



# VideoFacilitator

Changing the world through co-creation

## VideoFacilitator handbook



**Service Partner for Europe,  
Middle East and Africa**

Handbook created by the Service Partner FUTOUR © 2020 (v.2.3)

For more information and technical support contact us on [www.futour.it](http://www.futour.it) and [info@futour.it](mailto:info@futour.it)

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# What is needed to participate in a facilitated virtual meeting with VideoFacilitator?

Welcome to your online meeting with VideoFacilitator!

This brief user handbook will provide you with essential technical information to get acquainted with the platform so that you can get the most out of it. With the VideoFacilitator Programme up to 90 people can work together and participants also have the possibility to move freely from the plenary room into parallel subgroups as if they were working together in real life!

It is recommended to connect from a silent room without background noise and use earphones to hear all the other participants. Before starting the online meeting it is important to check a few technical aspects.

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## Check of components and minimum system requirements

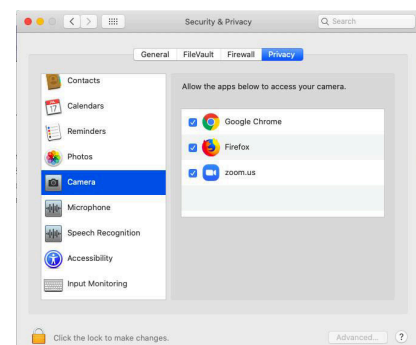
The following devices are necessary:

- Operating system: Windows or Mac (Please check the operating system).
- VideoFacilitator works **only** with following browsers: Chrome, Opera, Brave and other Chromium browsers.
- Internet access (preferably broadband). Optimal performance with 4Mbps upload speed and 4Mbps download speed.
- It is necessary to access from a PC: there is **no access** to the working spaces of VideoFacilitator if you use mobile devices, smartphones or tablets.
- Your browser needs to have access to an enabled microphone and to the webcam (see explanations in the following section *How to enable microphone and webcam*)
- Most computers have a built-in microphone and loudspeakers into your PC or USB headset but the audio quality is better if you use earphones with a microphone.

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## How to enable the microphone and webcam on a MAC

- Open “System and Privacy”
- Open the “Security and privacy” window
- Scroll down and select “Camera”
- Allow access to internet browsers
- Save the settings
- Note: the commands for the microphone settings are the same.

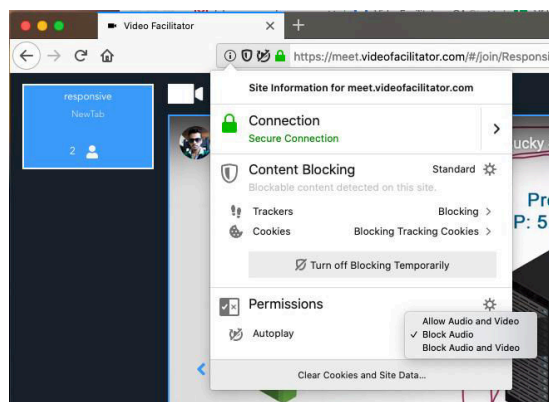


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## How to enable audio and video permissions on FireFox?

We recommend using Chrome for best experience with VideoFacilitator as FireFox may result in connectivity and stability issues. However if you need to use FireFox these are steps to follow:

- From the Firefox browser select the URL connection of the videoconference.
- Select the video button next to link/URL
- Enable access to video and audio
- Click on the video button in the video window.



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## How to participate

To connect to the virtual meeting use the following link:  
<https://meet.videofacilitator.com>.

On the startpage enter the **Room name** where the meeting is taking place as well as your **name** and **surname/last name** so that you can be identified by all participants. The *Room Name* will be sent to you by the Organiser of the meeting.

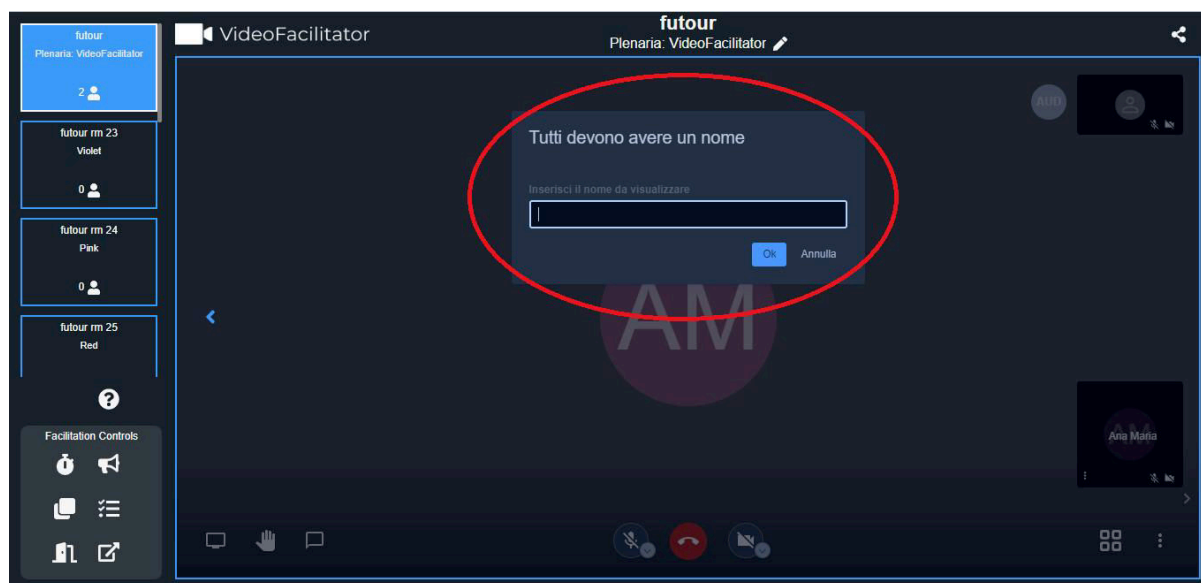
A screenshot of the VideoFacilitator startpage. At the top is a logo consisting of a smiley face and a video camera icon. Below the logo is the text 'VideoFacilitator' and 'Changing the world through co-creation'. There are two input fields: 'Room Name' with the placeholder text 'Enter room name' and 'Name' with the placeholder text 'Enter your name'. A green 'Join Room' button is located below the input fields.

It is recommended to connect 10 minutes before the meeting starts as the platform could be used by other participants before and after you meeting.

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## Interface and available functionalities

When you connect to the session for the first time you need to enter your name in the new window; by selecting “OK” you will immediately get permission to participate in the meeting.

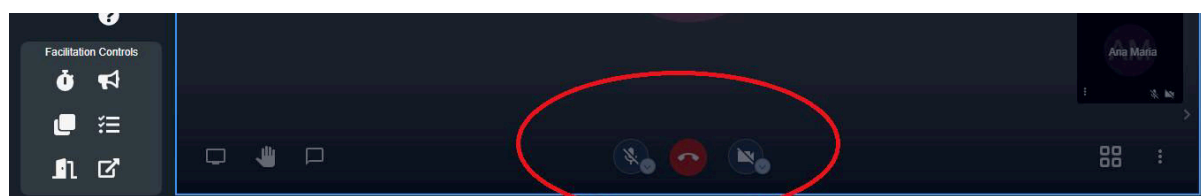


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## Control panel

### Enabling and disabling microphone and webcam

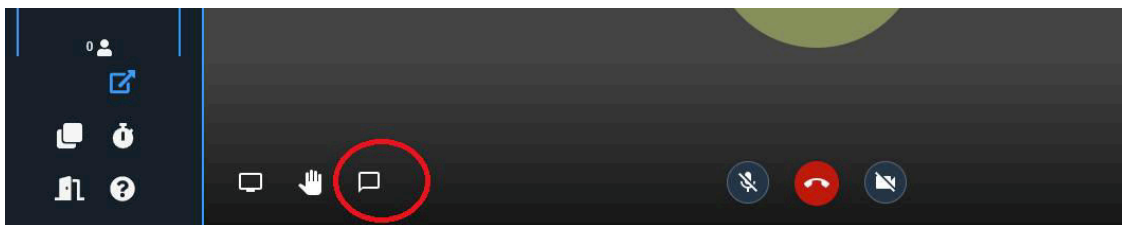
In the plenary and in all working rooms you will find the commands to enable and disable the microphone and the webcam at the bottom of the main screen.



