

# Manual for participants to WFP Executive Board virtual meetings

Last updated November 2021

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## 1. Technical support (virtual helpdesk)

We advise all participants to read this technical guidance 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](mailto:wfpsecretarytotheeb@wfp.org).

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

## 2. Housekeeping tips

1. Where possible, use an **ethernet (wired) connection**, instead of a Wi-Fi to limit connection issues.
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 (in particular 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 professional background setting or a corporate branded backdrop, no visible windows or doorways, that you are using a good lighting (no shades) and that any visual distractions are kept to a minimum.
6. We recommend the use of lapel microphones for better sound quality. Ensure the microphone piece does not rub against a collar, as the sound quality will be impacted. Please see section 3.4 for additional microphone guidance.
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 cell phones 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 clearly and 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](mailto: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.

### 3. 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. Disconnect other devices connected to your internet. Zoom requires at least 5 Mbps upload and download speeds for every connection.
4. Do not use your built-in computer microphone, as it will not provide sufficient sound quality.
  - Use lapel microphones as a first choice. If not available, an USB-headset with integrated microphone.
  - If not available, cell phone earphones/microphone are acceptable 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

1. Click on the Zoom registration link received in the invitation and proceed with the registration for the meeting.
2. Enter your data in the Zoom Registration Form.
  - **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.
  - **Participants from other organizations**, please enter the name of your organization (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.

The screenshot shows the WFP Meeting Registration form. At the top, there is a blue header with the WFP logo and the text 'World Food Programme Meeting Registration'. Below the header, the form displays the following information:

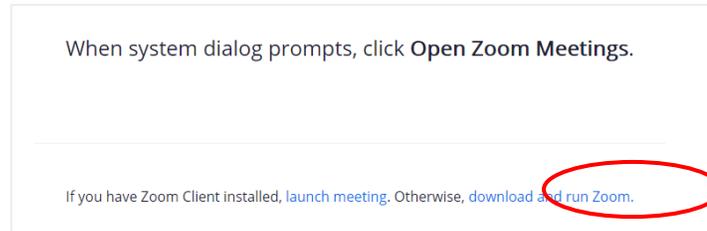
- Topic:** WFP 2020 Second regular session of the Executive Board - test
- Time:** Nov 16, 2020 10:00 PM, Nov 17, 2020 10:00 PM, Nov 18, 2020 10:00 PM, Nov 19, 2020 10:00 PM, Nov 20, 2020 10:00 PM
- Time shows in:** Amsterdam, Berlin, Rome, Stockholm, Vienna

The registration form consists of several fields:

- First Name\***: A text input field containing 'COUNTRY/ORGANIZATION' in red capital letters, enclosed in a red oval.
- Last Name\***: An empty text input field.
- Email Address\***: An empty text input field.
- Confirm Email Address\***: An empty text input field.
- Country/Organization\***: An empty text input field.

Below the fields, there is a section for 'Required information' with a 'Tick box' label. It contains a checkbox labeled 'I'm not a robot' and a CAPTCHA icon. A red arrow points to the checkbox. At the bottom of the form, there is a blue 'Register' button with a red arrow pointing to it labeled 'Click on Register'.

3. **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.



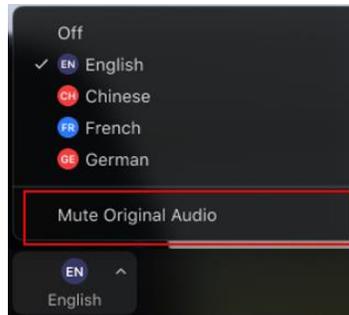
4. You will then **receive a confirmation email with the meeting link** (along with the Meeting ID and Passcode) to access the virtual meeting room. WFP recommends completing the Zoom registration procedure at least one (1) day before the start of the meeting.
5. It is also **recommended to add the meeting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

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

1. Please click on the meeting link (recommended) or alternatively enter the meeting ID and passcode in the Zoom application or browser to join the meeting.
2. We recommend joining at **least 30 minutes prior to the meeting** start time to avoid delays.
3. The Executive Board Secretariat staff will **carry out a verification check** when admitting you from the waiting room to the meeting. They may admit you to the meeting and send a private chat message to you as part of the verification process. We kindly ask that you respond to this chat message, otherwise you may be placed back in the waiting room if unable to verify.
4. When you enter the virtual meeting room you will automatically be muted.
5. 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.

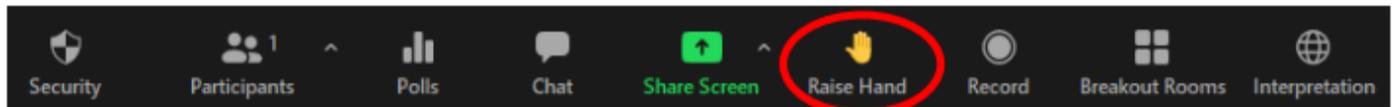


6. If you wish to listen to the interpretation audio only, instead of hearing it in a lower volume with your chosen language, select the option to mute the original audio from the Interpretation menu.

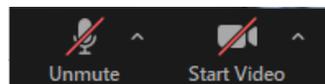


### Step 3 -Taking the floor

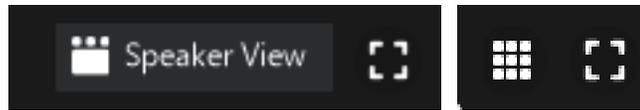
1. If you wish to take the floor, use the **Raise Hand** function.



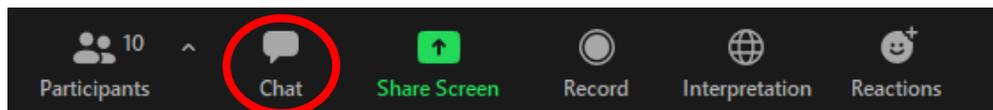
2. Those who have requested the floor (List of Speakers) are shown as raised hands under the Participants menu and are shown in the order in which they raised their hand.
3. When the chairperson of the meeting gives you the floor, please **turn your video and microphone on**. Once you have completed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



4. 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.



5. 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.
6. 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**



## 4. 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->