WFP Webcast system
Technical guidance for participants to WFP Executive Board virtual meetings
(Last updated on 3 September 2020)

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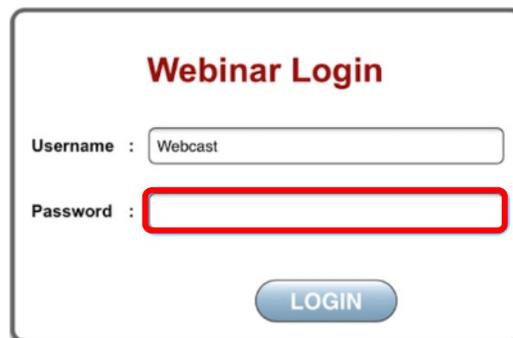
3 - After a successful login, you will be taken to the webcast page. Depending on your browser, you may need to click/tap on the Play button.

4 - The default language is English. You can choose one of the other official languages by clicking/tapping the relevant button.

Troubleshooting

Webcast page not uploading

Click on 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.

Updating the Flash plug-in to access a webcast meeting (for desktop/laptop users)

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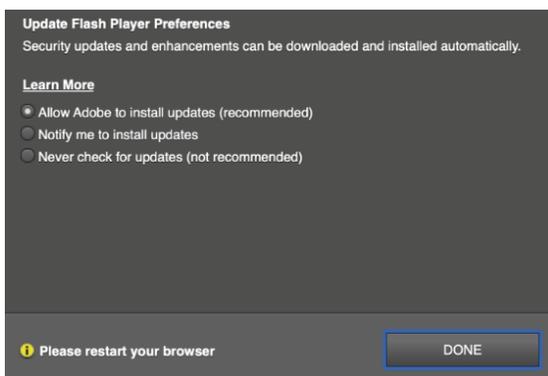
1. Click on https://get.adobe.com/flashplayer

2. Click on the **Download Now** button
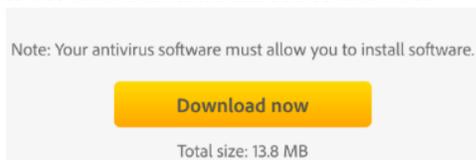
3. Once the download has completed, double-click on the downloaded package to start the installation process

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

Enabling the Flash plug-in

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](#) *(see example below)*

For Opera, see [Enable Flash Player for Opera](#)

Google Chrome 'Not Secure' solution

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: