

Dear Participant,

Thank you for your interest in this InfoPoint virtual event.

We have prepared some “golden rules” that will facilitate the interaction between speakers and participants and allow a smooth run of the event:

- 1) **We strongly recommend you download the free app on the device from which you intend to join the event** (you can see the various options [here](#) and download the app for computer or smartphone from [here](#)).
- 2) **Your mic will be muted when joining the call.** The sound quality of the conference is always better if participants mute their microphone, unless speaking.
- 3) **Avoid background noise.** If it is your turn to speak, please don't make noise by shuffling papers, eating, or typing loudly on your computer. Avoid also having the meeting in a room with background noise (ex. in a kitchen when the dishwasher is running). Mute your phone or put it in vibration. Please consider that, when speaking, any background noise will also be heard by the audience.
- 4) **Unmute your mic only when the moderator has invited you to speak.** The moderator can either identify a specific participant to speak or open the floor to all the audience. Please listen carefully, in order to identify when is the right moment to speak. **Be careful not to interrupt others when they're speaking.**
- 5) **If you wish to ask a question during the Q&A session, you can send a message in the public chat.** The message should include your credentials and your question. To send a message, click on the “chat” bubble at the bottom of the screen. You will be given the floor to directly pose the question to your selected speaker.
- 6) **Be respectful and patient.** Please respect the speakers and meeting organisers during the meeting. The success of online meetings depends on everyone's collaboration and flexibility!

Thank you for taking the time to read this document, and we hope that it has been helpful.

If you still have any doubt, please contact us at intpa-infopoint-conferences@ec.europa.eu. We will be glad to help you.

We very much look forward to our online event,

The International Partnerships InfoPoint team