



# Hybrid Events Request Form

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Before completing the Request Form, which you will find at the end of this document, please read carefully the different sections referring to hybrid sessions/meetings. This will allow you to better understand what is required of you as a meeting organizer and you should also find answers to any potential questions in the pages that follow. Hybrid meetings are events that combine physical in-room presence and online/remote participation.

By completing the form, you acknowledge having read all the information beforehand.



# Hybrid Events Request Form

## Table of contents

General procedure.....	3
Flowchart .....	4
Which platform should I ask for? .....	5
<b>In-platform Roles</b> .....	6
Roles in a Meeting .....	6
Roles in a Webinar .....	6
<b>Important information to know</b> .....	6
Chat .....	6
Reports .....	6
Polling .....	6
Webcasting .....	7
Streaming to Social Media.....	7
High-level events .....	7
Standard meetings.....	7
Meeting Links .....	7
Interpretation.....	7
Zoom accounts.....	8
WebEx accounts .....	8
Documents.....	8
Public/Private .....	8
Recommendations for Zoom meeting attendees .....	9
Requirements for remote participation .....	9
Third-party platform and streaming .....	9
<b>Videos</b> .....	9
How to share video messages.....	9
How to record video messages .....	9
<b>Documents to be shared</b> .....	10
Sharing documents on screen .....	10
<b>Recording</b> .....	12
<b>How to proceed on the day of the meeting?</b> .....	13
Technical Moderation .....	13
Interpreter’s message.....	14
<b>Before sending information to participants</b> .....	15
<b>Request Form</b> .....	16
Your briefing notes, questions, or special request: .....	17



# Hybrid Events Request Form

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## General procedure

Once the form has been duly completed, please forward it to your organization's established conference services focal point in line with your internal guidelines. Your focal point will send it to the Meetings Management Section [mms@un.org](mailto:mms@un.org) who will then follow-up as needed.

## Updates to the programme/plan

The organization's focal point will keep us posted on any updates to the conference servicing requirements, including those related to the platform. Please bear in mind that we can only accommodate changes up to 2 business days before the start of the meeting. Changes between 2 business days before the start of the event and 2 hours before the event will incur in additional costs.

## Sharing tokens with participants

As an alternative to having the meeting Secretariat send the token to participants by e-mail, you can encourage participants to register in Indico, set the respective flags and have Indico send the invitation with the token included. For more details and further assistance, please contact the Indico Support Team at [support.accreditation@un.org](mailto:support.accreditation@un.org)

## Requirements and equipment for remote participants

The following core requirements should be communicated to remote participants well in advance. Failure to adhere to these minimum standards may result in interpretation being suspended.

- Use a unidirectional, desktop microphone connected to your computer with a USB cable, such as a Razer Seiren Mini, a Røde NT-USB Mini or equivalent. Attach a separate set of headphones to avoid feedback loops.
- Avoid using the integrated microphone of your computer, wireless (Bluetooth) microphones or the kind of microphone designed for use with smartphones (Apple earpods etc.).
- Choose a quiet, well-lit location, ideally a small room where there is no echo or reverberation, with doors and windows closed, air conditioning and/or fans switched off and no people or pets in the room with you.
- Connect to the internet via an ethernet cable. If this is not possible, make sure the WiFi signal is excellent and stable.
- Mute your computer's loudspeakers and other electronic equipment in the room, including the notifications features on your phone, computer and/or tablet.

