

# Microsoft TEAMS Live Event - Technical guidance for WFP Executive Board virtual meetings (Last updated on 27 July 2020)

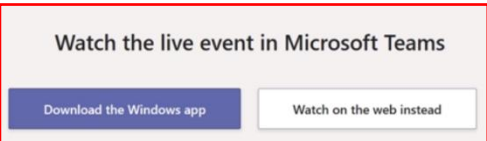
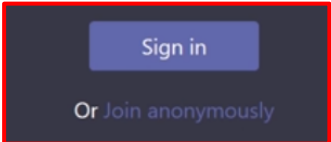

## 1. Introduction

As a result of the COVID-19 pandemic, the WFP Executive Board Secretariat has put in place several tools to be used over the coming months in order to hold virtual meetings with the membership. This document includes technical guidance for the participants for virtual meetings using **Microsoft TEAMS live event**. This document will be updated on a regular basis.

## 2. Technical support

Should you require any technical assistance using Microsoft TEAMS, delegates can communicate to the EB Secretariat by sending an e-mail to [wfpsecretarytotheeb@wfp.org](mailto:wfpsecretarytotheeb@wfp.org) with copy to [martin.gilliland@wfp.org](mailto:martin.gilliland@wfp.org) and [elisa.grifoni@wfp.org](mailto:elisa.grifoni@wfp.org). We also recommend that you send a screenshot of any technical issues to help identify a solution as quickly as possible.

## 3. How to connect to a TEAMS live event

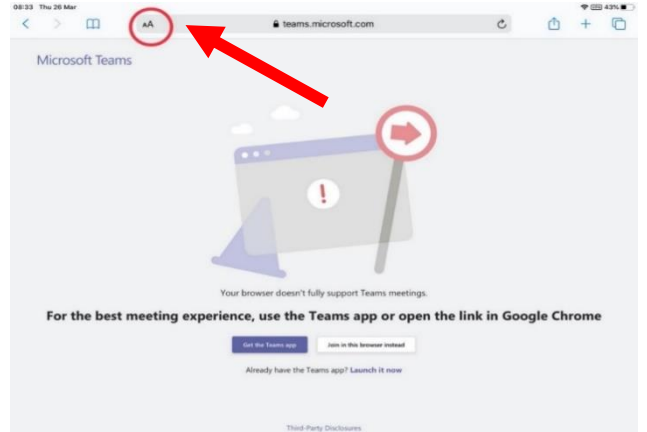
- i. Before watching a live event
  - o Make sure your browser allows third-party cookies;
  - o Ensure your browser supports [Microsoft Teams and Microsoft Azure Media Player](#). *Supported web browsers: Chrome (last 3 versions), Edge RS2 and later, Firefox (last 3 versions), Internet Explorer 11, Safari;*
  - o Note - as an attendee of a live event in Teams, you can watch live events and participate in the moderated Q&A (if enabled). **You can't share audio or video;**
- ii. Please refer to the meeting invitation issued by the WFP Executive Board Secretary and click on the *live event link* to join the event through your internet browser. *Participants are encouraged to join the platform 30 minutes prior to the start of the meeting, so that it may start on time and preempt possible technical issues*
- iii. On the webpage that will be opened from the link, you will be invited to 'Download the Windows app' or to 'Watch on the web instead' on your internet browser. Please choose the option that is in line with your system's permissions.
- iv. If requested, please sign in (if you have a Microsoft account) and click on Join now or join anonymously (you will be asked to insert a name, preferably using your country name followed by and hyphen and then your family name) and then click Join Meeting
- v. When connected successfully you will see the following or similar screen. If the live event has not started, please wait. The video feed will show on screen automatically when ready to begin

#### 4. Troubleshooting:

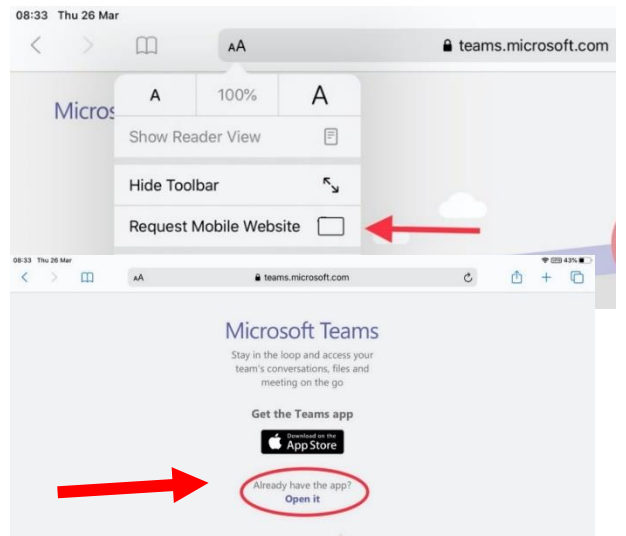
- **How to launch Microsoft Teams using Safari browser on an iPad**

In order to force Safari to open a Microsoft Teams launching page, in its mobile version, please follow the steps below:

i. In Safari, tap on the “AA” in the URL;



ii. From the drop-down menu, tap on “Request Mobile Website”:  
The correct version of the webpage will then be loaded.



iii. If you already have the Microsoft Teams App installed, tap on “Open it”; (Otherwise tap on the App Store icon to download the app)

A new window will pop up.

iv. Tap on “Open” to confirm and launch Microsoft Teams.

