

ONLINE MEETINGS – USERS’ GUIDE FOR DELEGATES

Prepared by the Secretariat of the Basel, Rotterdam and Stockholm Conventions

Table of Contents

Background.....	3
Overview of the account activation procedure and access to online sessions	3
CHAPTER I – Account activation procedure	4
CHAPTER II – Login to the password protected intranet.....	9
CHAPTER III - Technical requirements for the online sessions	10
CHAPTER IV – Access to the meetings’ online sessions.....	11
CHAPTER V – Access to the meetings’ online plenary sessions hosted on the Interprefy platform	12
CHAPTER VI - How to use Interprefy platform as a designated spokesperson in the “spokespersons room”	15
CHAPTER VII – Troubleshooting with the Interprefy platform	17
CHAPTER VIII – Access to the meeting’s online sessions hosted with the WebEx platform	18
A. Accessing Webex	18
B. Connecting the audio	20
C. Available features of the session window	22
D. Issues with the online meeting.....	24
CHAPTER IX – Technical support	25

Background

As an exceptional measure in the light of the ongoing coronavirus disease (COVID-19) pandemic, in accordance with the agreement of the bureaux, following consultations with Parties, the first segment of the meetings of the conferences of the Parties to the Basel, Rotterdam and Stockholm conventions is held online from 26- to 30 July 2021.

To join the online sessions of the meetings, each participant will be first required to log in to a password-protected intranet site dedicated to the meetings.

This document contains a user's guide to enable delegates to effectively participate in the meetings, including steps to activate their user accounts, access the password-protected intranet site, use the Interprefy online teleconferencing platform for the plenary sessions of the meetings, and use of the Webex platform for other online sessions, such as the contact group sessions.

Overview of the account activation procedure and access to online sessions

The access to the password-protected intranet site will be limited to participants that have been duly registered to the meetings. Each participant will be required to connect to the site using a personal login account. The username for the personal login account will be the unique e-mail address that each participant provided to the Secretariat as part of their registration to the meetings.

Each registered participant will receive an **invitation e-mail** from the Secretariat containing an **invitation link** to connect to the password-protected intranet site and set up her/his account.

When participants connect for the first time using the above-mentioned **invitation link**, the system will automatically use the registered **unique e-mail address as their username**. The **password** will be set up by the participants the first time they connect after clicking on the **invitation link**. Once the password is set up, the participants will receive, for security reasons, a **verification e-mail** containing a **verification link**. The verification e-mail would normally take between 5 to 10 minutes to arrive, but if participants do not receive such a verification e-mail then they should check their spam folder or call or e-mail the Secretariat's technical support (ITsupport@brsmeas.org, Tel: +41 79 203 7614 or +41 22 917 8229). Once the verification e-mail is received, participants should click on the verification link, follow the steps on screen to confirm their registration information, and **only after that their account will be activated**, which will in turn give the participants access to the password-protected intranet site and to the online sessions.

It is important that participants activate their accounts with time in advance before the sessions, to be able to test their accounts and get familiar with the system. Delegates will be invited to participate in technical trials during the week before the sessions start. Once the accounts have been activated, participants are invited to keep their username and password in a safe place, and not to share them with anybody else, as they are personal and not transferable.

Once logged into the intranet site, participants will have access to the **links to join the online sessions**, by clicking on the **access online sessions menu item**. The intranet site will also contain, among other things, the meeting documents, the meeting clickable agenda and any meeting-related announcements.



Subsequent access to the intranet site and the online sessions (only after completing the account activation procedure), can be done by accessing the following URL using one of the supported web browsers. <https://paperless.brsmeas.org/>.




For more details please check the step by step instructions below.

CHAPTER I – Account activation procedure


1. For the account activation procedure, the participant should have a computer with broadband access to the internet, a working e-mail client and a web browser. See below web browser requirements.
2. Participants receive an e-mail from the Secretariat like the one below:

BRS COPs 2021- INVITATION EMAIL to activate your user account

 BRS Secretariat (No-Reply) <no-reply@brsmeas.org>
To:  Julien Hortonedá

 Reply  Reply All  Forward 

Fri 09/07/2021 17:53

 BRS Online Meetings - User Guide v1.3.pdf
1018 KB

Dear BRS COPs meeting participant,

As described in the attached users' guide the link below is **your Invitation Link** which you have to click now to connect to the BRS COPs 2021 meeting and define your account password. Once the account password has been activated the link below is not needed anymore and should be discarded.