## Testing key speakers' connectivity and quality of sound

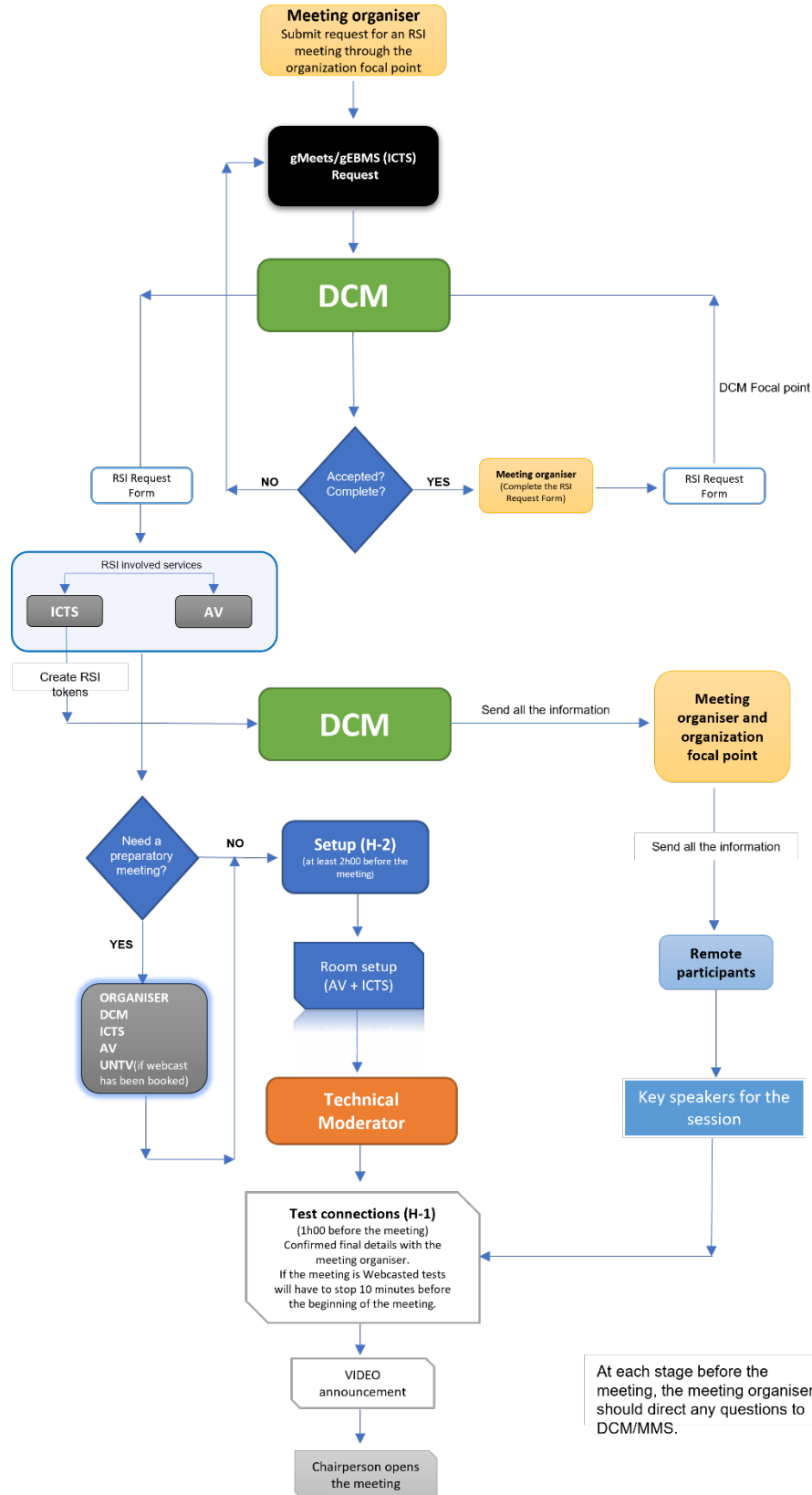
There will be an opportunity for all participants to test their connection, their equipment and the quality of their sound as the meeting will always be open one hour in advance of a virtual/hybrid session. **We strongly recommend that all key speakers, notably Chair(s) and panellists,** connect for this test before the start of the meeting to check their connectivity (connection to the platform, audio- & video settings, etc.).

Remote participants are strongly advised to download the Zoom desktop app and ensure it is up to date.



# Hybrid Events Request Form

## Flowchart





# Hybrid Events Request Form

## Which platform should I ask for?

Within the Zoom universe, Zoom Meetings and Zoom Webinars provide comparable features. We also host events in WebEx. There are some differences when deciding which best suits your needs. Below you will find a basic comparison chart.

