

Zoom system

Technical guidance for participants to WFP Executive Board virtual meetings

(Last updated on 1 October 2020)

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 joining on Zoom.

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 this system, delegates can communicate to the EB Secretariat by sending an e-mail to wfpsecretarytotheeb@wfp.org.

Alternatively please refer to the Zoom official troubleshooting webpage:
<https://support.zoom.us/hc/en-us/sections/200305593-Troubleshooting>

3. Housekeeping 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 private VPN connections, WFP Webcast, Skype, WhatsApp, etc.) while attending the virtual meeting.
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 other acoustic interference (participate from indoors, in a room with closed door and windows to avoid extraneous noise), e.g., turn nearby cellphones on silent and mute notification alerts on any other applications (Skype, WhatsApp etc.) or other nearby devices to avoid distracting interpreters and/or yourself when speaking.

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 (wfpsecretarytotheeb@wfp.org) 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.

4. Zoom specific guidance

1. Participants can access Zoom from all devices, via web browser or App at the following link: <https://zoom.us/support/download>
2. We strongly recommend downloading the App on your device for a better user experience. Please also check regularly for the latest version of the App.
3. If connecting using a laptop or desktop computer we recommend connecting your device via an Ethernet (land wire) cable to your router, rather than using Wi-Fi.
4. Disconnect other devices connected to your internet. Zoom requires at least 5 Mbps upload and download speeds for every connection.
5. Do not use your built-in computer microphone, as it will not provide sufficient sound quality.
 - Use an USB-headset with integrated microphone.
 - If not available, cellphone earphones/microphone are better than none, but only wired, not Bluetooth.
 - If no headset/microphone is available, an external USB-wired microphone is the next best solution.
 - If participants are in a group and have to use one microphone, make sure whoever is speaking is close to the microphone.

User Manual for the Zoom interface

Step 1 – How to register for the virtual meeting

- Click on the Zoom registration link received in the invitation and proceed with the registration for the meeting.
- Enter your data in the Zoom Registration Form.
 - o **Member States participants**, please ensure that your Country name is inserted in English and in capital letters in the First Name field. Enter your full name (i.e. John Smith) in the Last Name field.
 - o **Participants from other organizations**, please enter the name of your organization (WFP, FAO, UN, IGO, CSO, Private Sector, Academia or Interpreter) followed by your title in the First Name field. Enter your full name (i.e. John Smith) in the Last Name field.
- **IMPORTANT:** After completing the registration page you will see the below. Please click on **Download and run Zoom** in order to enable the multilingual option. If you are using the Zoom app, please uninstall and reinstall it.

When system dialog prompts, click **Open Zoom Meetings**.

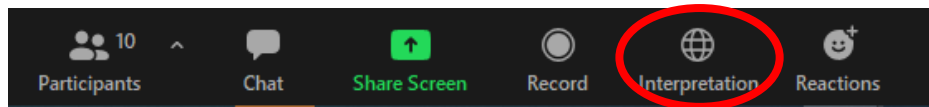
If you have Zoom Client installed, [launch meeting](#). Otherwise, [download and run Zoom](#).

- You will then receive a confirmation email with the meeting link (along with the Meeting ID and Passcode) to access the virtual meeting room. WFP recommends completing the Zoom registration procedure at least one (1) day before the start of the meeting.
- It is also recommended to add the meeting to your email calendar for easy access to the Zoom link and password.
- This meeting will have a waiting room to verify participants prior to entering the meeting. WFP Executive Board Secretariat staff will admit you to the meeting from the waiting room and carry out a verification check. You will be asked to turn on your microphone and camera as part of the verification check.

Step 2 – How to enter the virtual meeting room and to select a language

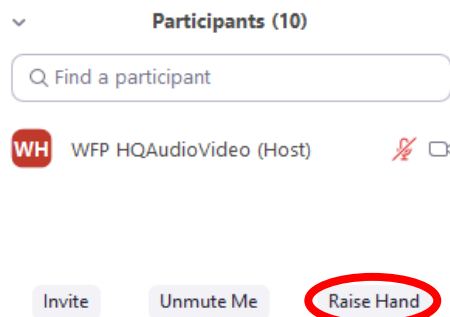
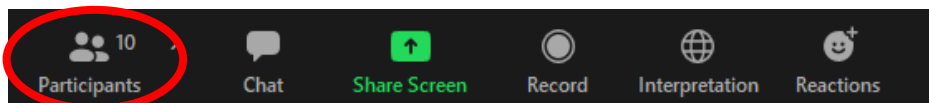
- Please click on the meeting link (recommended) or alternatively enter the meeting ID and passcode in Zoom application or browser to join the meeting.
- We recommend joining at **least 30 minutes prior to the meeting** start time to avoid delays.
- When you enter the virtual meeting room you will automatically be muted. Executive Board Secretariat support staff will unmute you when you take the floor to speak.

- Select the language you wish to listen to in the **Interpretation menu**. The Floor, English, French, Spanish, and Arabic are available for all meetings, with Chinese and Russian available for formal Executive Board sessions.

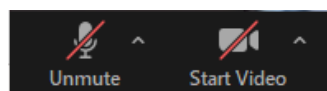


Step 3 –Taking the floor

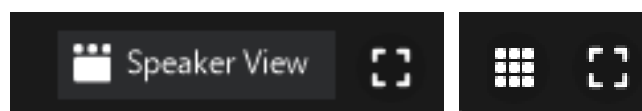
- If you wish to take the floor, use the **Raise Hand** function in the Participants menu.



- Those who have requested the floor (List of Speakers) are shown as raised hands under the Participants menu and are shown in the order in which they raised their hand.
- When the chairperson of the meeting gives you the floor, please **turn your video on**, Executive Board Secretariat staff will **unmute your microphone**. Once you have completed your intervention, Executive Board Secretariat staff will **turn your microphone off** and we recommend you turn off your video. This will preserve your bandwidth and facilitate a smoother conference experience.

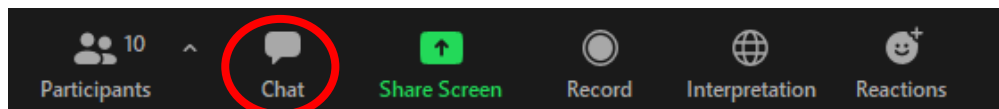


- In order to see the current speaker in full screen, please select **“speaker view”** instead of **“gallery view”** in the upper right corner of your zoom screen.



- Please note that if you make an intervention in a language different to the one that you are listening to, you need to turn interpretation off by selecting **Off** in the Interpretation menu.

- The Chat function offers the opportunity for all participants to exchange messages. The messages can be private or public, by selecting the recipients from the drop-down list. For WFP meetings, it is recommended not to use the Chat function to ask questions to the meeting participants, unless you are encountering technical issues which is preventing you from taking the floor. Should you need to ask a question, please type in the chat: **Chair – Country name – type your question.**



Zoom official tutorials

- Tutorial catalogue: <https://support.zoom.us/hc/en-us/articles/206618765>
- Joining a meeting: <https://support.zoom.us/hc/en-us/articles/201362193-How-Do-I-Join-A-Meeting->