

Microsoft TEAMS - Technical guidance for WFP Executive Board virtual meetings

(Last updated on 13 July 2020)

1. Introduction

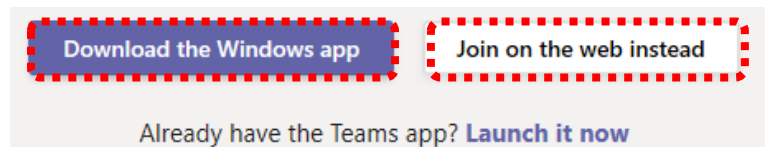
As a result of the COVID-19 pandemic, the WFP Executive Board Secretariat has put in place several tools to be used over the coming months in order to hold virtual meetings with the membership. This document includes technical guidance for the participants for virtual meetings using Microsoft TEAMS. 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 with copy to martin.gilliland@wfp.org and 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.

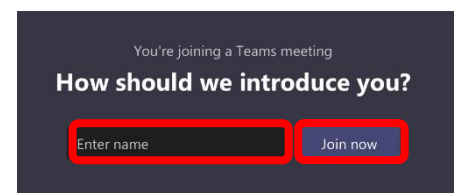
3. How to connect to a TEAMS meeting

- i. Please refer to the meeting invitation issued by the WFP Executive Board Secretary and click on the **Join Microsoft Teams Meeting** link to access the meeting through your internet browser (recommended option). *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*
- ii. On the webpage that will be opened, you will be invited to continue to use your internet browser (*Join on the web instead*) to access the meeting or to download and install the Teams app on your device (*Download the Windows app*). Please choose the option that is in line with your system's permissions.

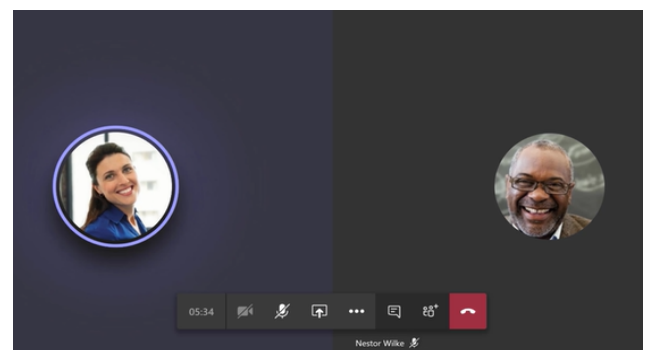


Note if you do not have a Microsoft account, please click on the *Join on the web instead* option.

- iii. When connected please insert your name and click on join now.
The preferred format for entering your name is: COUNTRY / NAME



- iv. When connected successfully you will see the following or similar screen.
Note only the last 6-9 speakers will be shown on screen, the remaining participants are connected and can hear and see everything and will show on screen when they speak.

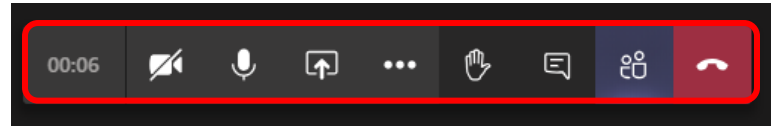


4. Overview of meeting controls bar in TEAMS

You will also be presented with the following meeting controls bar located on your screen.

From left to right:

- i. Time length of current meeting
- ii. Camera on/off
- iii. Microphone on/off
- iv. Share feature
- v. Further options
- vi. Raise hand
- vii. Chat function
- viii. List of participants connected
- ix. End call feature



Some features will vary depending on the device type connected. We advise only to turn camera and microphone on when speaking.

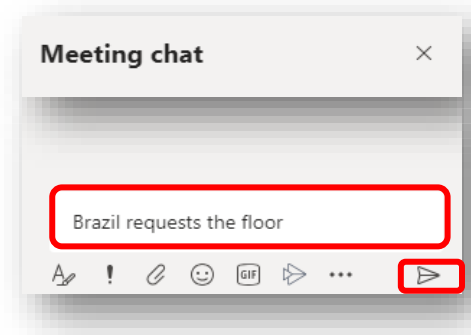
5. How to request the floor?

In order to request the floor, participants are invited to send a request through one of the following two options:

Option 1 – Chat Function

Send a message through the “chat” function and, once acknowledged by the Chair, to unmute their microphones and speak.

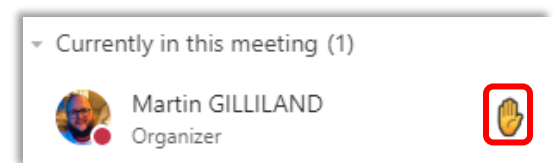
The preferred format for requesting the floor is typing ‘COUNTRY Requests the floor’.



Option 2 – Raise hand function

Note this function is currently being rolled out by Microsoft and some users may not have this function. Once fully implemented, Option 1 will be removed and act as a backup in favor for Option 2.

- i. Click on the ‘Raise Hand’ icon on the Control bar.
- ii. The ‘Raise Hand’ icon will go purple to show the floor has been requested.
- iii. The hand icon will also appear on the video on screen of the requesting participants and beside their name on the People /List of Participants List.
- iv. To cancel the request, click on the ‘Raise Hand’ icon again on the control bar again to cancel the request.



- v. After speaking, participants should mute their microphones and "un-raise" their hands, in order to avoid accidental duplication.

6. Troubleshooting:

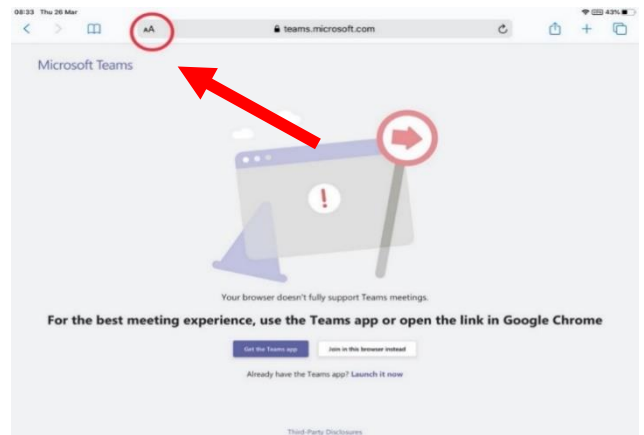
- **Audio Issues**

- i. In the event of intermittent sound, please try turning off your camera and use audio only.

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

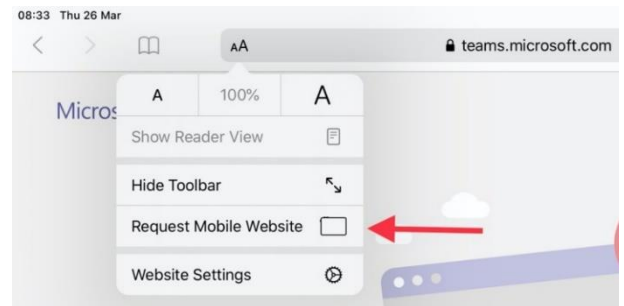
In order to force Safari to open a Microsoft Teams launching page, in its mobile version, please follow the steps below:

- i. In Safari, tap on the **"AA"** in the URL;



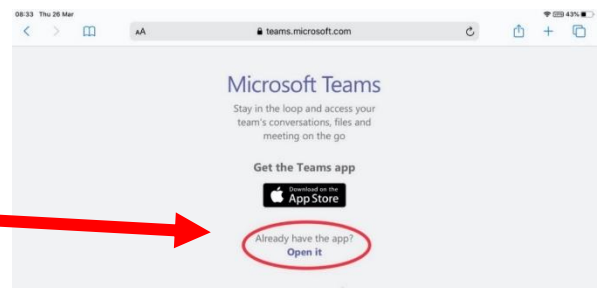
- ii. From the drop-down menu, tap on **"Request Mobile Website"**:

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.