Features	Zoom Meeting	Zoom Webinar	WebEx Webinar
<b>Participant limit</b>	<500>	<500>=3000	10'000
<b>Content sharing</b>	All participants	Host, Co-host, and Panellists Only	Host, Co-host, and Panellists Only
<b>Audio &amp; video</b>	All Participants	Host, Co-host, and Panellists Only	Host, Co-host, and Panellists Only
<b>Interpretation Chat</b>	YES	YES	NO
<b>Chat</b>	Host to All Participants and Participant to Participant privately and publicly. (Hosts have the ability to disable public and private Chat.)	Hosts, Co-hosts, Panellists, and Participants can chat publicly. (Hosts have the ability to disable chat completely for participants.)	You are able to send a message to everyone, just the host, just the presenter, to all attendees, or to one particular person.
<b>Polling</b>	Available	Available	Available
<b>Breakout Rooms</b>	Available	Not Available	--
<b>Q&amp;A</b> <i>Will be run by a team member from the meeting organizer</i>	Not Available	Available	These questions can be directed towards the host and all panellists or one panellist in particular. These questions can also be answered privately if the host or panellists chooses to do so.
<b>Livestream</b>	Available with some restrictions	Available with some restrictions	Available
<b>Survey</b>	Not Available	Available for attendees only	--
<b>Recording</b> <i>Local recording only, supported by the Secretariat</i>	Available	Available	Available, included in the service, stored in the cloud for 90-days.
<b>Whiteboard</b>	--	--	Available
<b>Slido</b>	--	--	Available



# Hybrid Events Request Form

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## In-platform Roles

### Roles in a Meeting

There are multiple roles available for a meeting: host, co-host and participant. The role that participants, including co-hosts, have in a meeting is defined by the host.

- **Host:** The user that scheduled the meeting. They have full access to all control functions to manage the meeting. There can only be one host of a meeting.
- **Co-hosts:** Shares most of the functions that hosts have, allowing the co-host to manage the administrative side of the meeting, such as managing attendees. The host must assign a co-host during the meeting. Co-hosts cannot start a meeting.
- **Participant/Attendee:** By default, any participant in a meeting can share their video, screen, and audio, but the host and the co-host can remove these permissions during a meeting. When you join a Zoom meeting hosted by another user you are considered a participant, unless the original host designates you as a co-host or transfers host authority to you. The user who scheduled the meeting will have host functions.

### Roles in a Webinar

There are multiple roles available for a webinar: host, co-host, panellist, and attendee. These roles will be defined by the host.

- The **host** of the webinar is the user who scheduled the webinar. They have full permissions to manage the webinar, panellists and attendees. There can only be one host of a webinar. The host can stop and start the webinar, mute panellists, stop panellists' videos, remove attendees from the webinar, etc.
- **Co-hosts** share many of the functions that hosts have, allowing the co-host to manage the administrative side of the webinar, such as managing attendees or starting/stopping the recording. Co-host are assigned by the host. Co-hosts cannot start a webinar.
- **Panellists** are full participants in a webinar. They can view videos, screen share, annotate, etc. Panellist permissions must be assigned by the webinar host. The host can also disable some features for panellists, including starting video, sharing your screen, and recording.
- **Attendees** are view-only participants. Their view of the webinar is controlled by the host. They can interact with the host and the panellists through the Q&A and the chat.

## Important information to know

### Chat

Can be saved locally by the Secretariat. We suggest someone from the Secretariat save the log of the chat before the host closes the Zoom meeting for that day.

### Reports

The list of participants and the times at which speakers took the floor can be provided, upon request, and once the Zoom meeting is closed (this cannot be provided during the meeting).

### Polling

Questions and structure of any polls (if requested) need to be delivered to ICTS at least **five days** before the start of the event, in Word format.



# Hybrid Events Request Form

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## Webcasting

UN Human Rights Council and UN Human Rights Treaty Body meetings are webcast on the global UN Web TV platform, [webtv.un.org](http://webtv.un.org), by UNTV Geneva. Other meetings organized or co-sponsored by UN entities can also be webcast on UN Web TV, upon request. Specific fees for webcasting apply. Webcast requests should be signalled at the moment of the room booking to Meetings Management Service (MMS), and sent to [untvgeneva@un.org](mailto:untvgeneva@un.org). [untvgeneva@un.org](mailto:untvgeneva@un.org)

## Streaming to Social Media

The meeting organizer must already own and manage the social media platforms being asked to stream to and they will need to provide the relevant information (streaming keys and URLs for YouTube up to 2 business days in advance or connect to enter their credentials for Facebook Live 1 hour before the start of the event).

