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 - Accessing a virtual seat in the Estreemo system
- Section 2 - Updating the Flash plug-in to access a meeting webcasting
- Section 3 – TEAMS Meeting

Section 1 - 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

- An 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](image)

- 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](image)

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

![Conference Login](image1)

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.**

![Conference Active View](image2)
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;
You will then be inserted in the speakers list in **GREEN**;

![Screenshot of a meeting interface]

**Step 5 – When you are ON AIR**

- When the Chairperson of the meeting gives you the floor 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):

- **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*.

![Authorization prompt]

- 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, press the button on the bottom (**red arrow**) to close your microphone and camera.
Additional guidance for users:
- Where possible, use an ethernet (wired) connection, instead of a Wi-Fi.
- 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.) and launch Google Chrome only while attending the virtual meeting.
- Turn off all applications running on your device (particularly applications such as Skype, WhatsApp, etc.) and launch Google Chrome only while attending the virtual meeting.
- This also includes ensuring that the WFP webcast is not opened at the same time as the virtual session on Estreemo.
- Eliminate background noise and interference (participate from indoors, in a room with closed door and windows to avoid extraneous noise).
- Replicate eye contact by looking into the camera.
- Speak at a moderate pace and avoid reading from documentation. If you must, documentation should be provided in advance for interpretation purposes only (it will be checked against delivery).
- When on video, ensure that you have a solid colored background, that you are using a good lighting (no shades) and that any visual distractions are kept to a minimum.
- Turn the volume of your speakers to 75% (you can increase or decrease it during the meeting).
- Use directional microphones to avoid extraneous noise.
- Use preferably individual headsets with a high-quality microphone.
- To adjust the size of the video shown on screen, please go to the settings of Google Chrome and adjust accordingly using plus and minus buttons under zoom setting or click on full screen icon – please see below screen shot.
## 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 - 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](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:
Section 3: TEAMS Meetings

Purpose: this guidance is addressed to the delegates who will participate in informal Board virtual meetings through Microsoft Teams and for those will do so through the Safari browser on an iPad.

How to connect to a TEAMS meeting

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). On the webpage that will be opened, you will be invited to continue to use your internet browser to access the meeting or to download and install the Teams app on your device. Please choose the option that is in line with your system’s permissions.

How to launch Microsoft Teams using Safari on an iPad

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

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

![Microsoft Teams Launching Page in Safari on iPad](image-url)
- From the drop-down menu, tap on “Request Mobile Website”:

The correct version of the webpage will then be loaded.

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