Frequently asked questions

Competition Rounds

How do I log in to the virtual sessions?
Each session will have a designated host. Your host will send your team an invitation to your round's Zoom conference the day before the event using the emails provided during registration.

How will I know where to log in, and where is the schedule?
We will send out links to Zoom conferences, along with an agenda, the day before the event. The full agenda including hyperlinks to plenary sessions will be published on the competition website.

How are the virtual sessions being run?
Virtual sessions will closely follow the traditional competition structure and rules. Each Zoom video conference will be hosted and managed by a timekeeper. This timekeeper will ensure that each team and judge logs on to the conference line and will manage the round.

At the beginning of the round, decision documents will be shared by the timekeeper via Zoom and judges will have 2 minutes to review the documents prior to the Zoom conference beginning.

Teams will have 10 minutes to present their briefing and 10 minutes for Q&A. Judges will be asked to mute themselves for the 10–minute briefing session.

Judges will then be invited to a digital breakout room and will have 5 minutes to discuss scores and fill out their scorecards.

After the scoring is over, judges will have 15 minutes to provide feedback to the team. A 10-minute break is scheduled before the start of the next round. Each round has been allotted several minutes of transition time for technical difficulties and troubleshooting.

What do I need to log into a virtual session?
Your team will need a computer with a webcam, microphone, and speaker or headphones. Mobile devices such as smartphones or tablets are not recommended for connectivity and security reasons.

Your team will be provided with a link to the Zoom session for each competition round in which your team is scheduled to compete. If you have any questions about the software, please see Zoom's internal guide here:

https://support.zoom.us/hc/en-us/articles/360022265471-How-to-Use-Zoom-s-Desktop-App-v-4-3-

Will my team get scored the same way on Zoom as in person?
Yes, the rules of the competition remain the same, including the rubric for scoring.

How will my team receive Intel Pack 2 and Pack 3?
We will send out the intelligence packs via email to all qualifying teams via email. Please ensure you have provided your correct email address.

How will the final round be run?
The final round will be run identically to the traditional final round format except that the only participants allowed in the competition Zoom session will be final round judges and the assigned team.

Finalists will not be able to watch the presentations of other teams in real time. Final rounds will be recorded and published on the GCSP YouTube channel soon after the competition ends.

Zoom

What is Zoom?
Zoom is a free-to-use, third-party video conferencing application. We will be using it to host the competition remotely.

Do I need to pay for Zoom to participate?
No.

Do I need a Zoom account?
You do not have to have an account BUT we recommend that you do and download the application to participate in the Cyber 9/12 Strategy Challenge.

Please use your real name to register so we can monitor participation. A free Zoom account is all that is necessary to participate.

What if I don't have Zoom?
Zoom is [available for download online](). You can also access Zoom conferences through a browser without downloading any software or registering.

How do I use Zoom on my Mac? Windows? Linux Machine?
To get started, follow the instructions

here: https://support.zoom.us/hc/en-us/articles/201362033-Getting-Started-on-Windows-and-Mac

and

here : https://support.zoom.us/hc/en-us/articles/213298746-Getting-Started-On-Chrome-OS

Please use the same email you registered with for your Zoom to sign up.

Can I use Zoom on my mobile device?
Yes, but we recommend that you use a computer rather than a mobile device for connectivity and security reasons.

Can each member of my team call into the Zoom conference line independently for our competition round?
Yes but we recommend that if a team is located in the same room, they use one computer to minimize disruption and feedback.

Can other teams listen-in to my team's session?
Zoom links to competition sessions are team specific—only your team and your judges will have access to a session and sessions will be locked once all participants have joined.

Staff will be monitoring all sessions. Any team member or coach in a session they are not assigned to will be removed and disqualified.

Zoom Security

The Geneva Centre for Security Policy (GCSP) and the Atlantic Council (AC) are aware of a number of concerns raised regarding the use of the Zoom platform. The GCSP and the AC take the privacy and security of competition participants - judges, competitors, observers, speakers and staff - very seriously.

We have therefore put in place a number of procedures to maximise the security and privacy of competition participants and staff while using the Zoom platform.

- *Only GCSP/AC staff will host sessions including competition rounds;*
- *All competition sessions will be password-protected. Participants will receive a link and password for their session directly from the session host;*
- *Plenary sessions will be conducted using the Zoom Webinar feature, with only the Host and designated Panelists able to speak or share screens. Questions from the audience will be moderated by Competition Staff;*
- *We will make use of "waiting rooms" for participants until the host gives approval to join;*
- *Please provide us with the correct email addresses you will use to participate. Only registered email addresses will be invited to join a session;*
- *Sessions will be locked once everyone has joined;*
- *With the exception of panel discussions, screen-sharing will be restricted;*
- *Participants will not be permitted or able to record sessions. Certain competition sessions, such as plenaries and speaker presentations may be recorded with speaker permission and in compliance with GDPR guidelines and made available at a later date;*
- *We recommend that participants join competition sessions using a laptop or desktop computer rather than a mobile device.*

Additionally, Zoom now offers several other tools to protect meetings, some of which we will deploy including the ability to expel a participant or all participants not abiding by competition standards.

Troubleshooting

What if my team loses internet connection or is disconnected during the competition?

If your team experiences a loss of internet connection, we recommend following Zoom's troubleshooting steps listed here: https://support.zoom.us/hc/en-us/articles/201362463-Wireless-WiFi-Connection-Issues.
Please remain in contact with your timekeeper.

If your team is unable to rejoin the Zoom conference – please use one of the several dial-in lines included in the Zoom invitation.

What if there is an audio echo or other audio feedback issue?
There are three possible causes for audio malfunction during a meeting:

- *A participant has both the computer and telephone audio active.*
- *A participant computer and telephone speakers are too close together.*
- *Multiple participant computers with active audio are in the same room.*

If this is the case, please disconnect the computer's audio from other devices, and access the Zoom session on one computer only. To avoid audio feedback issues, we recommend each team use one computer to compete.

What if I am unable to use a video conference, can my team still participate?
Zoom has dial-in lines associated with each Zoom conference event and you are able to call directly using any landline or mobile phone.

We do not recommend choosing voice only lines unless absolutely necessary.
Please reach out to us at f.mantellassi@gcsp.ch if you have any concerns.

Other

Will keynotes or any networking activity be held remotely?
Keynotes will continue as reflected on our agenda and will be broadcast with links to be shared with competitors the day before the event.

We will be hosting a number of networking events throughout the competition. Please refer to the online agenda when it is posted on the competition website.

What time zone will the competition take place in?
The competition will run on Switzerland time, CEST.

Will anything be happening in person?
No.

Where can I learn more about the novel coronavirus (COVID-19)?
We would recommend you go look at the WHO's website for additional information.
https://www.who.int/emergencies/diseases/novel-coronavirus-2019