REMOTE MEETING GUIDANCE FOR COMMITTEE MEMBERS

This document sets out guidance and expectations for members and attendees of BSC Panel and Panel sub-committee meetings where meetings are to be held remotely by teleconference or videoconference.

ELEXON will be hosting committee meetings remotely for the foreseeable future due to our London office's closure in order to mitigate the impacts of the COVID-19 pandemic.

ELEXON will be utilising Skype for Business to deliver these remote meetings and we aim to undertake meetings by videoconference wherever possible, while providing the option to connect by standard teleconference (should technical or broadband speed limitations preclude an attendee from utilising videoconference).

1.   Prior to the Meeting

1.1   Prior to the scheduled date of the relevant committee meeting ELEXON will provide the details required to join the meeting.

1.2   Where the meeting includes both a public and confidential session, separate conference details will be provided for the public and confidential sessions, with the confidential session conference details only being provided to committee members and permitted attendees.

1.3   Along with the Skype conference details you will also be asked to **test your ability to join the meeting from your preferred device** well in advance of the scheduled meeting date. To do so please follow the steps below under "2. Joining the Meeting". Doing so will ensure that should you encounter any technical issues, ELEXON's IT team (or your own IT team where required) will be able to provide support and guidance to resolve any such issues.

1.4   If you wish to attempt this test with support from ELEXON please liaise with your usual contact for the relevant committee to book in time to undertake the testing.

1.5   Once you have successfully confirmed that you are able to join the virtual meeting from your preferred device please provide confirmation of this to your usual contact for the relevant committee and in all cases CC: BSC.Admin@elexon.co.uk.

1.6   If you encounter issues when testing please follow the steps below under "4. Troubleshooting".

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2.   Joining the Meeting

2.1   Please follow these steps ahead of the meeting while testing your connection and again when you are connecting just ahead of the start time of the scheduled meeting.

2.2   Ahead of the scheduled meeting, the invitation(s) you receive to the public (and where appropriate the confidential) session(s) of the meeting will look like this:

Join Skype Meeting

    Trouble Joining? Try Skype Web App

Join by phone

+44 (0) 207 380 4005 (UK)   English (United Kingdom)

Find a local number

Conference ID: #######

(Fig.1)

2.3   If you **already have the Skype for Business client installed** on the device you wish to use to join the conference –

1. Click/tap on the "Join Skype Meeting" link in the invite (Fig.1 above) and you should automatically be connected via the Skype for Business client.
2. Once you have joined the conference, turn on your mic and video feed using the icons on screen.

2.4   If you **DON'T already have the Skype for Business client installed** on the device you wish to use to join the conference –

1. Click/tap on the "Try Skype Web App" link (Fig.1 above).
   a. This will open a page in your default web browser (Fig.2 below).
   b. You will then need to follow the on screen instructions to install an "add-in" for your browser which should then let you join the conference as normal.
2. Once you have joined the conference, turn on your mic and video feed using the icons on screen.

Skype Meetings App

To join the meeting using the Skype Meetings App:

1 Download and install the Skype Meetings App plug-in

2 After installation, click on [Join the meeting]

3 Skype Meetings App will open in a new window

By joining the meeting, I agree to the plug-in Terms and Conditions.

[Join using Skype for Business client or Lync client]

(Fig. 2)

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3.   Slides

3.1   Slides during the meeting will be presented by the individual presenters via desktop sharing. However as a backstop for any committee members or attendees who are only able (or who prefer) to connect by teleconference, slides will also be made available as follows:

- ELEXON will publish the public slides on the meeting webpage. They will also be shared directly with all attendees ahead of the meeting.

- Confidential slides will be shared directly with committee members and any permitted presenters ahead of the meeting.

4.   Troubleshooting

4.1   If you encounter issues with respect to your audio or video connection to the meeting you may need to set up your mic, speakers and webcam. Specific guidance for doing so is provided in this video on Microsoft's support page.

4.2   A slow internet connection can lead to performance issues with Skype for Business, particularly when you are connected to a video conference. If you know that your internet connection is slow or overburdened and you experience these issues please consider turning off video and proceeding with the conference using audio only.

4.3   If you have any specific technical issues with which you need support please liaise with your usual contact for the relevant committee. They will be able to put you in touch with ELEXON's IT team who will be happy to try to resolve any issues and get your connected.

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