It is recommended to **turn off the microphone during the meeting and to turn it on only when you intend to speak**. In any case it is recommended to turn always off the microphone and keep the space bar pushed for speaking and to release it so as to silence the microphone again. Also, ringtones of mobiles and other devices need to be switched off so as to hinder interference noise during the virtual meeting.

## Messages and chat

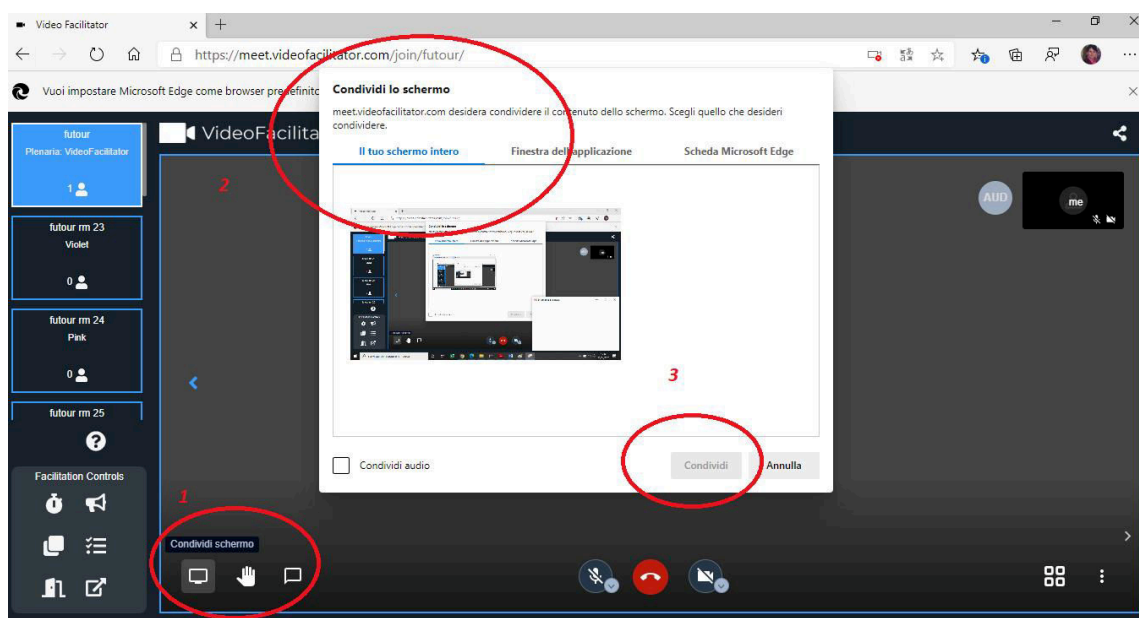
In the plenary and in all working rooms **it is possible to write messages** to the whole group or to a single participant. To do so select the **speech bubble** on the bottom of the screen.



## Screen-sharing

**It is possible to share one own's screen** to show something to other participants so that they can all look at what the facilitator or one of the participants is illustrating in real time. To do so select the commands in the following order:

1. Select "share your screen" in the left bottom corner of your screen (see number 1 in the picture below)
2. In the new window entitled "Share your screen" select "Your entire screen" (see number 2 in the picture below)
3. Select "Share" at the bottom of the same window (see number 3 of the picture below)



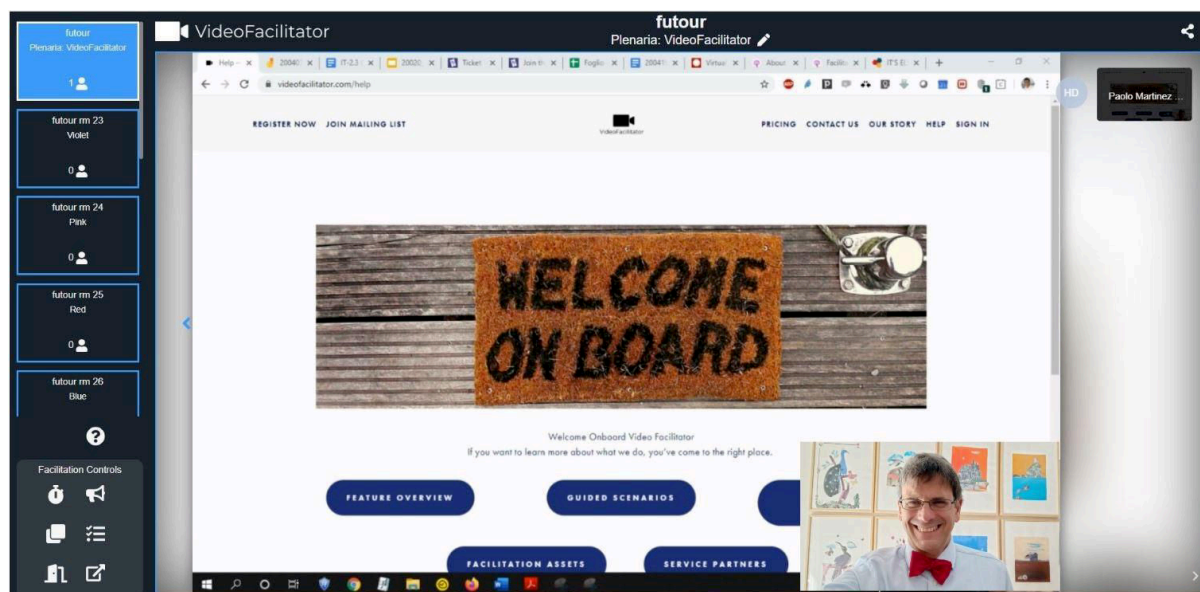
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## Sharing the screen with the live broadcast of the presenter

Once the screen is shared to make a presentation, the speaker can decide to have his video displayed in a rectangular box in the lower right part of the screen. Everyone will be able to both hear and see the speaker as she or he speaks.



To activate this additional function, once the screen is shared with the participants, the speaker must select the camera button by clicking on it (try it!).

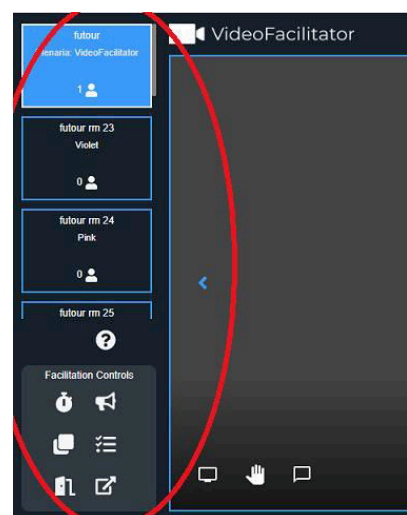


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## Left hand menu

### Active Room

On the left of the screen you will find a first window in a light blue color that represents the plenary room in which everyone arrives at the beginning of a meeting. Each work space in which you are during the meeting will have this blue color.



## Working groups

Under the box of the plenary room there are several “rooms” which are the virtual spaces where participants meet in working groups.

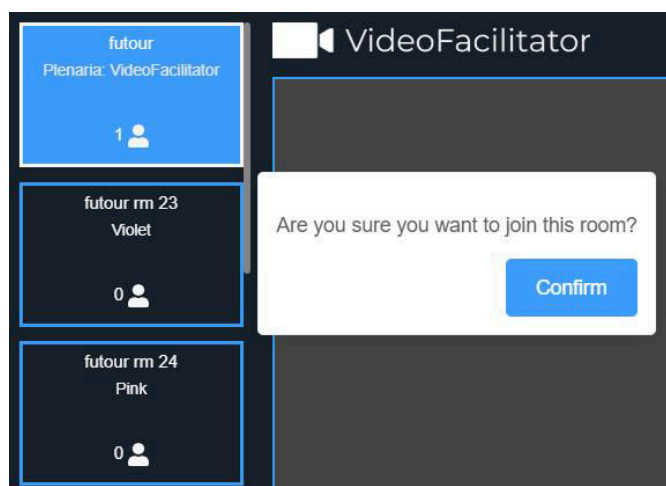
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### Moving to a working group

When the working group sessions start you need to move from the plenary room to one of the other **rooms**. To do so you need to position yourself on one of the rooms and left-click it with your mouse; confirm your choice in the new window.

A few seconds are required to access the new room.

Once you have entered into the new room you need to wait for the other participants to join before starting the activity.



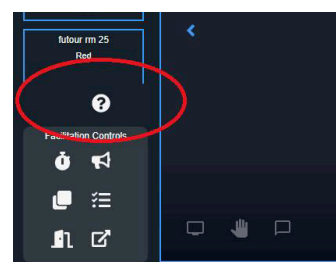
### Open a working document of the group

When it comes to working in groups (**if so scheduled for the group session and in each room**) every participant has the possibility **to open a file that will serve as group working document, by connecting to a specific link** (the link to the group working document is located in the left-hand corner of your virtual room). The file can be modified by each participant of the group and will be saved automatically).



### How to ask for help from your working group

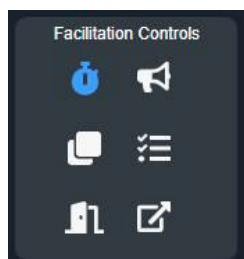
In case you need to ask an information or support from the facilitator when you are in a working space you can select the **button marked with a question mark**. It is just above the “Facilitation Controls”, on the bottom left corner.





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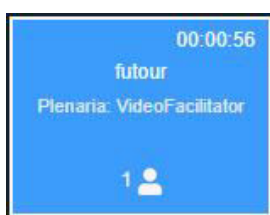
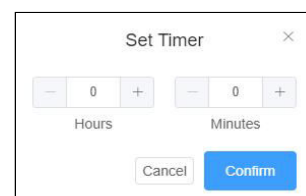
## The “Facilitator Controls” in the left corner



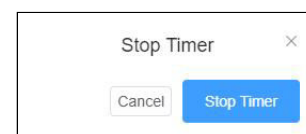
The six buttons in the “Facilitator Controls” box at the bottom left hand corner **are part of the control panel and are used exclusively by the facilitators** who organise the online meeting. Therefore only who is responsible for the design and management of the event can use these buttons.

Each button has a specific function. We briefly describe what each button and icon enables you to do:

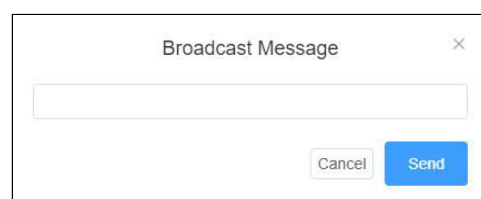
1. **Timer:** the **clock icon** is used to activate a countdown to remind participants how long an intervention or session can last in hours and minutes. The countdown can be activated in the the plenary and in any work group. To activate it just select and open the box and add the desired time (Set



Timer). When it is active, a countdown will appear at the top of the room frame and the seconds will begin to pass. To deactivate it from the plenary or a work space join again the specific space with the countdown, open the clock icon and press "Stop Timer".

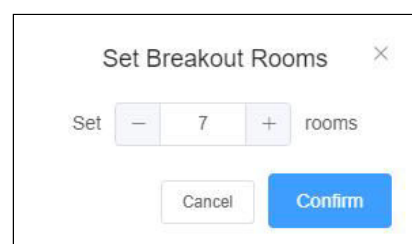


2. **Loudspeaker:** the loudspeaker icon allows you to broadcast announcements simultaneously in all the rooms and work spaces. For example, you may need to remind participants that “a new session is about to begin”, or that “only three minutes are left before returning to plenary”. To broadcast



a message and make an announcement you need to open the loudspeaker icon and a window will open with the "Broadcast Message" command and a box where to write the announcement you want to send. Each participant will see the same announcement on his VideoFacilitator window and can therefore act accordingly.

3. **Overlapping squares:** the icon with overlapping squares allows you to decide how many **breakout rooms** you want to create or delete. You can create all the work rooms you need. But if you want to delete the rooms created, be very careful: this is one of those buttons that does not allow you to go

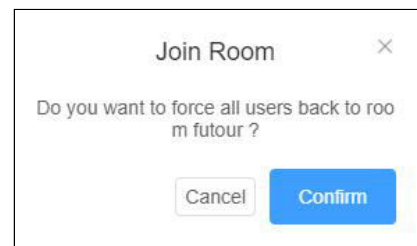


back on your steps. Check carefully which rooms you want to delete, especially if some rooms have been set up with particular links and workflows (see the connection icon below).

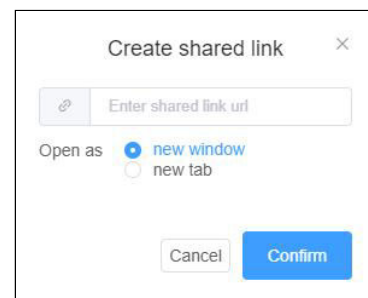
4. **Checklist:** the icon with the checklist allows you to **change room visibility**. You can decide which work spaces to display in the VirtualFacilitator left bar. As you select the checklist icon a list appears with all the rooms that have been created and allows you to decide which rooms to activate in the different phases of the program, based on the exercises you want to do. The configuration of the available rooms can also be done during a workshop.



5. **The open door:** the icon with the open door forces all participants to join again the plenary room. When you activate it participants receive a warning that in 30 seconds they will all be automatically “teletrasported” to the plenary room. This command should be used only when you see that participants are late with respect to the program and after at least two announcements with the loudspeaker.



6. **Square with the arrow pointing up:** the icon with the square with the arrow is used to create a shared link to an external document from the room in which you are currently in: presentation, a document, survey, etc. You can create a shared link that can be activated for each active room in the workshop or class. Activating the icon with the square and arrow opens a window that allows you to add the link. Before confirming the link you want to share from the room are in, you can also decide whether to open it as a new external window or inside your browser window. We suggest choosing the new tab but try both.



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## General tips to have fun and learn

- Be patient with technology! With some exercise and practice you can do wonderful things.
- The connection from where you work may not be excellent; in that case it is recommended to switch off the webcam.
- If you drop off log-in again by reloading the browser page.
- Follow the advices and suggestions of the facilitators with regard to time and tasks.
- Working online requires to be synthetic and the capacity to listen actively.  
Be concise when talking and listen attentively to what are others are saying.
- **Have fun and contribute with your ideas!**

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## How to organise a virtual facilitated meeting

If you need to redesign your face to face meeting into a digital one we are here to help you!

**FUTOUR** is the **service partners** of the **VideoFacilitator** platform for Europe, the Middle East and Africa. We have over 20 years of experience in facilitation and the **IAF Certified™ Professional Facilitator (CPF)**.

We can enhance your ability to facilitate virtual meetings by learning how to perform them in an effective and agile way. Book a free demo to learn the technical functionalities of **VideoFacilitator** and get our support in training, organising and facilitating your next online team meetings and workshops:



- Organise a tailor made training on how to be effective in planning, designing and facilitating a virtual meeting or workshop;
- Help you to design a face to face workshop or event that you had planned into an online and digital one (In Person On Line IPOL digital one).
- Mentor your team and facilitate directly your online meetings and workshops, if you want.

To book a free technical demo contact us on <https://calendly.com/futour/demo> or write directly to [info \[AT\] futour.it](mailto:info@futour.it).