

Financial Inclusion Week 2024 Technical Instructions for Speakers & Session Organizers

Thank you for participating in Financial Inclusion Week 2024 (FIW)! We are excited to host your session at this year's event.

As a fully virtual event, FIW will take place on Swapcard, an event platform where participants can watch all live and on-demand sessions, chat and network with other attendees, and engage in the topics of FIW. Registration to attend FIW on Swapcard is free.

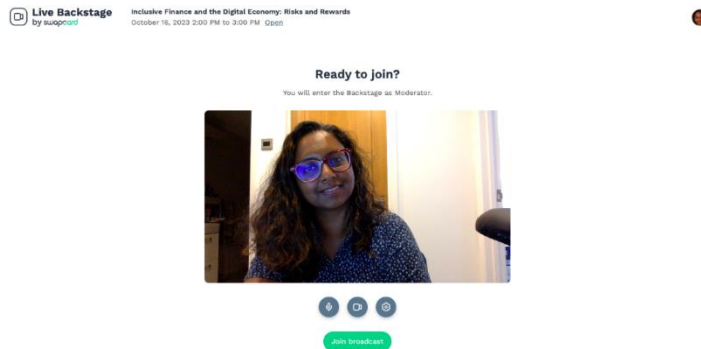
Swapcard has native streaming which makes live streaming sessions straightforward for both the speakers and the audience.

Below are instructions, expectations, and best practices for speaking on Swapcard.

SPEAKING AT YOUR SESSION ON SWAPCARD

1. Before FIW, you will receive a calendar invite from Center@accion.org with a Swapcard link.
 - a. This invite will be scheduled for 15 minutes before your session's scheduled time (e.g., if your live FIW session is scheduled for 1-2pm UTC, your invite will be scheduled from 12:45-2pm UTC).
 - b. The Swapcard link is unique to your session and is only for the speakers to join the backstage production room. This link should not be shared with any attendees. To view your session, attendees should login to Swapcard and find your session in the Live Agenda tab.
2. We ask that you join the link 15 minutes before the scheduled time of your session so that we can ensure everyone's audio, video, and any shared screens/presentations/video files are working correctly.

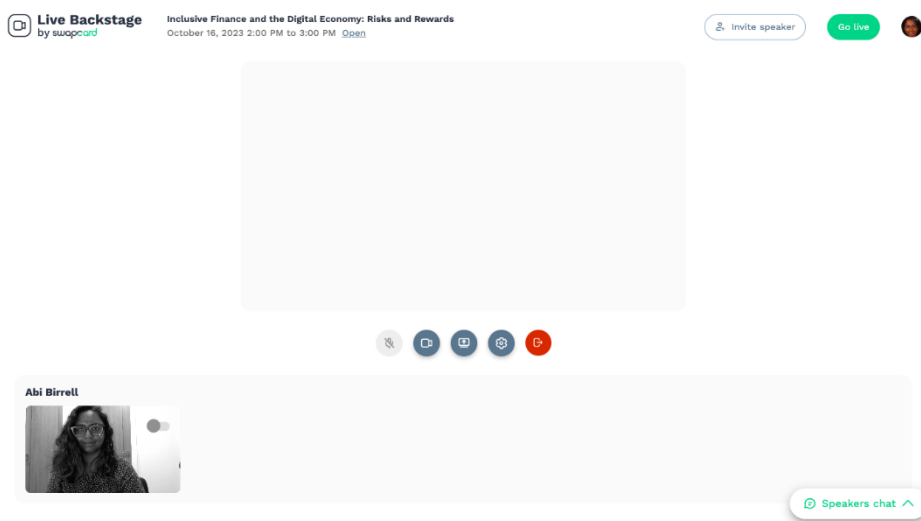
3. Check your audio/video



If the mic and camera do not have a red strike through them, you are good to go! **Join Broadcast!**