## High-level events

For high-level events involving special set-ups, a preparation session between the organizer, DCM, IT and AV (via TEAMS) well in advance of the event is highly advisable. Furthermore, we strongly recommend carrying out a 'dry-run' of the high-level event upon agreement with DCM/MMS.

## Standard meetings

No preparatory meeting or dry-run session is necessary. If the organiser arrives one hour in advance of the meeting, that will give sufficient time to clarify any remaining details.

## Meeting Links

It is advisable to have one token for the full duration of your session to simplify things for everyone involved. Note that if you have 2 meetings in the same day and you want to use 2 different tokens, the AV and IT team will need at least 30 minutes technical break between the meetings to set up and test the room again. Note also that if you have participants connected with the first token and they will also participate in the next meeting for which you have requested a separate token, they will need to log out from the first meeting and log into the second one anew, adding to the time it will take to switch between meetings

Once the format of the meeting is defined, **ICTS will create the tokens** the week before the meeting (normally Thursday evening), which will then be sent to the organizer via DCM.

Please note the following:

1. In-person participants don't need to be connected to Zoom (though they can if they want to follow the chat for example). If those present in the room, including the Chair and any members of the Secretariat, want to take the floor, they must use the regular microphones in the conference room, which will automatically trigger the use of the in-room camera.
2. If in the room, the Chair will need to monitor Zoom or rely on the Secretariat to advise them if a remote participant is requesting the floor.
3. If remote, the Chair will need to be informed by the Secretariat if someone in the room is requesting the floor.
4. If the Chair is remote, a co-chair should be designated in case the connection with the Chair is lost.

## Interpretation

Note that for all our hybrid meetings with interpretation, the interpreters are working on-site from interpretation booths in the room using standard professional interpretation consoles. They are never connected as remote



# Hybrid Events Request Form

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interpreters. It is not technically possible to mix on-site and remote interpretation concurrently. Remote interpretation is only available for fully virtual meetings.

## Zoom accounts

If you are invited to join a meeting on Zoom, you can join as a participant without creating an account. However, if access has been restricted using authentication profiles, a Zoom account is required to access the meeting. Authentication profiles allow hosts to restrict meeting participants and webinar attendees to signed-in users only, and further to users with Zoom accounts whose email addresses match a certain domain. Participants can sign up for a free Zoom account at [Zoom.us/signup](https://zoom.us/signup).

## WebEx accounts

If you are invited to join a meeting on WebEx that allows guests, you can join as an attendee without creating an account. However, if access has been restricted to authenticated users, a WebEx account is required to access the meeting. To create a WebEx account, go to: <https://www.webex.com/>

## Documents

Documents that need to be shared with conference servicing staff, incl. interpreters, should be sent to [speeches@un.org](mailto:speeches@un.org).

The session script (scenario) can be sent to [unog-rsi-moderation@un.org](mailto:unog-rsi-moderation@un.org), copying [audiovisualservices@un.org](mailto:audiovisualservices@un.org), at least one working day prior to the planned date of the meeting.

1. For hybrid meetings, **any videos and documents** to be shared are the sole responsibility of the Secretariats. The technical moderators, UNOG RSI Moderation and the Audiovisual Services do not need to receive a copy.
2. To facilitate the work of our technical moderators, please provide a copy of **the session script (scenario)** no later than half an hour before the start of the meeting. If it is an in-person meeting, they don't need to receive a copy by email before the meeting: a hard copy is enough. Due to scheduling constraints, we cannot give you advance notice of which moderators will be assigned to your session.
3. For private meetings, our technical moderators must be in possession of **the list of participants**. The moderators will double-check against that list before allowing people into the meeting room. Participants who have not properly identified themselves will not be allowed to join the meeting. They will stay in the waiting room until Secretariat's approval has been received. To that end, a member of the Secretariat will need to be sat close to the technical moderator or to liaise with him/her via the Zoom private chat. A participant who has been admitted inadvertently can, at any time, be moved back into the waiting room or removed altogether. Only the technical moderators can do this.

## Public/Private

Note that if a meeting is **public**, all outgoing feeds are made available in real time: at the Palais des Nations through the internal network (audio only), and externally through <https://listen-live.unog.ch/en/> (audio only) as well as UN Web TV - [webtv.un.org](http://webtv.un.org) (audio and video), only if webcasting has been booked.

For **private** meetings all outgoing feeds will be blocked.

The organizer decides if the meeting and/or the session will be public or private. The private or public configuration is set by the AV team and has no connection with the token of a Zoom meeting or webinar.





# Hybrid Events Request Form

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If you want to change from public to private during a meeting, the AV team will need a confirmation from DCM/MMS. Note that if you have requested the digital audio recording and if you want to switch from public to private or vice-versa, the AV Team will need a 15-minute technical break. If at the same time you want to change the Zoom token, the AV and IT team will need at least a 30-minute technical break.

## Recommendations for Zoom meeting attendees

Please refer to the attached document "UNOG-recommendations for Zoom Attendees"

## Requirements for remote participation

Please refer to the attached document "Requirements for remote interpretation".

## Third-party platform and streaming

The UNOG RSI Team does not integrate RSI sessions into any other third-party platform. We only provide the audio/video feed.

## Videos

### How to share video messages

For hybrid meetings, in order to have the best image and audio quality, the videos will be shared from a dedicated laptop in the room.

- Videos should be provided by the organizing Secretariat on a USB memory-stick to the technician in the room one hour (at least 30 minutes) before the meeting starts. The technician will then provide instructions about using the technical equipment. The meeting organiser must follow the recommendations of the technicians or technical moderators on how and when to launch the videos, in the interest of the smooth running of their meeting.
- Someone from the Secretariat must be in the room during the meeting to launch the video.

If these conditions are not met, it will not be possible to broadcast the video, and the progress of the conference may be disrupted.

### How to record video messages

To be most effective, video messages need good sound and visuals. Please adhere to the guidance below for optimal results:

- Make sure you are visible in the frame from at least the shoulders up. Your facial expressions will look better during broadcasting and will also facilitate interpretation.
- Please speak at a moderate pace (100 to a maximum of 120 words per minute).
- If the meeting is broadcast, it is essential to have good quality video. The resolution should be 1920 x 1080 interlaced, frequency 50Hz, and aspect ratio 16:9.
- Ideally use a video camera, if available. If you do not have access to a video camera or other high-quality audio-visual equipment, use a desktop or laptop computer with an external unidirectional microphone to record your message, not a tablet or smartphone. Videos taken on tablets or smartphones will not provide adequate sound or image.



# Hybrid Events Request Form

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- Do not record directly onto the platform. Videos recorded on the meeting platform will be of poor quality and may be unintelligible for participants and interpreters.
- Use a USB-connected unidirectional desktop microphone, such as a Razer Seiren Mini, a Røde NT-USB Mini or equivalent. The best microphones are unidirectional microphones because they pick up the sound coming directly from in front of them and are less sensitive to the sound coming from the sides or the back – a pattern known as cardioid.
- Avoid using the integrated microphone of your computer or your camera.
- Choose a quiet, well-lit location, ideally a small room where there is no echo or reverberation, with doors and windows closed, air conditioning and/or fans switched off and no people or pets in the room with you.
- Before starting, silence your computer's loudspeakers and other electronic equipment in the room, including the notifications features on your phone, computer and/or tablet. Notification sounds will distract listeners from your message.
- Adequate lighting is important and makes a big difference in the final product. Ideally use natural light sources and avoid backlighting.
- After recording, please review your message to check the audio and video quality. If the sound and/or visuals are not clear, please re-record it. Messages with poor audio quality may be unintelligible for participants and interpreters.
- Send the written statement to [speeches@un.org](mailto:speeches@un.org).
- Do not accelerate the recording or edit it to cut out pauses as this will render your message unintelligible.
- Label the video clearly with the title, date and time of the meeting at which it is to be shown, together with the name of the delegation/participant.
- Use MP4 format or any format readable by VLC or Media Player

## Documents to be shared

Sharing documents during the meeting is the responsibility of the Secretariat. For hybrid meetings with the Secretariat in the room, [unog-rsi-moderation@un.org](mailto:unog-rsi-moderation@un.org) and [audiovisualservices@un.org](mailto:audiovisualservices@un.org) do not need to have copies of the documents; a copy needs to be sent to [speeches@un.org](mailto:speeches@un.org) only.

## Sharing documents on screen

All documents to be projected onto the screen during your meeting (PowerPoint presentations, PDF documents, Word, etc...) must be shared via the platform. The presenter must be connected to the Zoom session (via the application downloaded onto the computer) even if they are in the room.

Once the setting "Share Documents" is active, all connected participants will be able to make use of it. Irrespective of whether it is a document shared by a participant or by a member of the Secretariat, the person sharing must be connected to the platform, even if they are in the room.

If they are in the room, they should use their laptop solely to share documents – and it is imperative that they mute the microphone and the loudspeakers of said laptop. Any time they take the floor, they must use the microphone in the room and not attempt to intervene via the laptop. Please note that when you turn on the microphone in the room, the camera will automatically focus on you.



# Hybrid Events Request Form

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Where a remote participant intends to share a document, we recommend that the Secretariat have a copy as a backup in case of technical or connection difficulties.

It is highly advisable for all participants who intend to share a document connect one hour before the meeting, so that the technical moderators can explain the process and answer any questions Secretariat. It is strongly recommended that if members of the Secretariat intend to share any documents, they do so from the room.



# Hybrid Events Request Form

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## Recording

Kindly note the following:

- We can offer the option of having audio recordings in all languages of your session or meeting. The audio recording is done via the AV system in the conference room and is provided in digital format. Please note that if provision for recordings is not part of your existing budget entitlement, you will need to raise a separate request against a PBI or on a reimbursable basis.
- Recording the meeting in Zoom is the responsibility of the Secretariat and is done locally in the laptop of the person designated to record. The technical moderator must know in advance of the meeting the name of the person responsible for the recording, in order to give him/her the recording rights.
- We cannot guarantee that the recordings in Zoom will be complete/uncorrupted.
- UNOG is currently not obliged to provide such recordings, and hence the assistance or even provision thereof needs to be looked at in due time on a case-by-case basis. UNOG is not currently obliged to provide Zoom recordings. The AV Team may consider requests for assistance with Zoom recordings on a case-by-case basis if given sufficient advance notice.

## Important

Information for meetings with interpretation:

While Zoom recordings contain both video and audio, please note that you can only record one audio channel (the one that the person recording is listening to). Should you wish to record more than one channel (choosing from among the available interpreted languages plus the floor), you would need one dedicated person with a separate laptop per channel. 20GB of disk space per machine is recommended.

## Disclaimer:

- In principle, recordings via an RSI platform are to be considered as non-official recordings and given their technical nature successful results cannot be guaranteed. Also, please bear in mind that no private meetings should be recorded via such a platform as confidentiality cannot be guaranteed

(1) Please note that Zoom recordings are not considered official. (2) We cannot guarantee that the recordings will be complete/uncorrupted, noting that this is a third-party application (Zoom) and third-party service (recording via Zoom). (3) We decline all responsibility on what the user who records the meeting does with the recording file afterwards noting that there might be copyrighted material in it. (4) The user who records the meeting must be authorized by the requesting office to record the meeting and must know the nature of the meeting (private/public) and if the recording can be further distributed and to whom.

## Warning:

In light of the considerations above, the user who records the meeting must be cautious if uploading the recording file to the cloud or to a streaming service, or if they want to process it or modify it in a video editing software.



# Hybrid Events Request Form

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## How to proceed on the day of the meeting?

On the day of your meeting, the AV and IT departments carry out configuration and other tests at least two hours before the start of said meetings and certify that all parameters have been configured and tested.

## Technical Moderation

One hour before the start of every meeting scheduled during your session, UNOG technical moderators will be in the conference room at the disposal of the Secretariat to arrange any final details. The technical moderators will also proceed with the tests of remote participants to verify their connection and audio quality, and to assist them with any question relating to the use of the platform.

### These are the tasks that the technical moderators are responsible for:

1. The Zoom session is launched with the following standard settings (unless special requests have been made and accepted beforehand):
  - a. Enable waiting room
  - b. Enable share screen
  - c. Enable the chat
  - d. Enable the 'rename' function
  - e. Enable the 'start video' function
  - f. **Disable** the possibility for participants to unmute themselves. This is particularly crucial in meetings with interpretation, where there must never be more than one microphone on at a time.
2. During the meeting no remote participants will be able to take the floor directly – i.e they cannot simply turn on their microphones themselves and start speaking. Rather, in order to take the floor they need to:
  - a) Click on the 'Raise Hand' function
  - b) Wait for the chairperson's approval
  - c) The technical moderator will unmute the speaker's microphone
  - d) The speaker can then take the floor
  - e) The technical moderator will mute the microphone should the Chair so request, or should the Chair interrupt the delegate
  - f) The technical moderator will mute the speaker's microphone at the end of their intervention
  - g) When the Chair calls upon a remote participant, he must click on the 'Raise Hand' function
  - h) In-person participants should follow standard procedure for requesting the floor
3. Note that for hybrid RSI sessions with interpretation, where some participants are in the room, the presence of 2 technical moderators to operate the Zoom platform, plus one sound operator in the technical booth is mandatory
4. For information about sharing documents, playing videos and recording the Zoom session, please refer to the relevant chapters above
5. The 'waiting room' function is always activated, even for public meetings. Participants will be accepted and allowed to enter the meeting from the waiting room no earlier than one hour before the meeting starts. If they are not identified correctly (using the format: Country Name or Organization / First name / Last name) the technical moderator will send a message in the waiting room to invite the participant to rename themselves correctly



# Hybrid Events Request Form

---

6. To avoid any confusion with regard to roles and responsibilities, and to avoid any technical interruptions or problems, only the two technical moderators have co-host rights
7. When you are ready to start the meeting, and just before the Chair opens the meeting, a brief announcement video concerning the requirements for remote participation will be screened
8. The screen in the room as well as the screens on the delegates' consoles (if the room is so equipped) are configured with the *active speaker view* - i.e. the person currently speaking appears in the main window), irrespective of whether speaking from the room or remotely
9. Whenever a document is shared, it will have the priority view and will appear in the main window with a view of the speaker in a smaller window

## Interpreter's message

*This message should be read out by the Chair at the start of the session*

'Your attention is drawn to the fact that poor quality audio is having an increasing and serious impact on the health of interpreters. In order to ensure appropriate sound quality for the benefit of us all, proper equipment and connection must be used. Details are available from the Secretariat, but the minimum requirements for remote participants are a USB-connected, unidirectional, desktop microphone, a separate set of headphones, a strong and stable internet connection and a quiet location. Remote participants who feel they may have difficulty in meeting these requirements are requested to contact the meeting moderators and the Secretariat. Please be advised that where sound quality poses a risk to the interpreters' health and hearing they may suspend service. Participants are further reminded that, in order to allow for full and accurate interpretation of their statements, they should speak at a reasonable pace.'



# Hybrid Events Request Form

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## Before sending information to participants

When sending information about the session/meeting to remote participants, please make them aware of the **HIGH importance of respecting the requirements for remote participation**. Don't forget to attach the following two files to your email:

1. Requirements for remote participation
2. UNOG - Recommendations for Zoom Meeting Attendees

You should also send the following two website links containing information on best practices and a series of video tutorials (also available in French):

[Best practices for remote meetings with interpretation | UN GENEVA](#)

[Video guidance on remote simultaneous interpretation | UN GENEVA](#)



# Hybrid Events Request Form

## Request Form

Save before a copy locally and send to your focal point

General information			
Request Nr.(gMeets/gEBMS)		Platform	
Session (Start date)		Virtual / Hybrid meeting	
Session (End date)		Format	
Meeting (Start time)		Conference Room	
Meeting (End time)		No. Participants in the room	
Organizational Department		No. Participants on remote	
Requester Name (First and last)		Interpretation languages	Arabic Chinese English French Russian Spanish
Email Address		Platform reports Y/N	
		Technical Moderation	

Your specific needs and requests		Other specific information's we need to know	
Captioning		Public / private	
SLI (Sign language interpretation)		Digital audio recording	
UNTV Webcasting (For events organized by UN entities only)		Sound amplification (required for hybrid with interpretation)	
Time speaking		Chairperson	
Videos to share		Secretariat	
Presentations to share		How many tokens ?	
Recording in Zoom		Streaming	

Other Zoom Features		
Polls	Chat	Q&A (available only with webinar)
Enable?	Enable?	Enable?
If yes how many?	Restrictions?	Allow anonymous posting?
How many questions?	Save chat?	Q&A report?

Your briefing notes, questions, or special request on next page





# Hybrid Events Request Form

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Your briefing notes, questions, or special request:

Your briefing notes, questions or special request not mentioned above.