- John Doe (affiliation)
Login: john.doe@domain.org
Link: <https://paperless.brsmeas.org/Authentication/PasswordInit.aspx?sp=ARWO&uuid=787a37c6-f6a0-ea11-9cf0-xxxxyyzzzz&source=769kg62>




This INVITATION EMAIL is the first step in the process for the activation of your account to access the BRS COPs 2021 Intranet site and the online sessions. Attached you will find a user's guide to facilitate the account activation process. Please follow the attached step by step instructions to ensure the smooth functioning of the system.


In case of any difficulties with the activation of your account please do not hesitate to contact the BRS technical support using the coordinates in the attached users' guide.

The Secretariat of the Stockholm Convention wishes you a successful meeting,

Secretariat of the Basel, Rotterdam and Stockholm Conventions
Tel.: +41 (0)22 917 82 29 or +41 79 203 76 14
Email: ITsupport@brsmeas.org

3. The participants are invited to click and open the **invitation link** provided in the e-mail. For participation in the online sessions, only the following web browsers are supported:

- Google Chrome 
- Firefox and 
- Microsoft Edge 

*Please note that older versions of MS-Edge are not compatible  

4. The user account activation procedure, the meeting intranet, and WebEx support all major available browsers, however for accessing the online session on Interprefy the participant is required to use only one of these three browsers. Any other browser will have technical incompatibilities which may not give a good user experience when participating in the sessions.
5. After successfully clicking and opening the invitation link, the participants will see a web browser with a screen like the one below. This is the password setup screen.

Password definition

[English](#) [Français](#) [Español](#)

First name Last name

Please take note of your email address used for authentication and define your password. You will need to use this email address and password to login into the password protected Internet site.

The password may contain between 6 and 16 alphanumeric and special characters. Please, avoid using the special symbols " and ' whenever possible.

Would you have forgotten your password or have any IT issues, please contact the Secretariat at ITsupport@brsmeas.org and specify your name, delegation and email address used for authentication.

Email used for authentication:

Password:

Confirm Password:

Click the Set Password button to submit your request

- At this stage the participants are invited to fill in the password boxes and press the “Set Password” button. The users may choose a password of their choice, ensuring standard practices, like using a combination of upper- and lower-case letters, numbers and a password length of at least 8 characters. Please store your password in a safe place and do not share it with third persons, as **the accounts are personal and non-transferable**. If you lose or forget your password, please call or e-mail the Secretariat’s technical support (ITsupport@brsmeas.org, Tel: +41 79 203 7614 or +41 22 917 8229).
- After successfully setting their password, the participants will get a screen resembling the following one, and 5 to 10 minutes later the participants will receive the **verification email**.

One more step left, please follow the instructions below

[English](#) [Français](#) [Español](#)

First name Last name

You have successfully defined your password.

An email containing a verification link will be sent to the email address provided in the previous screen.

This verification link will allow you to login into the password protected Internet site and verify your registration information.

Please note that **you must verify and confirm your registration information** before being able to access the information contained on the password protected Internet site.

Would you have any IT issues, please contact the Secretariat at ITsupport@brsmeas.org and specify your name, delegation and email address used for authentication.

- If the password setup was successfully completed, the participants will receive an email message with a content like the one below:

BRS COPs 2021 - VERIFICATION LINK for the activation of your account



ITSupport <ITSupport@brsmeas.org>
To: Julien Hortonedá

Reply Reply All Forward ...

Fri 09/07/2021 18:19

Dear BRS COPs meeting participant,

Kindly click on the link below to login to the BRS COPs Intranet and finalize the activation of your account.

John Doe (Affiliation)

Login: john.doe@domain.org

Link: <https://paperless.brsmeas.org/Authentication/Login.aspx?sp=ARWO&uuid=0d17fb2d-8355-eb11-8934-xxxxxyyzzzz&source=76tut6v>

If you are receiving this e-mail it is because you have registered to participate in the BRS COPs 2021, and you have completed the first step of the account activation process.

This is the second step in the process for the activation of your account, that will allow you to access the BRS COPs 2021 Intranet site and the online sessions. Please carefully follow the step by step instructions sent to you in the first step to ensure the smooth functioning of the system.

As described in the user's guide, the link above is your Verification Link, which serves as a verification of your e-mail address for security reasons. You are now invited to click on the link to login to the BRS COPs 2021 Intranet and finalize the activation of your account by confirming your registration information. Once the account has been activated, the link below is not needed anymore and should be discarded.

In case of any difficulties with the activation of your account please do not hesitate to contact the BRS technical support using the coordinates in the signature below.

The Secretariat of the Basel, Rotterdam and Stockholm Conventions wishes you a successful meeting,

Secretariat of the Basel, Rotterdam and Stockholm Conventions

Tel.: +41 (0)22 917 82 29 or +41 79 203 76 14

Email: ITsupport@brsmeas.org

At this stage the participants are invited to click and open the verification link. This link is used for security reasons to validate the ownership of the e-mail address and ensure the participant who is registered is the same participant that will connect to the online session.

9. Upon successfully opening the verification link, the participants will see a browser with the **intranet login screen**. The intranet login screen looks like the following screen.

Login

[English](#) [Français](#) [Español](#)

Please provide your email address and your password in the form below to access the password protected internet site.

In order to access the password protected internet site, you must first activate your account by clicking on the activation link provided in the invitation email.

Would you have forgotten your password or have any IT issues, please contact the Secretariat at ITsupport@brsmeas.org and specify your name, delegation and email address used for authentication.

Email:

Password:

10. Here the participants are invited to use their just created credentials to authenticate themselves, i.e. the email address and the password that they have setup in step 6.
11. After successful authentication, the participants will see the following screen in their browser, where they are invited to check and **update their profile**, should there be any errors or inconsistencies in their address of other data. The data in this profile is what **will be used to produce the list of participants** for the online session. The participants are invited to update its content, as appropriate, and click on the **Update button**.

Account activation

English Français Español

Please verify, and correct if necessary, your contact information below based on your registration form to activate your account and access the password protected Internet site.

Would you have forgotten your password or have any IT issues, please contact the Secretariat at ITsupport@brsmeas.org and specify your name, delegation and email address used for authentication.

Email used to login:

Country / Organization:


Personal email used to send and receive communications during the meeting:

Phone number to be used to provide IT support, preferably a mobile phone:

Registration information used for the List of Participants:

ATTENTION! – Some fields in this screen are not updatable, since they are part of the individual participant's authentication scheme. Likewise, this screen cannot be used to replace the participants that will attend the meetings. If such a need arises, the country or organization should follow the standard registration process to replace a delegate.

12. The participants are also encouraged to provide an emergency telephone number that will be used by the Secretariat's technical support team to contact them, should they lose connectivity while participating in the online sessions. This emergency telephone number is not compulsory but highly recommended. This number will not be used for any other purposes and will not be kept in the Secretariat records after the online sessions are over. Likewise, it will not appear in the list of participants nor the Conventions' websites.
13. After having successfully updated their profile, the participants will be re-directed to the intranet **home page** and at this stage **the account activation procedure has been completed**. The homepage looks like the following screen:

**COP**

GLOBAL AGREEMENTS FOR A HEALTHY PLANET:
sound management of chemicals & wastes
10th meeting of the Conference of the Parties to the Stockholm Convention
Online segment, 26th - 30th July 2021

BC COP15 RC COP10 SC COP10

Julien Hortonéda (Secretariat) | Logout

HOME

ACCESS ONLINE SESSIONS

AGENDA (CLICKABLE)

SCHEDULE

PRE-SESSION DOCUMENTS

CONFERENCE ROOM PAPERS (CRPs)

DRAFT REPORT

CONTACT GROUPS

SIDE EVENTS

OTHER DOCUMENTS

IT SUPPORT

2021 COPs WEBSITE

ENB WEBSITE

Announcements

Welcome to the paperless website of the tenth meeting of the Conference of the Parties to the Stockholm Convention.

Please click on "Access online sessions" in the left-hand menu to join the online sessions.

Please click on "Agenda (clickable)" in the left-hand menu to view documents organized by agenda item.

Please submit Conference Room Papers (CRPs) at the following address: CRP@brsmeas.org.

