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DOs and DON'Ts

(Last updated on 3 September 2020)

 DOs	 DON'Ts
Take a few moments to read the technical guidance carefully, as some common issues may already be covered	Do not have your VPN connected
Install Flash plug-in , if you do not have it already by clicking on https://get.adobe.com/flashplayer <i>(For desktop/laptop users only – not applicable for mobile device users)</i>	Do not use autofill/previously stored details for the credentials which must always be manually typed in
Be patient – click only once to give time for the server to upload the page and wait 20–30 seconds before clicking again to reload/refresh the page	Do not click multiple times to refresh the page, as the server will become overloaded and slower

Helpdesk support - Should you require any technical assistance, delegates can communicate with the EB Secretariat by sending an e-mail to wfpsecretarytotheeb@wfp.org.

In order to quickly resolve your technical issues, please share with us your:

- i. name and country;
- ii. phone number (should we need to call you); and
- iii. issue (brief description of the problem), and screenshot of your device showing the issue (this will help us identify a solution as quickly as possible).