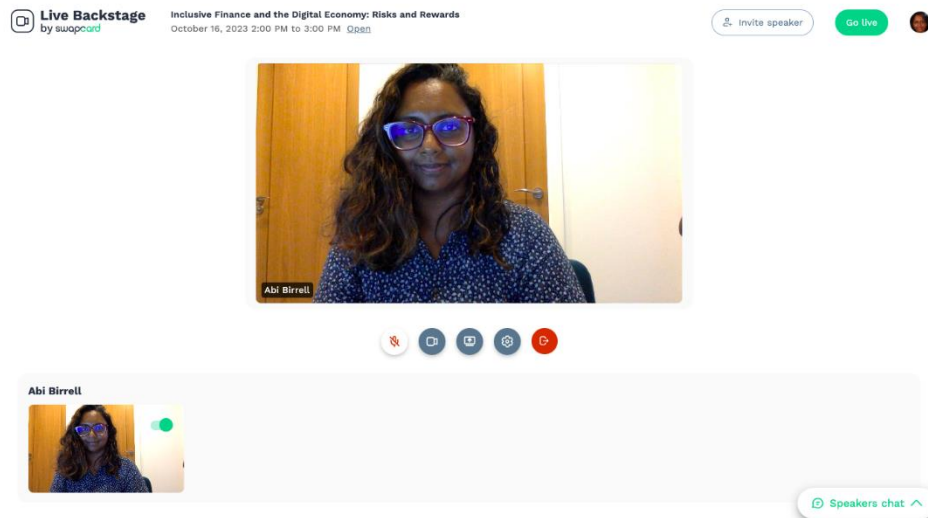
If you are having issues:

- a. [Troubleshooting audio issues](#)
 - b. Other things to try: Make sure your web browser is the most up to date version of Google Chrome or Mozilla Firefox. If you are using the mobile app: Android requires Android 5.0 and up; iOS requires iOS 13.0 or later to install and run the Swapcard app; macOS requires macOS 11.0 or later and a Mac with Apple M1 chip.
4. When you enter the backstage area, you will appear in black and white in the bottom left corner. Turn the toggle on in the upper right of your black and white image.



5. At this point, you will appear in color in the bottom left corner, as well as in the middle of the screen. A CFI member will also be backstage to welcome you, help you set up for the call, and answer any questions.

N.B. for session coordinators: Unlike in year's past, only speakers can join the backstage area so please ensure that you are registered to FIW and then join your session as an audience member.



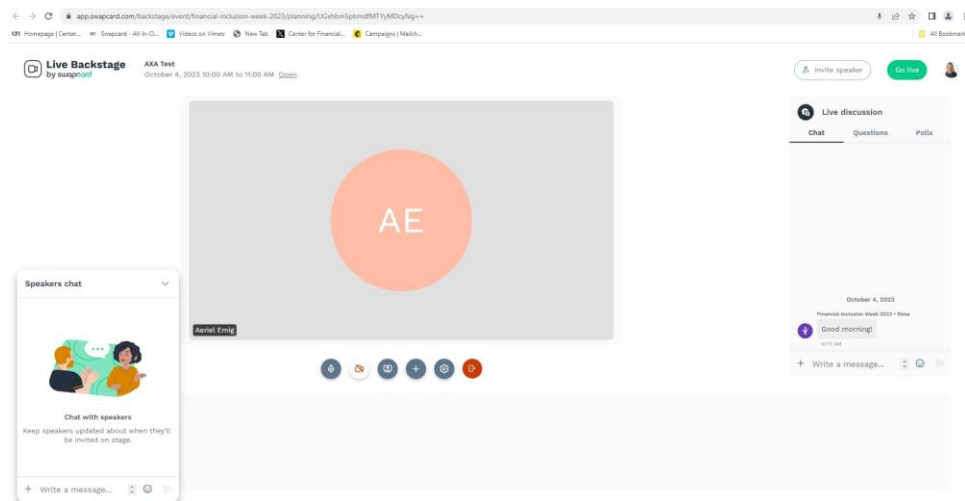
6. During the 15 minutes leading up to your live streaming session, we will test the following:
 - a. Ensure all speakers' audio and video settings work.
 - b. Confirm that the person monitoring the Swapcard live discussion chat is comfortable and ready to copy/paste questions from the session page to the moderator/speakers.
 - c. Test and confirm that anyone planning to share their screen is ready to do so and that the screenshare works. (You may see a pop up asking you to enable screen recording – please accept otherwise you won't be able to screenshare).
 - d. If you are planning to play a video, please test and make sure to share your computer sound when you share their screen.

