1. Introduction

As a result of the COVID-19 pandemic, the WFP Executive Board Secretariat has put in place several tools which are going to be used over the coming months in order to hold virtual meetings with the membership. This document includes technical guidance for the participants on the different tools that will be in use for coming virtual meetings.

This document will be updated on a regular basis. It includes information on the following:
- Section 1 – Estreemo system
- Section 2 – WFP Webcast system

2. Technical support (virtual helpdesk)

We advise all participants to read this manual in advance of any virtual meetings. However, should you require any technical assistance using either systems, delegates can communicate to the EB Secretariat by sending an e-mail to wfpssecretarytotheeb@wfp.org with a copy to martin.gilliland@wfp.org and elisa.grifoni@wfp.org.

Please state your country, name, issue, and send a screenshot of any technical issues to help identify a solution as quickly as possible.

3. HOUSEKEEPING TIPS AND ADDITIONAL GUIDANCE

Top Ten Tips

1. Where possible, use an ethernet (wired) connection, instead of a Wi-Fi.

2. If using a Wi-Fi connection, make sure it is entirely dedicated to the device that you are using for the virtual meeting and disconnect any other device (Smart TV, mobile phones, etc.).

3. Important: Turn off all applications running on your device (particularly applications such as email, Skype, WhatsApp, etc.) and launch Google Chrome only while attending the virtual meeting. This also includes ensuring that the WFP webcast should not be opened at the same time of the active Estreemo participant’s device.

4. Turn the volume of your speakers to 75% (you can increase or decrease during the meeting).

5. When on video, ensure that you have a solid colored background (no windows or doorways), that you are using a good lighting (no shades) and that any visual distractions are kept to a minimum.
6. Wear headsets with integrated high-quality microphones for better sound quality, but please ensure the microphone piece does not rub against a collar as the quality will be impacted. The use of directional microphones mitigates against extraneous noise.

7. Eliminate background noise and interference (participate from indoors, in a room with closed door and windows to avoid extraneous noise).

8. Try to speak more slowly than usual to ensure each word can be heard.

9. Replicate eye contact by looking into the camera.

10. Please send your statements/interventions in advance to the Executive Board Secretariat to be shared with interpreters who will check interventions against delivery (statements will be held with the utmost confidentiality until delivery). Sharing in advance will help mitigate against audio problems arising from poor Wi-Fi connections.

**Estreemo specific guidance**

1. Connect using a laptop or desktop computer. **Do not** connect using a tablet or smartphone device.

2. **Important**- Always manually type in the Conference Room ID, Username and passwords and **do not use** the previously stored details).

3. When prompted on screen, please click on Allow to authorize the use of your camera and microphone, otherwise, you will not be heard or seen on screen when the floor is given to you.

4. To adjust the size of the video shown on screen, please go to the settings of Google Chrome and adjust accordingly using the plus and minus buttons under zoom setting or click on full-screen icon – please see below screen shot:
Section 1 – Estreemo system

Overview - Accessing a virtual seat the Estreemo system
Purpose: this guidance is addressed to the Board Members who will participate to Board virtual sessions through Estreemo. Please note that the Estreemo system relies on a different technology compared to other applications often used for videoconferencing, such as Zoom or Microsoft Teams. That technology has been developed to provide a better sound and video quality for the final users, through a streaming approach; it however entails a slight delay in the transmission of the sound and video. Users should bear that in mind in their interactions through the system.

System requirements
- Laptop or desktop computer. **Do not connect** using a tablet or smartphone device.
- A strong reliable internet connection – broadband wired or wireless (4G/LTE)
- Speakers and a microphone – built-in or USB plug-in
- A standard or high-definition webcam - built-in or USB plug-in
- Required Internet browser: Google Chrome

Supported operating systems
- Mac OS X with Mac OS 10.11 or later
- Windows 10
- Windows 8 or 8.1
- Windows 7

For Windows and MacOS users
User Manual for the Estreemo interface

Step 1 – How to connect

- In Google Chrome, browse to https://virtualseat.hq.wfp.org;

- **Important:** You will be asked to authorize the use of your webcam, as per the screenshot below. Click on *Allow*.

![Use your camera](image1)

- Then in the following window, insert the **Conference Room ID: WFP0620** (when joining in, **please always type** in the Conference Room ID and **do not use the previously stored details**);

![Conference Room Server ID](image2)

- Click on *Connect* (the server will then start connecting);

![Waiting for server connection..](image3)
Step 2 – Username and password

- Insert your **Username** and **Password** (both will be provided by the WFP Board Secretariat), then click on *Login*; **please always type** in the Username and Password and **do not use the previously stored details**;

---

Step 3 – Language and speakers

You are now connected to the system and you will see the main room.

- Select the language you want to hear on the bottom of the screen (see the red arrow below); **Note: you will see all languages available.**

---

In the column on your left you will see the name of the active speakers in **RED**;
Step 4 – How to request the floor

- To request the floor click on the button indicated by the RED arrow;

![Image showing how to request the floor](image1)

**New Feature:** text boxes will appear when passing the mouse over buttons “request floor” or “cancel floor” which allows an easier way for the participant to book or unbook the floor and the central technician in the Auditorium to switch the microphone on and off, as per current practice in the Board.

You will then be inserted in the speakers list in **GREEN**;

![Image showing the speakers list](image2)

Step 5 – When you are ON AIR

- When the Chairperson of the meeting gives you the floor (note there will be 2-3 second delay for when the floor is given) you will be asked to authorize the use of your microphone as per the below screenshot (only the first time you speak as your microphone will be authorized henceforth):

![Image showing microphone authorization](image3)

- **Important:** if you do not authorize the use of your camera and microphone you will not be able to speak when the floor is given to you. Please ensure you click on **Allow**.
- Click on *Allow* and you will then be ON AIR;

You will be transmitting your video and audio to the meeting participants. Your name will be now in **RED** in the left column (see the red arrow below). While you are the active speaker, you will be viewing your own video on the main screen.

- When finished, your microphone will be closed remotely by the audio-video technicians.

**Troubleshooting**

<table>
<thead>
<tr>
<th>SYMPTOM</th>
<th>RESOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Message with black background “Waiting for video.”</td>
<td>Normal condition, resulting from temporary user network problems. In most cases it is sufficient to wait some seconds to get the video stream back.</td>
</tr>
<tr>
<td>Message error “Bad Connect – Access refused for user.”</td>
<td>Wrong conference ID. Please insert the correct conference ID and click “Connect”.</td>
</tr>
<tr>
<td>Any other error or message</td>
<td>Reload the web page using the “Reload” button in Chrome, located at the left of the URL bar.</td>
</tr>
</tbody>
</table>
Section 2 – WFP Webcast system

How to Remotely Watch the WFP Webcast

1 - To reach the Webcast Portal, open your browser and click/tap on http://webcast.wfp.org

2 - Enter the login credentials you've been provided with.
   (both username and password are case-sensitive).

3 - After a successful login, you'll be taken to the webcast page. Depending on your browser, you may need to click/tap on the Play button.

4 - The default language is English. You can choose one of the other official languages by clicking/tapping the relevant button.
Troubleshooting Updating the Flash plug-in to access a meeting webcasting

Purpose: this guidance is addressed to the participants who will watch the webcasting of a WFP virtual meeting through their desktop’s internet browser.

In order to view a webcasting through your internet browser, you will need to install the Flash plug-in. To do so, please follow the below five steps:

1. Click on https://get.adobe.com/flashplayer

2. Click on the Download Now button

3. Once the download has completed, double-click on the downloaded package to start the installation process

4. Once the process has completed, make sure that the first option in the dialogue box below has been selected and click on Done

5. Restart your browser
If you are still not able to watch the Webcast, you may need to **enable Flash in your browser**. To do so, please click on the relevant link:

- For Internet Explorer, see [Enable Flash Player for Internet Explorer](#)
- For Internet Explorer on Windows 10, see [Enable Flash Player for IE on Windows 10](#)
- For Legacy Edge on Windows 10, see [Enable Flash Player for Edge on Windows 10](#)
- For Chromium-based Edge on Windows 10, see [Turn on Adobe Flash in Microsoft Edge](#)
- For Firefox on any OS, see [Enable Flash Player for Firefox](#)
- For Safari on Mac OS, see [Enable Flash Player for Safari](#)
- For Google Chrome, see [Enable Flash Player for Chrome](#)
- For Opera, see [Enable Flash Player for Opera](#)

**TO NOTE:**
If you are connecting with Chrome, please click on the “Not secure” button (in the URL), allow “Flash” and then reload the page. Please see below screenshot: