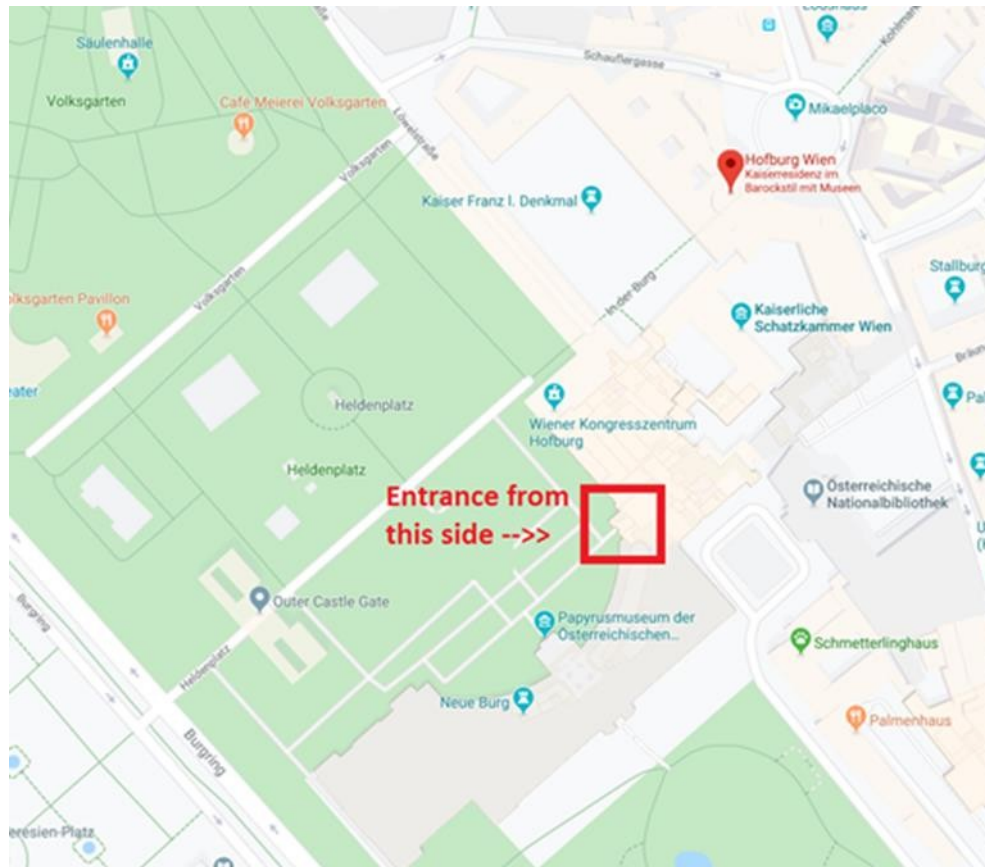


**TECHNICAL NOTE**

**I. VENUE & REGISTRATION**

**VENUE**

- The OSCE-Wide Passenger Data Exchange Seminar will take place in the OSCE’s conference premises at Hofburg in Vienna, address: **Hofburg Congress Centre, Heldenplatz, 1010 Vienna** (see map below):



REGISTRATION & DEADLINES	<ul style="list-style-type: none"> <li>Participants are kindly requested to register at the following registration page: <a href="https://events.osce.org/2020-passenger-data-exchange/registration">https://events.osce.org/2020-passenger-data-exchange/registration</a></li> <li>Deadline for registrations is 27 October 2020</li> </ul>
ACCREDITATION	<p>Badges for the conference participants may be obtained at the entrance to the venue at these times:</p> <p>29 October from 08.30 – 17.00 30 October from 08.30 – 17.00</p>
RECEPTION	Due to the current situation with the COVID-19, the reception will not be held this year.
INTERPRETATION	At the <b>conference</b> , simultaneous interpretation into English and Russian will be provided.
TECHNICAL SUPPORT FOR SPEAKERS	Requests for technical support should be addressed well in advance to the contacts provided below.
WORKING AREA & WIFI	A delegates' area with a few PC working stations and WiFi access at the conference venue is provided.
TEA, COFFEE & LUNCHESES	The organizers will provide coffee/tea breaks and lunches at the conference venue on 29 and 30 October 2020. Participants are strongly encouraged to follow the physical distance requirements and wear a mask whenever possible.
INFORMAL CONSULTATIONS (BILATERALS)	Based on availability, meeting rooms for informal consultations can be reserved at Hofburg. Inquiries should be sent to Ms Micky KROELL ( <a href="mailto:micky.kroell@osce.org">micky.kroell@osce.org</a> ).

