WFP Webcast system

Technical guidance for participants to WFP Executive Board virtual meetings
(Last updated on 15 February 2021)

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 a salle d'écoute.

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 this system, delegates can communicate to 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);*
  III. which system you are experiencing the issue with *(WFP Webcast);* and
  IV.   issue *(brief description),* and screenshot of your desktop or laptop of the issue *(this will help us identify a solution as quickly as possible).*

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 have been provided with.
    (both username and password are case-sensitive).

Webinar Login

Username : Webcast

Password :

LOGIN

3 - After a successful login, you will 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.

Webcast page not uploading

Click on the browser reload/refresh button and **wait 20-30 seconds** before trying again. *Note* - **be patient and only click once each time,** as each click will send a separate request to the server each time, overloading it and therefore increasing the delay in the page uploading, if multiple clicks are made. Should you have tried reloading/refreshing three (3) times, with no success, please send an email to the noted helpdesk on Page 1, to which assistance will be provided and/or escalated to the Webcast Manager.