N.B. Please note that **backgrounds cannot be blurred and there is no option for a virtual background**. Please ensure you are lit from the front (ideally with natural light or a bright lamp) and not from behind. Please also make sure you take up two-thirds of the screen and directly face the camera.

7. If you are not speaking at the start of the session, please mute your microphone.
8. When it is time for your session to go live, the CFI member will start the live streaming.

N.B. Note that there is a slight lag from what you say to what the audience hears. Keep this in mind if asking audience members to enter questions or complete a poll.

9. The audience will view your session and chat/ask questions on the Swapcard platform. Audience members will not be able to unmute themselves – they will only be able to communicate via the chat on Swapcard. **Questions from the audience pull through to the backstage in a box on the right-hand side of the screen called “live discussion”.** **This means there is no need for session coordinators to pass questions from the audience to the speaker, via alternative channels. There is also another “Speaker chat” box which will allow speakers to chat amongst themselves, during the live session, without the audience being able to see. This will be helpful for things like timekeeping.**

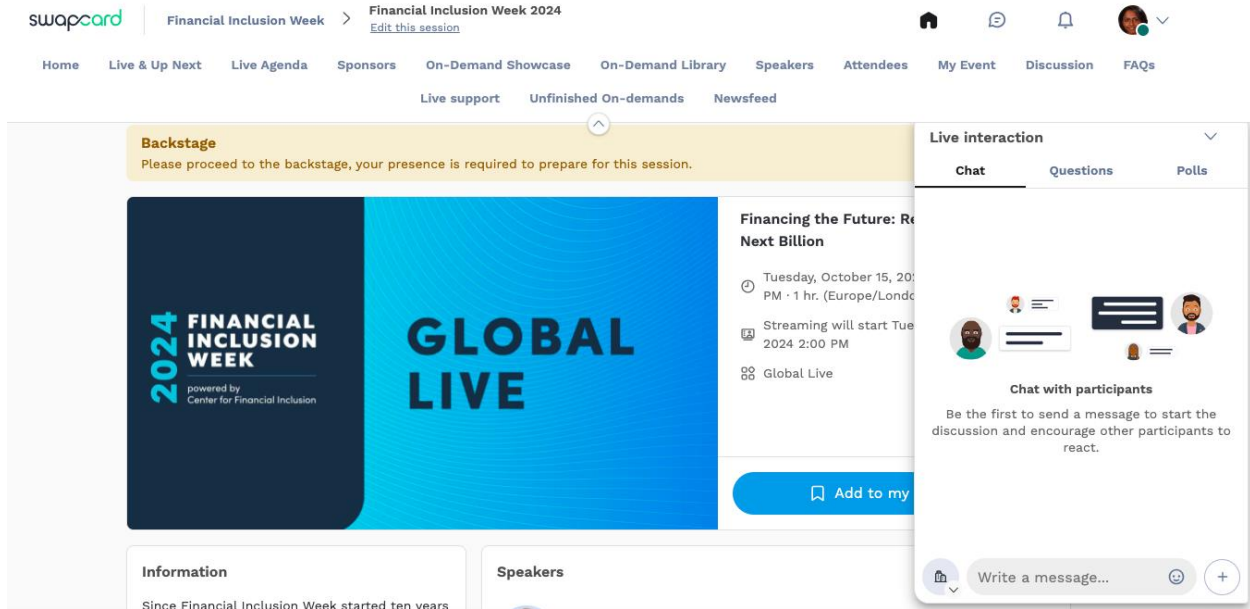