## II. TRAVEL & VISA

ACCOMMODATION	Unless agreed with the organizers before the conference, participants are kindly requested to arrange accommodation at their own expenses. Vienna offers many possibilities, including in vicinity to the conference venue. Early booking is recommended. Find a <b>list of hotels</b> within walking distance from Hofburg below.
TAVEL AND VISA	<ul style="list-style-type: none"> <li>The organizers encourage delegations to prioritize physical participation by members of delegations accredited to the OSCE in Vienna. The physical participation of representatives based outside of Vienna will be kept under review, based on local public health guidance.</li> <li>Due to the COVID-19 restrictions, participants residing outside of Austria and planning to attend the Seminar in person should travel at their own risk and should keep abreast of local health advice, including that of countries of transit, both prior to and during travel. They should also check both Austrian and their respective home country's regulations before travelling. Up-to-date information on the existing travel restrictions in Austria can be found on the Austrian MFA's website: <a href="https://www.bmeia.gv.at/">https://www.bmeia.gv.at/</a></li> </ul>

	<ul style="list-style-type: none"> <li>• If required under the Austrian law, participants are asked to make their own arrangements for securing a visa for entry into Austria. Please be aware that it might take 14 days to get the requested Schengen visa. Therefore, applicants are strongly advised to apply for visa in time. Kindly note that it is NOT possible to have your visa issued at Vienna International Airport upon arrival. Participants must also be in possession of the appropriate identity documents for travel to Austria and medical insurance for the full duration of the intended stay. Further details can be found on the Austrian MFA's website <a href="http://www.bmeia.gv.at">www.bmeia.gv.at</a>.</li> <li>• Under the current situation it is not possible to provide visa assistance. Participants will need to take care of visa themselves.</li> </ul>
TRANSFER	To reach the centre of Vienna from the airport, please consult <a href="http://www.viennaairport.com">www.viennaairport.com</a> .
TAXIS	For taxi service within Vienna, please call +43 1 31300 or +43 1 40100
PUBLIC TRANSPORT	Public transportation information is available at: <a href="http://www.wienerlinien.at">http://www.wienerlinien.at</a>
TRAVEL EXPENSES	Participants who are in exceptional cases eligible for travel sponsorship will be contacted separately.
GENERAL INFORMATION	<p>Currency: Euro          Electric current: Standard voltage 220V          Climate: Average September temperatures in Vienna are +20-25 Degree Centigrade          Time zone: GMT +2          Tourist office in Vienna: +43-1-24 555</p>
EMERGENCY NUMBERS IN VIENNA	<p>Medical help/Ambulance: 144 (a first aid room is located within Hofburg)          Police: 133          Fire emergency: 122</p>

### III. MEDIA CONTACTS

**Mr Shiv VASHISHT**  
 Media and Outreach Officer  
 OSCE Secretariat  
 Tel.: +43 1 51436 6787  
[Shiv.Vashisht@osce.org](mailto:Shiv.Vashisht@osce.org)

### IV. OSCE CONTACTS

**Mr Cameron WALTER**  
 Associate Programme Officer  
 Border Security and Management  
 Unit  
 Tel.: +43 1 514 36 6186  
[cameron.walter@osce.org](mailto:cameron.walter@osce.org)

**Mr Armin DERVOZ**  
 Project assistant  
 Border Security and Management  
 Unit  
 Tel.: +43 1 514 36 6771  
[armin.dervoz@osce.org](mailto:armin.dervoz@osce.org)

**IV. UNOCT CONTACTS**

**Mr Simon DEIGNAN**  
Programme Management Officer  
[simon.deignan@un.org](mailto:simon.deignan@un.org)

**V. HOTELS**

HOTEL	HOTEL WEBSITE / EMAIL	APPROX. RATES (sgl/dbl)
<b>IBIS WIEN HAUPTBAHNHOF***</b>	<a href="https://all.accor.com/hotel/8564/index.en.shtml">https://all.accor.com/hotel/8564/index.en.shtml</a> Tel.: +43 1 909 266 20 E-mail: <a href="mailto:h8564@accor.com">h8564@accor.com</a>	EUR 91,00 / EUR 104,00, incl. breakfast, VAT and tourist taxes
<b>IBIS WIEN MARIAHILF***</b>	<a href="https://all.accor.com/hotel/0796/index.en.shtml">https://all.accor.com/hotel/0796/index.en.shtml</a> Tel.: +43 1 599 98 E-mail: <a href="mailto:H0796@accor.com">H0796@accor.com</a>	EUR 81,00 / EUR 94,00, incl. breakfast, VAT and tourist taxes
<b>NOVOTEL SUITES WIEN CITY DONAU***</b>	<a href="https://all.accor.com/hotel/3720/index.en.shtml">https://all.accor.com/hotel/3720/index.en.shtml</a> Tel.: +43 1 245 880 E-mail: <a href="mailto:h3720@accor.com">h3720@accor.com</a>	EUR 100,00 / EUR 115,00, incl. breakfast, VAT and tourist taxes
<b>ADAGIO VIENNA CITY****</b>	<a href="https://www.adagio-city.com/gb/hotel-7216-aparthotel-adagio-vienna-city/index.shtml">https://www.adagio-city.com/gb/hotel-7216-aparthotel-adagio-vienna-city/index.shtml</a> Tel.: +43 1 908 303 E-mail: <a href="mailto:h7216@adagio-city.com">h7216@adagio-city.com</a>	EUR 98,00-223,00 (depending on the season and fair dates) / EUR 87,00-202,00 (1-9 pax), incl. breakfast, VAT and tourist taxes
<b>JOSEFSHOF AM RATHAUS****</b>	<a href="https://www.josefshof.com/">https://www.josefshof.com/</a> Tel.: +43 1 404 19 E-mail: <a href="mailto:markus.schmid@josefshof.com">markus.schmid@josefshof.com</a>	EUR 102,03 (corporate rate excl. fair dates net sgl) / EUR 112,00-155,00 (gross rate sgl) / EUR 143,00-186,00 (gross rate dbl), incl. breakfast and city tax
<b>INTERCITY HOTEL WIEN****</b>	<a href="https://www.intercityhotel.com/en/hotels/all-hotels/austria/vienna/intercityhotel-wien">https://www.intercityhotel.com/en/hotels/all-hotels/austria/vienna/intercityhotel-wien</a> Tel.: +43 1 52 585 125 E-mail: <a href="mailto:reservations.wien@intercityhotel.com">reservations.wien@intercityhotel.com</a>	EUR 101,00-121,00 (gross rate sgl) / EUR 118,00-138,00 (gross rate dbl) / EUR 139,00 (fair date gross sgl), incl. breakfast and city tax

<p><b>MERCURE GD HTL BIEDERMEIER VIE****</b></p>	<p><a href="https://mercure-grand-hotel-biedermeier.h-rez.com/index.htm">https://mercure-grand-hotel-biedermeier.h-rez.com/index.htm</a> Tel.: +43 1 716 710 E-mail: <a href="mailto:H5357@accor.com">H5357@accor.com</a></p>	<p>EUR 122,00-162,00 / EUR 131,00-171,00, incl. breakfast, VAT and tourist taxes</p>
<p><b>MERCURE RAPHAEL WIEN****</b></p>	<p><a href="https://mercure-hotel-raphaelwien.h-rez.com/">https://mercure-hotel-raphaelwien.h-rez.com/</a> Tel.: +43 1 905 96 60 E-mail: <a href="mailto:HA0Q7@accor.com">HA0Q7@accor.com</a></p>	<p>EUR 94,60-134,60 / EUR 105,60-145,60, incl. breakfast, VAT and tourist taxes</p>
<p><b>MERCURE SECESSION WIEN****</b></p>	<p><a href="https://www.hotelsecession.com/en/">https://www.hotelsecession.com/en/</a> Tel.: +43 1 588 38 E-mail: <a href="mailto:H3532@accor.com">H3532@accor.com</a></p>	<p>EUR 112,00-172,00 / EUR 140,00-200,00, incl. breakfast, VAT and tourist taxes</p>
<p><b>MERCURE VIENNA FIRST****</b></p>	<p><a href="https://all.accor.com/hotel/9959/index.en.shtml">https://all.accor.com/hotel/9959/index.en.shtml</a> Tel.: +43 1 905 82 80 E-mail: <a href="mailto:h9959@accor.com">h9959@accor.com</a></p>	<p>EUR 148,00-293,00 / EUR 168,00-313,00, incl. breakfast, VAT and tourist taxes</p>
<p><b>MERCURE WIEN CITY****</b></p>	<p><a href="https://all.accor.com/hotel/1568/index.en.shtml">https://all.accor.com/hotel/1568/index.en.shtml</a> Tel.: +43 1 213 130 E-mail: <a href="mailto:H1568@accor.com">H1568@accor.com</a></p>	<p>EUR 125,00-225,00 / EUR 141,00-241,00, incl. breakfast, VAT and tourist taxes</p>
<p><b>MERCURE WIEN ZENTRUM****</b></p>	<p><a href="https://all.accor.com/hotel/0781/index.en.shtml">https://all.accor.com/hotel/0781/index.en.shtml</a> Tel.: +43 1 534 600 E-mail: <a href="mailto:H0781@accor.com">H0781@accor.com</a></p>	<p>EUR 136,00-281,00 / EUR 152,00-297,00, incl. breakfast, VAT and tourist taxes</p>
<p><b>NOVOTEL WIEN CITY****</b></p>	<p><a href="https://all.accor.com/hotel/6154/index.en.shtml">https://all.accor.com/hotel/6154/index.en.shtml</a> Tel.: +43 1 903 030 E-mail: <a href="mailto:H6154@accor.com">H6154@accor.com</a></p>	<p>EUR 134,00-164,00 / EUR 151,00-181,00, incl. breakfast, VAT and tourist taxes</p>
<p><b>NOVOTEL WIEN HAUPTBAHNHOF****</b></p>	<p><a href="https://all.accor.com/hotel/8565/index.en.shtml">https://all.accor.com/hotel/8565/index.en.shtml</a> Tel.: +43 1 909 226 60 E-mail: <a href="mailto:h8565@accor.com">h8565@accor.com</a></p>	<p>EUR 126,00-146,00 / EUR 147,00-167,00, incl. breakfast, VAT and tourist taxes</p>
<p><b>STEIGENBERGER HOTEL HERRENHOF****</b></p>	<p><a href="https://www.steigenberger.com/en/hotels/all-hotels/austria/vienna/steigenberger-hotel-herrenhof">https://www.steigenberger.com/en/hotels/all-hotels/austria/vienna/steigenberger-hotel-herrenhof</a> Tel.: +43 1 534 04 800 E-mail: <a href="mailto:reservations@herrenhof-wien.steigenberger.at">reservations@herrenhof-wien.steigenberger.at</a></p>	<p>EUR 162,00-182,00 (gross rate sgl) / EUR 187,00-207,00 (gross rate dbl) / EUR 255,00-345,00 (fair date gross sgl), incl. breakfast and city tax</p>
<p><b>SO VIENNA****</b></p>	<p><a href="https://so-vienna.com/en/">https://so-vienna.com/en/</a> Tel.: +43 1 906 160 E-mail: <a href="mailto:h6599@sofitel.com">h6599@sofitel.com</a></p>	<p>EUR 185,00-345,00 / EUR 227,00-387,00, incl. breakfast, VAT and tourist taxes</p>

<p><b>GRABEN HOTEL****</b></p>	<p><a href="https://www.hotelgraben.at/en/hotel-graben-vienna">https://www.hotelgraben.at/en/hotel-graben-vienna</a> Tel.: +43 1 512 15 31 0 E-mail: <a href="mailto:graben@kremslehnerhotels.at">graben@kremslehnerhotels.at</a></p>	<p>EUR 125,00 (gross rate sgl)/ EUR 160,00-200,00 (gross rate dbl), incl. breakfast and city tax</p>
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## ANNEX 1

### Zoom Meetings Quick Reference

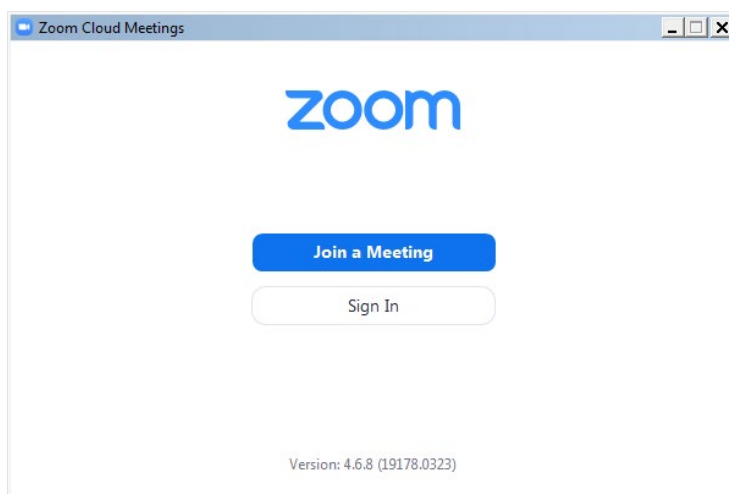
#### Connecting to a Zoom meeting

You have basically two options to connect to a Zoom meeting

- 1) Click the link in the **invitation e-mail** you received and the connection will open in your default Internet browser.  
Alternatively, you can right-click the link in the invitation e-mail and select **Copy Hyperlink**, then open the browser of your choice and insert the hyperlink in the address bar (URL area).
- 2) On OSCE devices, the Zoom application was rolled out and you should have the following icon on the desktop.



When you open the Zoom application you see the dialog asking you to join a meeting on top.



An invitation to a Zoom meeting contains the following details:

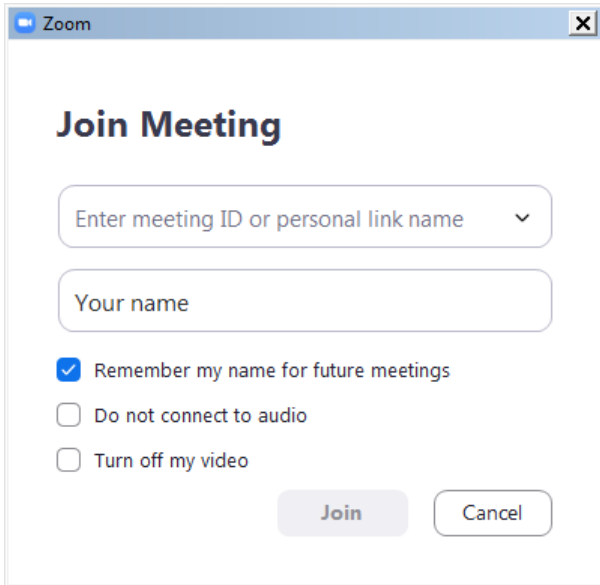
*<Name> is inviting you to a scheduled Zoom meeting.*

**Topic:** *<Meeting title>*

**Time:** *<date> <time> <timezone>* <https://zoom.us/abcdefgh1234> *<meeting link to click or copy>*

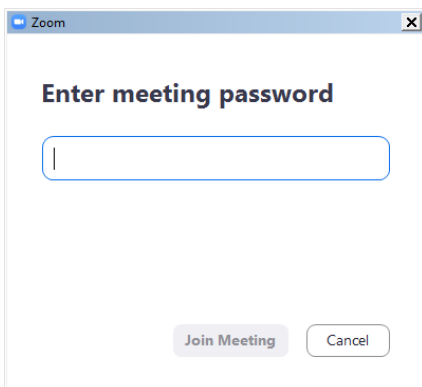
**Meeting ID:** *111 222 333*

**Password:** *<6-digit password>*



Enter the meeting ID from the invitation e- mail.  
Enter your display name for the meeting.

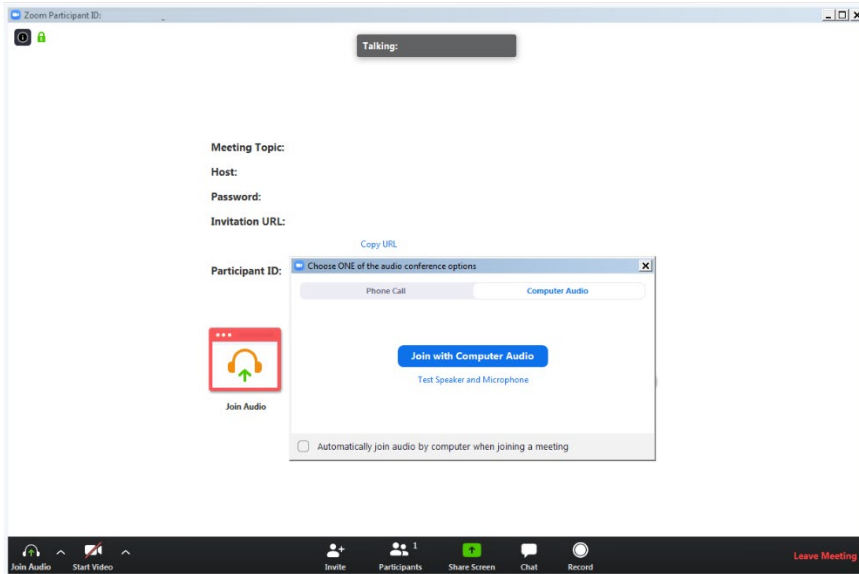
If you have the Zoom application pre-installed you can **change your name** by editing it in Settings/Profile prior to joining a meeting to match the required naming convention of each meeting.



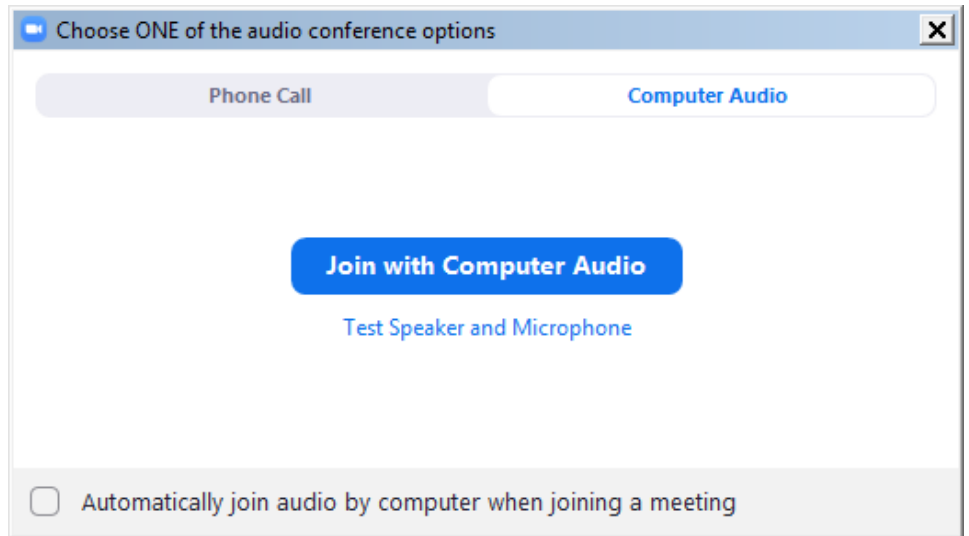
You might get the following dialog asking for a meeting password. It is also contained in the invitation e-mail.

If the meeting has been set up with a **waiting room** function, you will be placed in the waiting room upon clicking on the meeting link and the meeting host will grant access via a waiting room to each participant individually. Please note that your participant name must follow the naming convention described in the procedural guide (i.e. country name + either your functional identified or your name) in order to be admitted to the meeting. Participants with names not in line with the naming convention (e.g. personal name only without a country name, or ‘user123’, or ‘guest’ ...) will be removed from the waiting room and will have to rename themselves before entering the waiting room again.



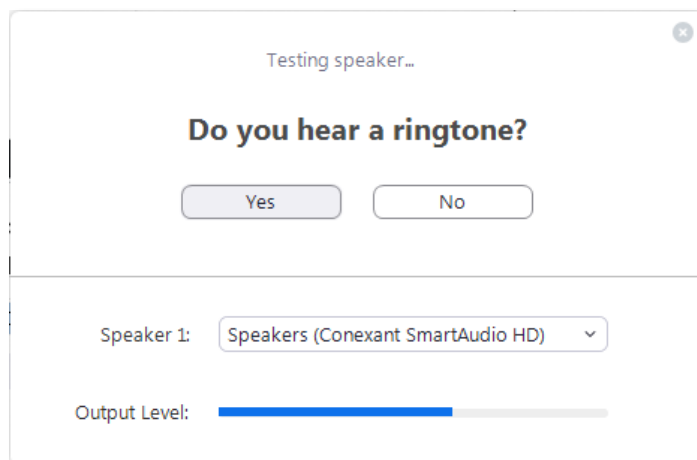


The next dialog displayed consists of the prompt to Join with Computer Audio and the Zoom control application in the background.

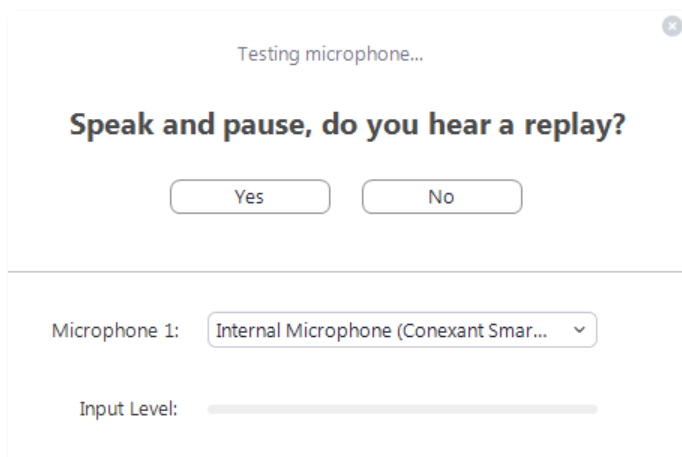


You may click **Join with Computer Audio** and if the hardware has been detected properly you have already joined the meeting with your audio equipment.

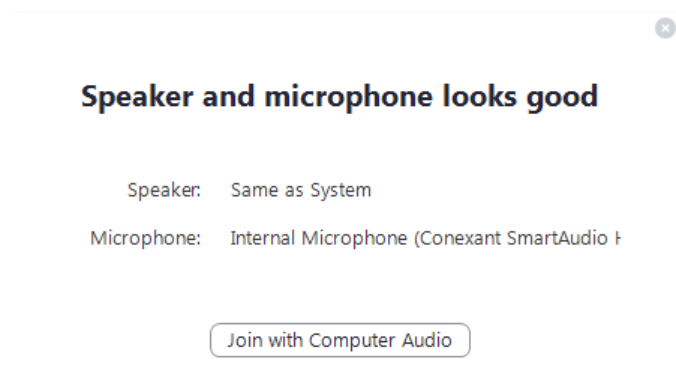
You may alternatively first try your sound equipment clicking **Test Speaker and Microphone** below.



You should then immediately hear a ringtone; if not, answer with 'No' above and the program will continue to test the next audio speaker hardware found on the system until you confirm with Yes.



Immediately after the speaker test, you are prompted to speak and pause. You should hear your own recording right after you paused. If you can confirm with Yes you will see the following dialog after both tests.



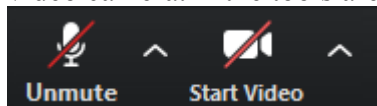
Proceed with Join with **Computer Audio**.

If you experience sound issues you can also switch from the Computer Audio tab to the Phone Call tab in the **audio conference options** dialog shown on the previous page.

The Meeting ID, Participant ID and Password are displayed next to phone numbers for your country. The Zoom control window should finally display the message **You are using the Computer Audio**. Please note that your meeting host may have specified that your microphone is muted when you enter the virtual meeting room. Typically your camera will also be turned off at the beginning. In the next steps you will see the controls enabling you to send your video and unmute your microphone.

### Controlling audio and video in the Zoom application window

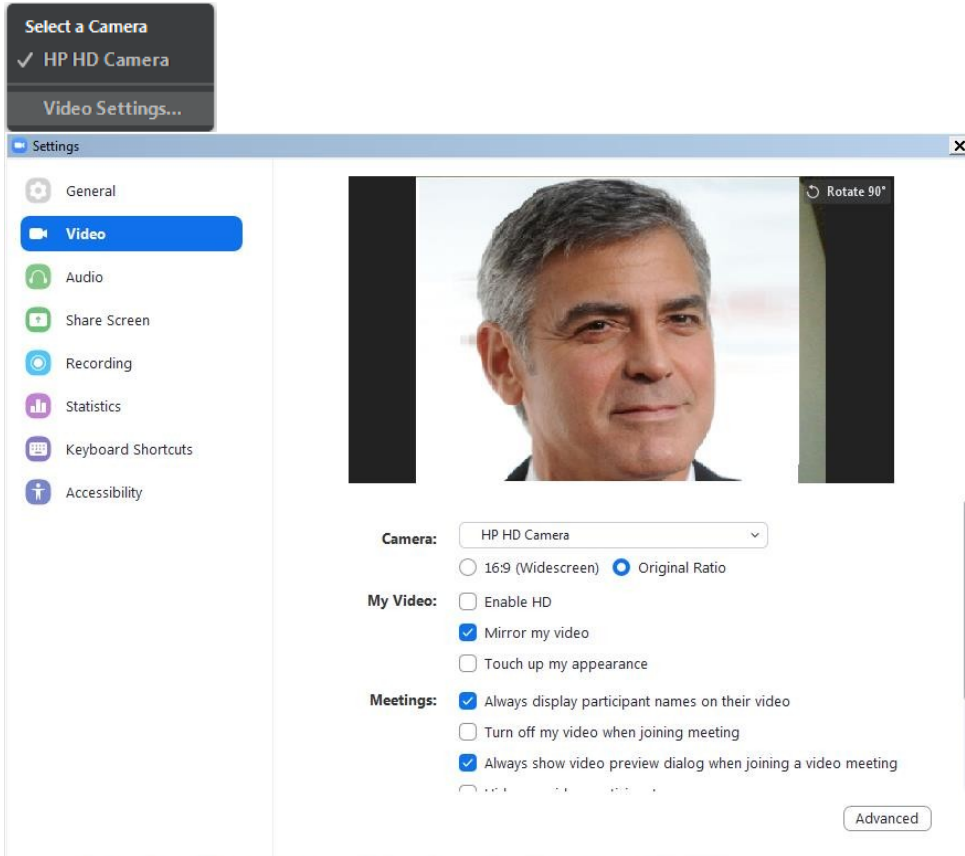
In the lower left section of the Zoom window you can locate the controls for the microphone and the video camera. If the tools are not displayed move the mouse inside the Zoom window.



By default these controls may be crossed out, click on them to activate the microphone and to enable the video.

The video image will immediately be visible to the whole audience of the meeting. It is therefore recommended to try the video privately first. To do this click on the arrow next to

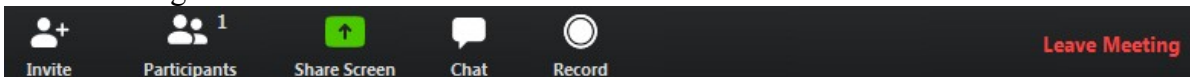
Start Video while this control is still crossed out. Select **Video Settings** from the menu. There you can preview your camera image and make adjustments. It is not recommended to use Enable HD for meetings with more than 5 participants.



When ready, close the dialog and activate the camera by clicking Start Video. There is also a large set of audio settings and other categories available in this dialog window.

### Conference features in Zoom

The following features are available via the Zoom toolbar:



**Invite** additional participants.

Show a list of **Participants** next to the Zoom window.

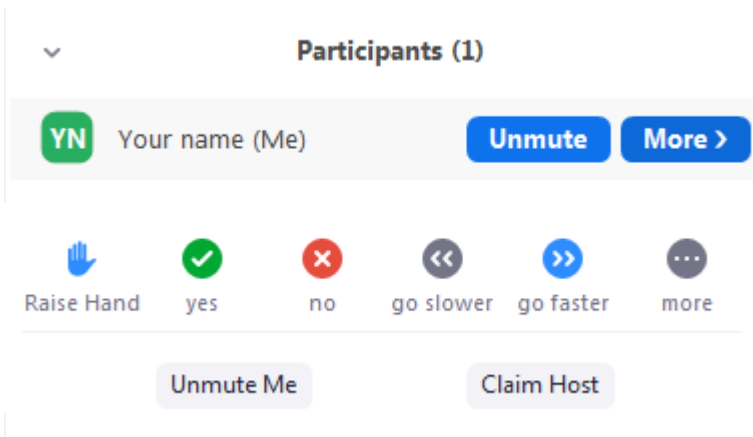
**Share Screen** contents to the audience.

**Chat** with everyone or individual participants during the meeting.

**Record** the Zoom meeting.

**End or Leave Meeting.**

## Participants



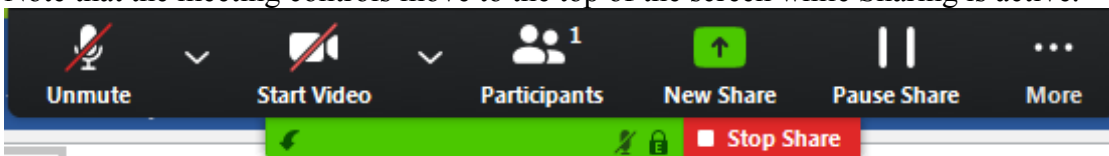
There are several tools available when you display the Participants pane. A chat message will be displayed visibly to the targeted audience even if the chat area is not observed by some participants.

Please note that the meeting host can mute and unmute participants. Also note the ‘Claim Host’ function in the lower section of the Participants dialog. In sessions run by OSCE ICT, the host role will be transferred according to the agreed procedure.

## Share Screen

This function will display a list of all open applications including the desktop to select from. Every activity in an application will be visible to the audience.

Note that the meeting controls move to the top of the screen while Sharing is active.



End Screen Sharing with **Stop Share**. Check Pause and further options under More.

## Chat

Click this function to display a Chat pane. Notice that the default audience for chatting is Everyone, but individual participants can also be selected for chatting by pointing with the mouse on their image or name area in the meeting window. Make sure you select the correct target audience from the list.

To: **Everyone** ▾

Type message here...

## Record

You must be the meeting host or you must request the permission from the host to record a meeting. To watch recorded meetings stored in the cloud, the desktop Zoom application and a Zoom subscription is required.

### Leave Meeting

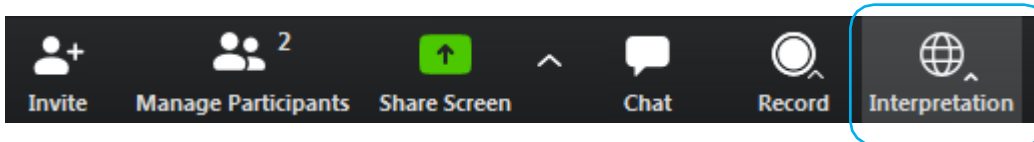
At the end of a session you can use this command to disconnect from the meeting. If you experience technical issues or would like to add additional hardware, e.g. a second camera, you may opt to disconnect and reconnect with the equipment attached to your computer.

### Link to an overview of features of Zoom meetings

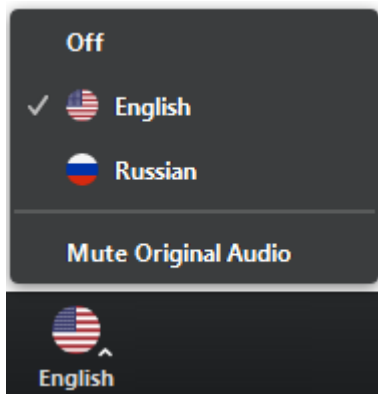
The following link on the Zoom webpage offers more information about Zoom features:  
<https://support.zoom.us/hc/en-us>.

### Zoom – Interpretation feature

This document briefly describes the Interpretation feature available during Zoom meetings. After you have successfully connected to a Zoom meeting with Interpretation you can find an additional function on the toolbar showing the meeting controls.



Depending on the setup chosen by the meeting host there are several language channels to choose from as shown below.



In the example above the meeting host has enabled the interpretation of English and Russian. The Original Audio (the so-called “floor language”) is available as a separate channel when you select “Off”.

The default setting for listening to a channel with interpretation is that the original audio is decreased in volume to 20% and the interpreter’s voice is heard at a volume of 80%.

- To increase the audibility of a chosen language channel you can use **Mute Original Audio**, which is strongly recommended.
- To switch back to floor language (original audio) you can use the **Off** switch.
- Unlike in a physical meeting in OSCE premises you will hear the original audio in its full volume only if you don’t choose a language channel (**Off**).
- Please note that **Italian** is not offered as an interpretation language option in Zoom (as you can only use languages from a predefined list), therefore to listen to Italian interpretation,



participants will have to select **Portuguese**. This is due to the technical parameters of Zoom and we apologize for this.

- Due to possible issues with the sound quality, we strongly encourage all delegations to provide their speaking points in advance by email to [documents@osce.org](mailto:documents@osce.org), which will then be provided to the interpreters only.