on the right. The meeting will go straight into your personal agenda.

20. Is my communication private?

We value your privacy, therefore all communication on the platform is encrypted. This means that your messages and video calls are completely private. The Virtual.Show, the event organizers & the exhibitors cannot view the content of your communication on the platform. However, we expect all participants to uphold the code of conduct for attending the event.

21. Can I download resources from the Exhibitor booths?

You can choose to view the resources uploaded in the Exhibitor booths or you can add them to your swag bag (please find your Swag bag in the User profile) – from there you can email those resources either to yourself or to somebody else, and you can download them as well.

Connections Space

22. How does the Connections Space work?

Networking is one of the most critical components of the Festival, and as such we have tried to make this as close to real life as we can in a virtual space. The simplest way to network at the Festival is by entering a networking lounge. These are available to you at all times during the event. You have the following options:

- Go to the Lobby of the Festival. There you will see a button labeled 'Connection Space'. Upon clicking you will be taken to the networking section, where you will see the different lounges

- Go to the navigation bar on the top of your screen. Click on the Connection Space button to enter this section of the event. Alternatively, hover your mouse cursor over the button to see the different lounges. Click on the one you would like to enter and you will be taken inside.
- Go to the Connection Space and click on 'Search & Connect'. Here you will be able to search and filter all attendees, based on a range of criteria.

23. How do the networking lounges work?

You can find participants to connect with through the 'Search & Connect' function in the connections space, but if you want to connect for a 1-2-1 video call with another participant, you can do this in one of the networking lounges.

There are 4 networking lounges, that mirror the themes of the Festival. Therefore, if you are interested in connecting with participants who work on or are interested in a specific theme, you may find like-minded participants in these spaces: Gender Equality, Climate Action, Poverty & Inequality, Inclusive Systems & Sustainable Finance.

Alternatively, you can arrange to meet a participant in one of these lounges at a time agreed with you both via the 'Search & Connect' chat function.

24. Can I chat in languages other than English through the 'Search & Connect' chat function?

Yes.

Resource Library

25. How do I save a resource to view later?

If you are interested in a particular resource, you will be able to save them by clicking on the briefcase icon ("Add to Swag Bag"). This automatically saves them to your 'swag bag' for later viewing.

26. How do I view my saved resources?

You can find all your saved resources under the 'My Profile' section, after navigating to the Swag Bag tab. Within the Swag Bag tab and functionality, you will see all of the resources you have saved during your time at the event. From there you can view, delete, download or send resources via email.

27. Can I view all resources related to the event?

Yes - When you enter the Lobby, you can select to enter the Resource Library.

Alternatively, check the navigation bar at the top of your screen. There you will be able to see all the different sections of the event you are attending. On the right side you will see the resources button. Upon clicking, you will be taken to the Resource Library from there as well.

Once you are in you can search/filter resources via keywords and categories. You can either view or add a resource to your 'Swag Bag'. You can view, download, send or delete resources from your saved resources tab under 'My profile'.

Festival experience

28. Can I watch the sessions in a language other than English?

Yes! On the Main Stage, all sessions will be available to watch in English, French or Spanish and international sign language

On the Japan Stage, all sessions will be available in English, or Japanese and international sign language.

29. How do I select from the available language options when I join a session?

For content on the Main Stage and the Japan Stage, once you click into the stage, then click to watch the session, you will see a TRANSLATE button in the box below the content screen. Select this, then select from the available language options in that space.

30. How do I rate my Festival experience?

We want to hear from you! <https://www.surveymonkey.com/r/6QZ2XXV>

31. What happens if somebody is not behaving appropriately within the Festival platform?

All participants are required to act as per professional principles, in accordance with both this Code of Conduct just as their individual employer's standards and TVS' standards administering a proper working environment and virtual participation conduct, and relevant laws.

32. What is the code of conduct for unacceptable behavior?

The UN SDG Action Campaign imposes a zero-tolerance policy towards harassment, including but not limited to: discrimination based on gender, gender identity and expression, sexual orientation, disability, physical appearance, body size, race, age, religion or any other status protected by laws in which the conference or program is being held, as well as the European law.

33. What is considered harassment in the code of conduct?

Harassment includes the utilization of oppressive, hostile, or debasing language, terrorizing, following, invasive photography or recording, inappropriate messages, sexual imagery and sexual advances or solicitation of sexual favors. Any report of harassment within will be tended to immediately. Attendees requested to stop any inappropriate conduct are required to cooperate right away. Any individual who witnesses or is exposed to unacceptable conduct has the obligation to report this to an event coordinator ASAP.

34. What is the code of conduct for exhibitors and speakers?

Exhibitors should not use sexualized images, activities, or other material in their booths and must refrain from the use of sexualized clothing, uniforms, costumes, or otherwise creating a sexualized environment. Speakers should not use sexual language, images, or any language or images that could constitute harassment as defined above in their talks. Speakers should also use inclusive language and are recommended to be conscious about inclusion, diversity and unintentional bias during the live broadcasts.

35. What is the code of conduct for participants?

Individuals who participate (or plan to participate) in UN SDG Action Campaign hosted events should conduct themselves at all times in a manner that comports with both the letter and spirit of this policy prohibiting harassment and abusive behavior, whether before, during, or after the event. This includes statements made in social media postings, on-line publications, text messages, and all other forms of electronic communication.

36. What are the consequences of any form of unacceptable behaviour?

If a participant engages in harassing/inappropriate behavior, the conference organizers are encouraged to take any action they deem appropriate depending on the circumstances, ranging from issuance of a warning to the offending individual to exclusion from the conference.

The UN SDG Action Campaign reserves the right to exclude any participant found to be engaging in harassing behavior from participating in any further UN SDG Action Campaign events.

If an attendee (or individual wishing to participate in a UN SDG Action Campaign event), through postings on social media, other online publications or another form of electronic communication, engages in behaviour that violates this policy, whether before, during or after a UN SDG Action Campaign event, UN SDG Action Campaign can and will take action, which could include imposing a temporary or permanent ban on an individual's participation in future UN SDG Action Campaign events.

37. What do I do if I witness or are subject to any unacceptable behaviour?

If you are being harassed or offended, become witness to someone else being harassed, or have any other concerns regarding harassment, please contact a member of staff immediately. A coordinator can be found at the event Help Desk at any time.