10. The CFI team member will help guide your timing by providing occasional time updates in the speaker chat. We ask that you be very diligent in keeping time and stick to the time slot allotted for your session. Please note that the live stream on Swapcard will end immediately when your session ends (at the top of the hour or the half hour) whether you have finished your closing remarks or not.

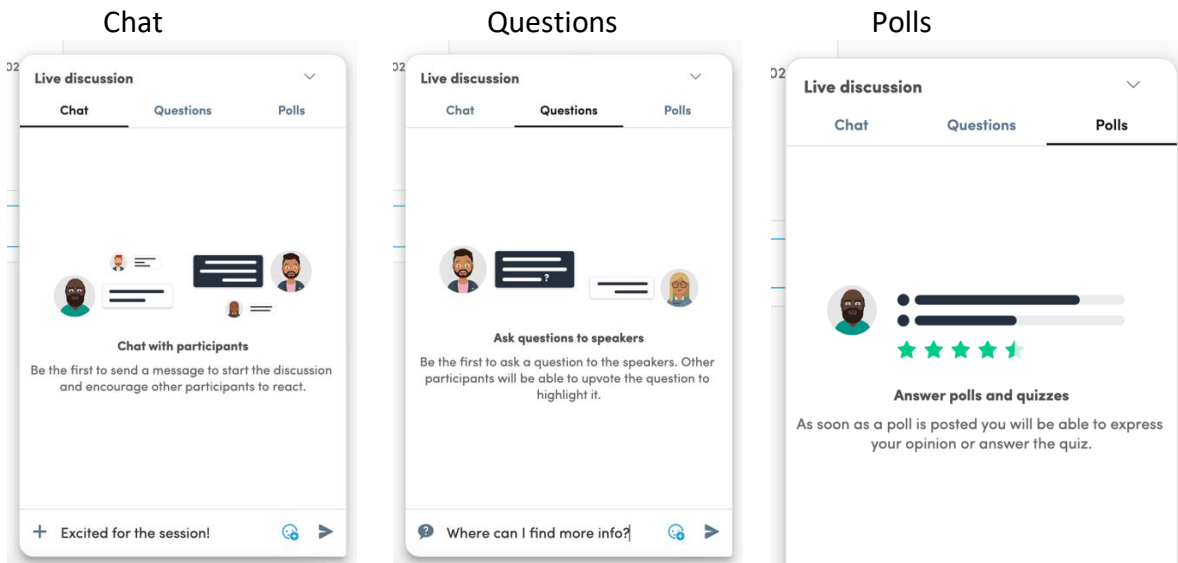
SWAPCARD EXPECTATIONS

The FIW audience will watch and engage with your session on the Swapcard platform. Your session page on Swapcard will look like screenshot below. While the session streams, the audience can engage with each other and ask questions for the speakers using the Live Discussion pop up on the bottom right. The Live Discussion popup will have three tabs: Chat, Questions, and Polls. There will also be an additional Survey tab used for us to collect feedback on each session.

Attendees will have the option to make the session full screen and/or minimize the Live Discussion popup.



If you plan to do a poll, please let Abi (abibirrell.cfi@gmail.com) know so that CFI can set them up for you in advance of your session.



A FINAL NOTE ON RECORDING YOUR SESSION

Most importantly, have fun and enjoy the conversation with your fellow speakers! Sessions are most engaging when the speakers are animated and excited about their topic and enjoying the dialogue with their colleagues. We look forward to your session at FIW!

Please do not hesitate to reach out if any questions to Abi (abibirrell.cfi@gmail.com) or CFI (center@accion.org).