Access Norms for a Virtual Event:

1. Co-creating accessible events requires all of us. Particularly for participants newer to virtual events, some of this may be new. Please join us in our commitment to the following:
   a. To make workshops more accessible to participants using screen readers and some neurodiverse participants, please stick to using the "chat" to flag tech or access issues or answer questions that you feel more comfortable answering in writing than out loud. Constant chat conversation makes it harder for many attendees to participate
   b. We all communicate in different ways, whether they are written, signed, or spoken. When someone answers a large-group discussion question in the chat, please read it out so that contribution becomes a part of the conversation
   c. Speak loudly, slowly and one at a time so our captioners and interpreters can capture what you're sharing
   d. When you introduce yourself, please say and spell your name (for interpreters), share your pronouns if you are comfortable, and describe yourself briefly if your camera is turned on, so blind and low-vision participants, and those participating by phone, still have that information. (For example: "I have short brown hair, am wearing a white shirt, and am sitting with a shelf of potted plants behind me.")
   e. Please mute yourself when not speaking to avoid background noise
   f. Participation looks different for everyone - please do what you need, and understand others may have different needs than you! This includes: keeping your video on or off, stepping away as needed, doodling, not looking at the screen, participating in the chat rather than spoken/signed, etc.
   g. Edit your name to include your pronouns, if you're comfortable, by selecting "Participants", finding yourself, and selecting "More" → "Rename"
   h. Every time you speak, particularly in larger groups, please say and spell your name so that interpreters and captioners know who is speaking
   i. If you have any access needs that are not being addressed, please reach out to the Access Lead on call via Slack, or post in the Slack #help-desk channel to be connected to them
2. To access ASL interpretation:
   a. For "webinar" style sessions (Sun 2-4 and Tues 7-9), the ASL interpreters will be projected along with the speakers
   b. For "meeting" style sessions, you can "pin" an interpreter by hovering over the three dots next to their name (either in the Participants list, available by clicking "Participants" on the bottom menu, or when you hover over their video) and clicking "pin"
3. To access captions:

a. Captions should be available if you click on the Closed Captions button on the toolbar at the bottom of the screen
b. If your workshop splits into breakout groups, the breakout groups will not automatically have captioning, but the "main space" will still have captions - please feel free to stay in the main space and continue the conversation there if you need or would prefer captions!

Virtual Summit Platforms:

1. *Eventbrite:*
    a. What it's for:
        i. We're using Eventbrite for Summit registration. It also allows us to collect everyone's emails so that we can send the links to attend the Summit, and the notes/recordings after the event
2. *Zoom:*
    a. What it's for:
    b. How to use it:
        i. GENERAL: the [Zoom Help Desk](#) contains a lot of instructions on more specific concerns you may have. We recommend you download Zoom (preferably the app, not just using it on the browser, as that will give you more functionality) and test it on the device you will be using for the Summit, *before* the event.
        ii. VIEWS: To switch from Gallery View (viewing all participants) to Speaker View (only viewing the person speaking/sharing computer sound at the moment), click "Gallery View"/"Speaker View" at the top right of your desktop, or swipe left or right on a phone
        iii. CHAT: You can direct message people by either hovering over their name in "Participants," hovering over their video, or selecting their name in the list of chat options. If you are in a Webinar, you will have different options of who you can chat depending on your role. Use "All Panelists" to announce things to all panelists/people hosting and moderating the Zoom.
        iv. SELF VIEW: If you hover over your video, the three dots allows you to "hide self view" if you don't want to be distracted by your own video.
        v. YOUR VIDEO AND MICROPHONE: In the bottom left corner, there are options to turn your mic and video on and off. Please only unmute yourself when you are speaking.
        vi. YOUR NAME: In the Participants section or if you hover over your video and click on the three dots, you can rename yourself.

vii. THUMBS UP, RAISE HAND, ETC: At the bottom of your screen, you should have the option to give a "thumbs up" or clap. You can change your skin tone to match your own skin tone in settings (accessed via the green shield in the top left of your screen).

viii. SLOW CONNECTION TIPS AND TRICKS:

1. If you've joined Zoom via the Internet and your Internet connection isn't strong enough, you may find that your audio works better if you turn your video off (when you speak or in general)

2. If your audio is still lagging, call into the meeting as well on a phone if you have that available. Disconnect from the audio entirely on your computer or turn off sound on your computer (so you don't have sound on both devices at once) and watch the video on the device you originally called in on while listening/participating via the phone call

3. Closing out of additional programs running on your computer may also help with connection speed

ix. PRIVACY:

1. You are welcome to make your Zoom name something different than the name you go by day-to-day and to keep your video off. We will not be recording any workshop sessions (sessions where participants are able to share their videos), and all notes will be anonymized

2. While Zoom's security has improved over the past few months, do not treat anything you put in the Zoom chat as fully private or secure. Furthermore, by virtue of the Summit being a City-hosted event, the contents of the Zoom chat are technically public data in the event of a data practices request.

3. *Slack:*

a. What it's for:

i. We're using Slack as a place for Summit attendees to connect to each other and continue conversation in an opt-in way, so that the Zoom chat doesn't get overwhelming and become an access barrier. Slack is also a great place for participants to ask volunteers questions, and volunteers/Summit coordinators to post announcements.

b. How to use it:

i. PRIVACY:

a. You are welcome to make your Slack name something different than the name you go by day-to-day.

b. Slack is not a secure platform; the contents of your messages are available to Slack. Furthermore, by virtue of the Summit being a

City-hosted event, the contents of any written Slack conversations are technically public data in the event of a data practices request.

    ii. CHANNELS: Different channels offer spaces to discuss different topics. To see all of the channels, click the plus icon next to "Channels" (on the left side). To create a channel, click "Add a channel" below the list of Channels (on the left side)

    iii. DIRECT MESSAGES: To direct message someone, click the plus icon next to "Direct message" (on the left side)

    iv. CONTACTING A CHANNEL: To message a channel, click that channel's name on the left side and then type in the box at the bottom where it says Message [channel name].

        iv. To reply to a message in a channel and thread your reply (this is the equivalent of commenting on a FB post in a FB group rather than posting an entirely new FB post in that group), hover over the message and click "reply in thread". If you want your reply to also become a new post in the channel click "Also send to [channel name]" underneath the box where you are typing your reply

        v. To "tag" someone in a message, click the @ sign when you are typing your message and enter their Slack name

            1. @channel: This tag will notify **everyone** in a channel and therefore shouldn't be used unless it is information everyone needs to know

            2. @here - This tag will notify anyone in a channel who is currently marked as "Available" in Slack.

    vi. ACCESS AND SETTINGS: To change accessibility settings or language, or move your Slack to Dark Mode, click on your icon (top right corner on browser/desktop; bottom right corner on mobile) and go to Preferences

    vii. YOUR PROFILE: When you click on your icon (on browser/desktop, in the top right corner; on mobile, in the bottom right corner), you can edit your profile (name, photo, etc.). We recommend setting your name to "Your Name (Your Pronouns) - Any Title You Want To Share" (i.e. Track (they/them) or Track (they/them) - City of Mpls). Volunteers will usually have their role listed first in their name (i.e. IT Support - Track (they/them)) so you can find them.

    viii. NOTIFICATIONS: When you click on your icon (on browser/desktop, in the top right corner; on mobile, in the bottom right corner), you can select Preferences. In Preferences, you can update the hours of the day when you want Slack notifications, whether you want to be notified about all new

messages, just direct messages/mentions/keywords, or nothing, and whether you want to change your notification settings depending on the channel

    ix. To see what notifications you've missed:

        1. On browser/desktop, see the "Threads" and "Mentions & reactions" options on the top left, and "Direct messages" option on the bottom left (you may need to scroll down)

        2. On mobile, these options are across the bottom of the screen