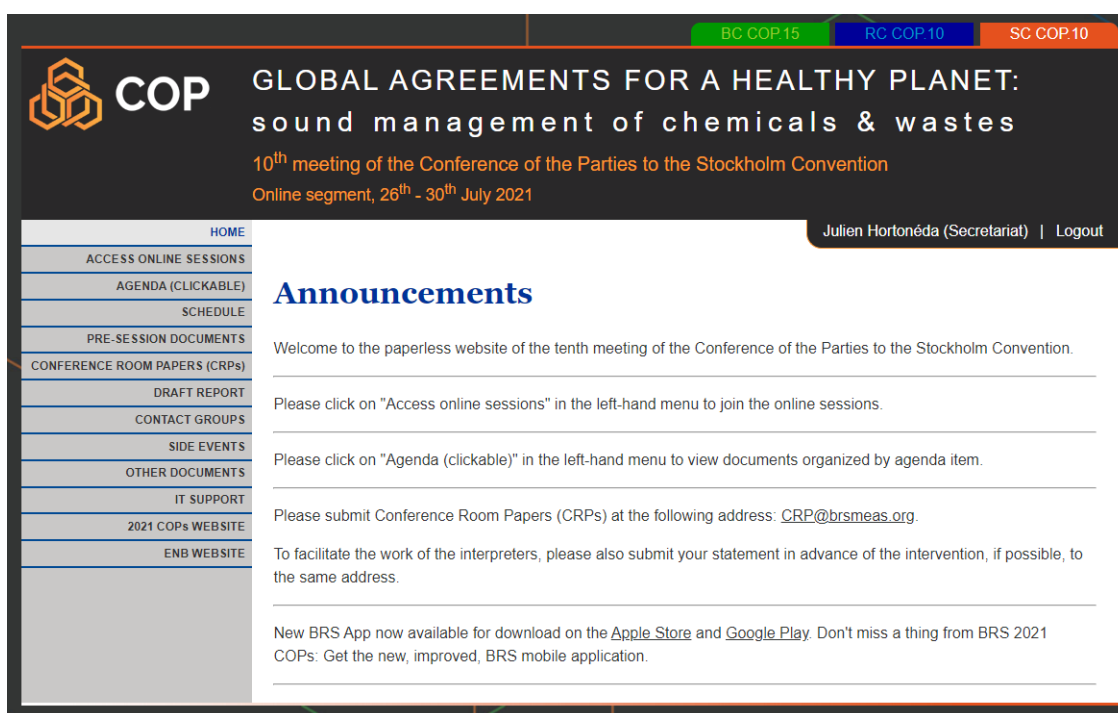
To facilitate the work of the interpreters, please also submit your statement in advance of the intervention, if possible, to the same address.

New BRS App now available for download on the [Apple Store](#) and [Google Play](#). Don't miss a thing from BRS 2021 COPs: Get the new, improved, BRS mobile application.

14. If the participants do not see the **homepage**, then the **account activation process may have failed**, and the participants are invited to seek help from the Secretariat's technical support (ITsupport@brsmeas.org, Tel: +41 79 203 7614 or +41 22 917 8229).
15. The account activation process has to be done only once, i.e. the first time the user connects to the password-protected intranet site after receiving the invitation e-mail, or in case the users forget their password, in which case the Secretariat's technical support, after being requested by the participants, will reset their account to the starting stage, and the users will receive a new invitation e-mail to setup their password and activate their account.

CHAPTER II – Login to the password protected intranet




16. After completing the account activation process, participants will be able to connect and login to the password-protected intranet site at any time, by simply typing and opening the following URL in their internet browser:
<https://paperless.brsmeas.org/>
17. The intranet's homepage will appear (see screenshot in point 9 above). Here the participants are invited to use their credentials to authenticate themselves, i.e. the email address and the password that they have setup in point 5 above. After successful authentication, the participants will land in the homepage (see screenshot below).





18. At this point, the participants can navigate the password-protected intranet site by using the left vertical menu to access the various sections of the website and the three tabs in the top-right corner to navigate between information related to each of the meetings of the conferences of the Parties to the Basel, Rotterdam and Stockholm conventions. There are three special links that should be highlighted for the Participants:
- a) The **logout link** at the right hand, on top of the white area. This link allows the user to exit the system.
 - b) The **profile link** can be accessed by mouse over the name of the participant located to the left of the logout link. This allows the participant to update the data that will be printed in the list of participants (See details under points 11 and 12).
 - c) The **link to the online sessions**. This link can be accessed by navigating to the "ACCESS ONLINE SESSIONS" in the left vertical menu. The procedure to access the online sessions is described in detail in chapter IV below.

CHAPTER III - Technical requirements for the online sessions

20. Please make sure to meet the minimum requirements regarding your hardware and internet connection:

- a) **Laptop or desktop computer:** Device should have a working **ethernet (LAN) port or an adapter** through which it can be connected to a network (LAN) cable.
- b) **Stable Internet** – To assure the best possible quality please make sure you have a **minimum of 4Mbps** upload and download speed available.
 - Please use this link to check your speed test: <https://interprefy.speedtestcustom.com>
 - **Ethernet (LAN) cable is highly recommended** – Wi-Fi often causes breakups when transmitting sound, this could cause low quality of sound and losing parts of the speech for other participants.
 - If you are on Wi-Fi your experience as a delegate might affect your sound quality which in turn will worsen the experience for all the other delegates.
 - Using proxies, VPN or firewalls to secure your connection through your office or Internet Service Provider, may hamper performance. **It is recommended to disable proxies, VPN or Firewalls.**
- c) **USB Headset** - Ideally with noise cancelling, to prevent the sound from the ear pad being picked up by the microphone. Recommended models are:
 - Sennheiser SC260 USB is recommended as higher-quality USB headset
 - Sennheiser SC 70 USB is recommended on a budget (also called Sennheiser 506504 or 506502)
 - Sennheiser SC 60 CTRL and Sennheiser SC 75 CTRL are also approved as a budget solution
- d) **Camera and Lighting:** Be mindful when positioning the camera, it needs to be pointed to the speaker directly. There should be enough light so the speaker can be clearly seen by other remote participants and by interpreters, but there should be no direct light pointed straight at the camera lens.
- e) **ATTENTION!** Note that to be able to login to the interprefy online sessions, participants **MUST USE** one of the following supported web browsers in their most recent versions.
 - Google Chrome 
 - Firefox and 
 - Microsoft Edge 

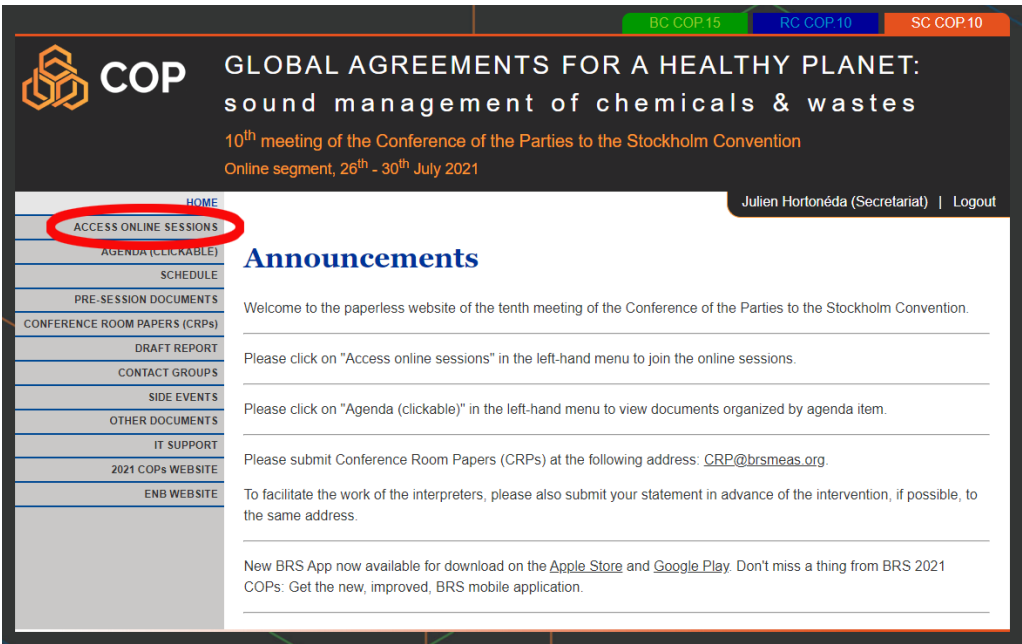
*Please note that older versions of MS-Edge are not compatible  

CHAPTER IV – Access to the meetings’ online sessions

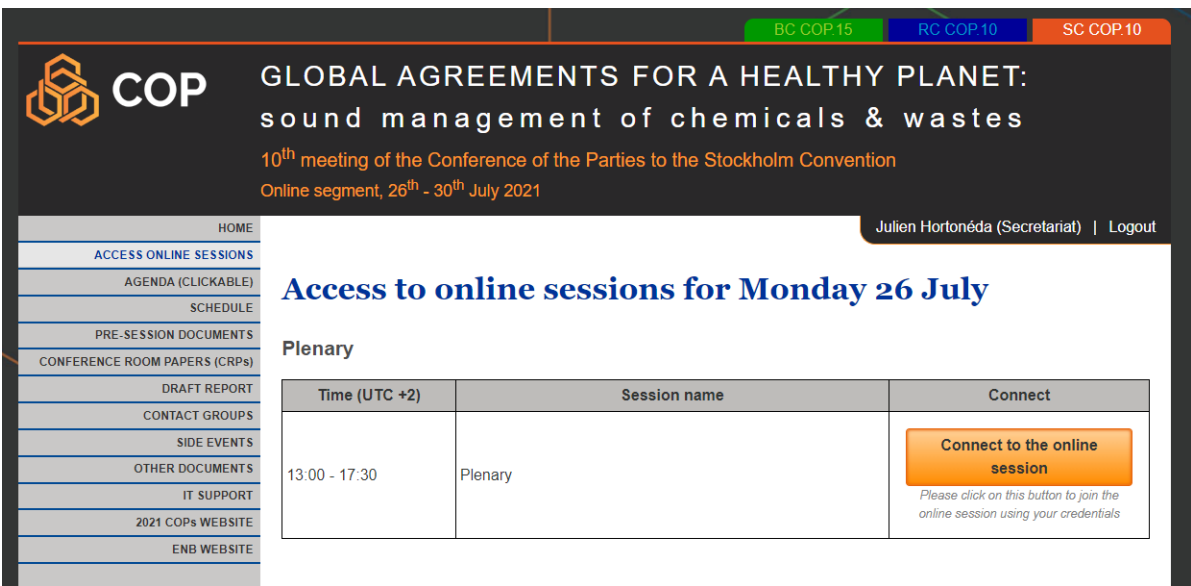
21. Once logged in to the meetings’ intranet site using one of the supported web browsers, participants will have access to the **links to the online sessions**.

ATTENTION! Note that to be able to login to the meetings’ intranet site, participants must first complete the **account activation procedure** (see chapters I and II above).

22. Participants are invited to Click the “ACCESS ONLINE SESSIONS” tab, located on the left side vertical menu.



23. The following screen will appear. Participants are invited to click and open the “Connect to the online sessions” button to join the online sessions, as shown in the screenshot below.



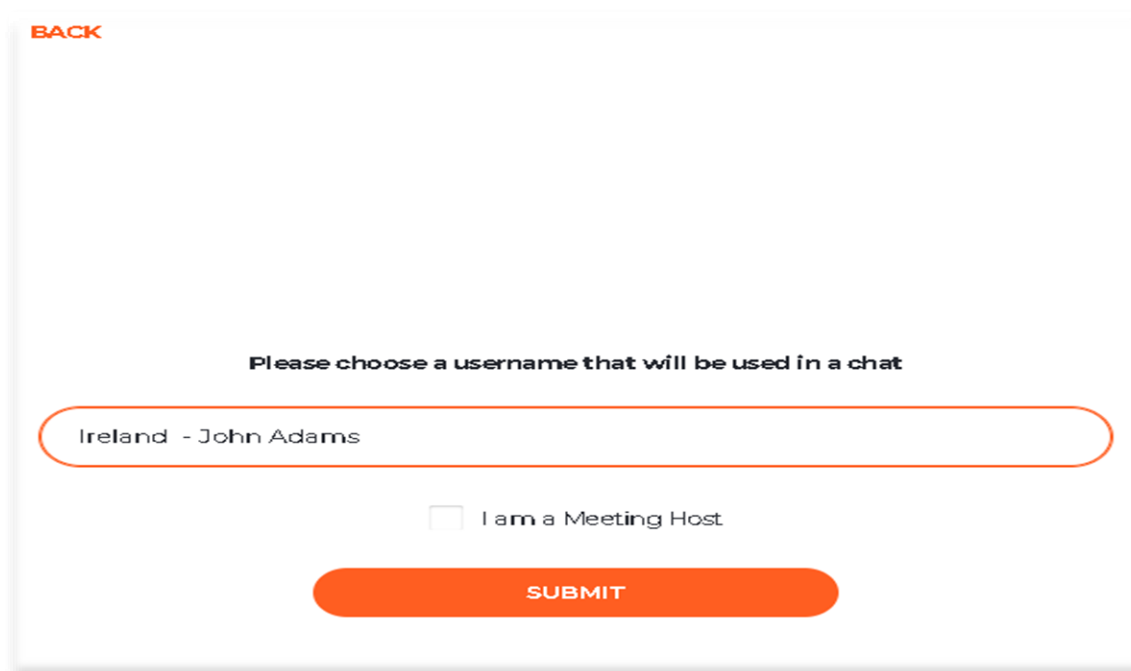
24. The **URL link** behind the orange button is personalized for each participant. Once participants log into the intranet, the system automatically packages the full participant’s name and their affiliation, and passes the information to the online session, once the user clicks on the orange button above.

CHAPTER V – Access to the meetings’ online plenary sessions hosted on the Interprefy platform

25. After having clicked on the button from the Intranet to join the online session, the participant will receive a screen like the one below:

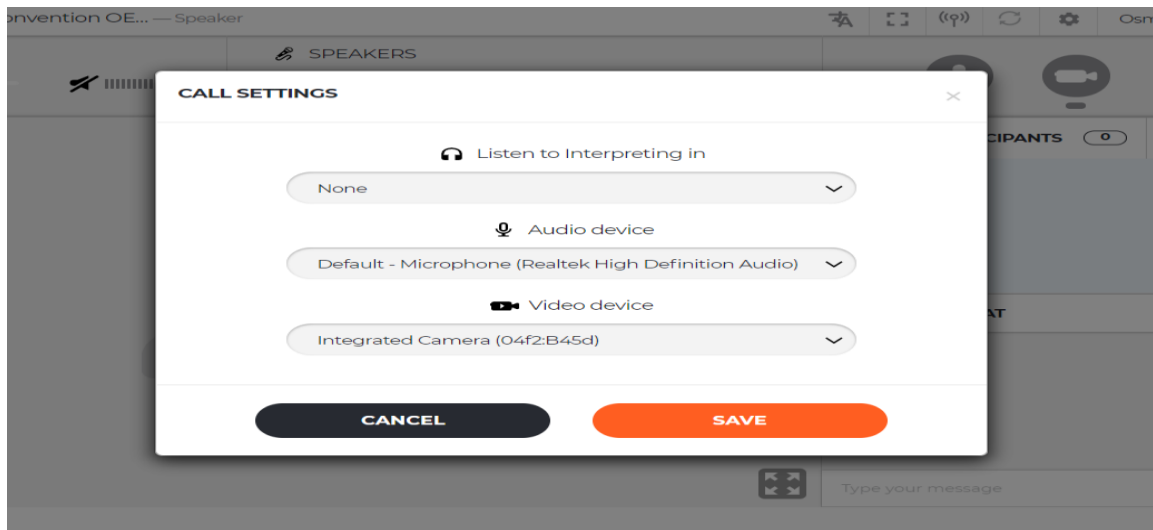
ATTENTION! *If a participant is using a non-supported web browser by default, at this point the participant will need to manually copy and paste the URL into one of the supported browsers listed under point 3.*

ATTENTION! *For best quality of interpretation, Interprefy recommends using a proper USB headset and USB camera (or integrated camera). The use of audio from the PC without headsets can produce feedback between the microphone and the speakers and jeopardize the sound quality to other participants and interpreters. Both, audio and video devices should be plugged in before opening the platform*

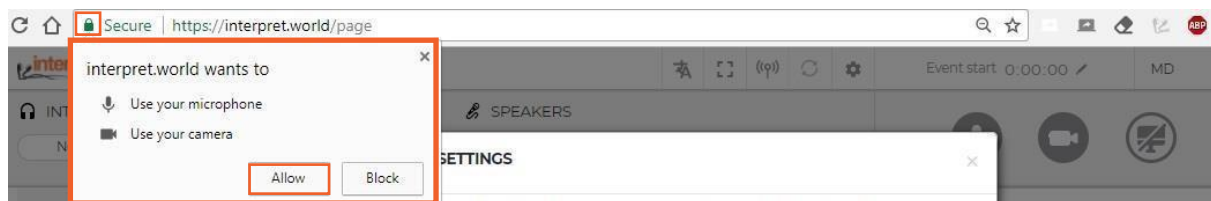


26. Because the login procedure has been done through the meetings’ intranet, participants will already see their name and affiliation in the box at the center of the screen (**display name**). This field is locked down, so participants only have to click on the “**SUBMIT**” button, and that will log them in.
27. If the participant is **the President** of the Conference of the Parties or a **host** from the Secretariat, they should check the box “**I am a meeting host**” and the system will ask for the **host password**, which is only available to the hosts persons.
28. Once logged in, participants will see the **CALL SETTINGS** page, where they can choose the **Language** channel they would like to listen to in the drop-down menu, the **audio** device they will use for speaking and listening and the **video** camera that they would like to use. In most of the

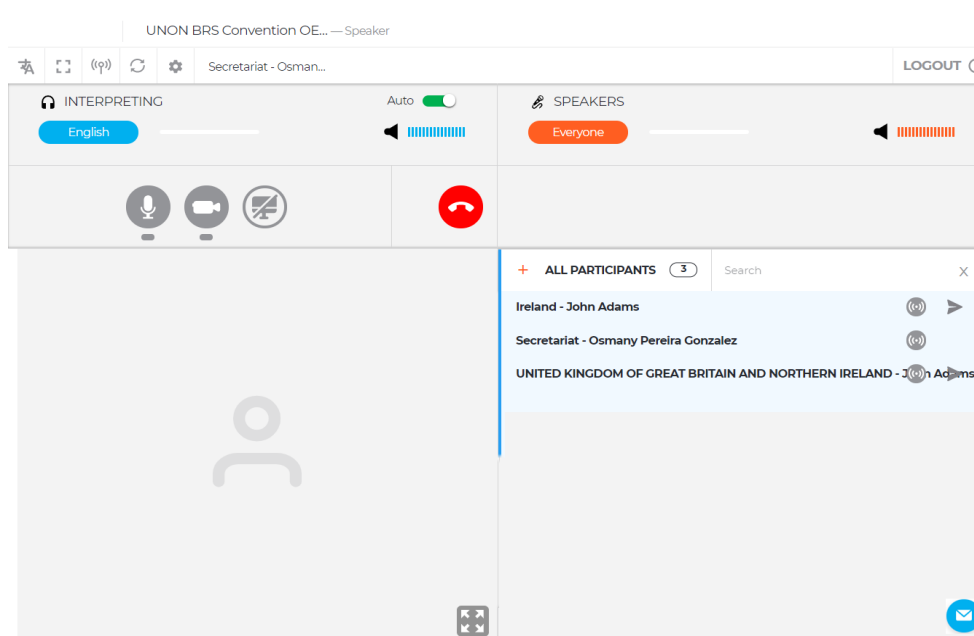
cases the audio device and the video camera will already be selected automatically by the operating system used by the participant.



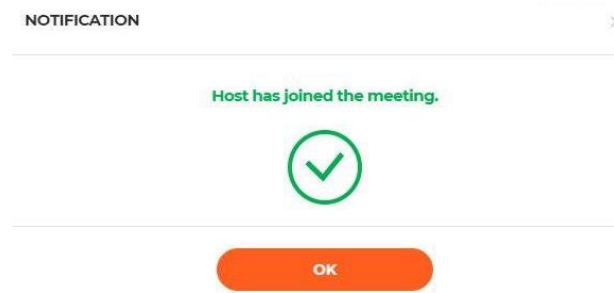
29. Depending on the browser in use, participants might be invited to check if browser permanent access to the microphone and camera is allowed. For the microphone and camera participants must click to allow their use by the Interprefy software.



30. After saving the call settings, participants will land in the main Interprefy page for the online plenary sessions, which looks like the following screen. From here participants will have access to the main tools to operate the Interprefy platform, which includes access to the video and sound channels, speakers and microphone controls, the list of participants with features to exchange private messages, including requests for technical support to the Interprefy Moderator via the chat window.



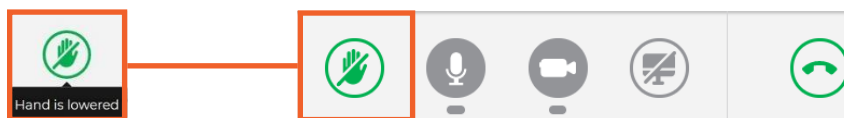
31. Depending on the settings of the meeting, the features in the main Interprefy page might be locked pending the arrival of the chairperson. When the chairperson arrives participants will receive the following notification message – Chairperson has joined meeting.



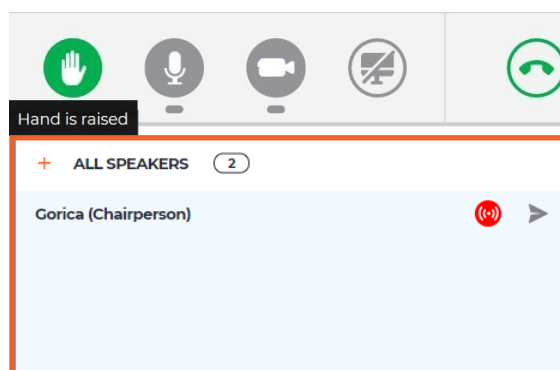
32. For best quality of interpretation, Interprefy recommends using a proper USB headset and USB camera (or integrated camera). The use of audio from the computer without headsets can produce feedback between the microphone and the speakers and jeopardize the sound quality to other participants and interpreters. **Both, audio and video devices should be plugged in before opening the platform.**

CHAPTER VI - How to use Interprefy platform as a designated spokesperson in the “spokespersons room”

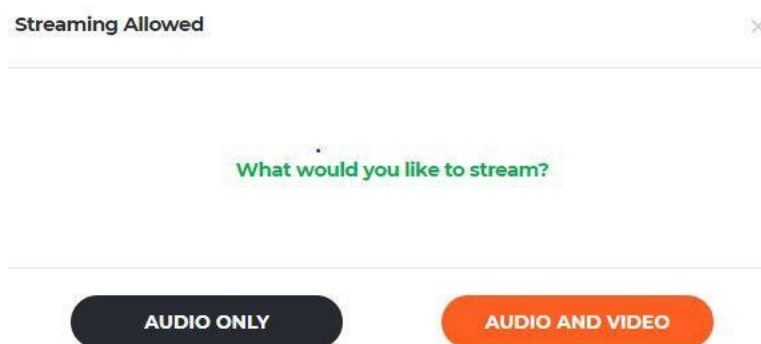
33. To request the floor, participants should click on the green hand icon to raise their hands.



34. Depending on the settings of the meetings, participants may see or not the ALL speakers list. In all cases, the moment participants request for the floor by clicking on the hand raise button, the request will be visible on the chairman’s list.



35. The Chairperson gives the floor to participants by allowing their streaming, at that point the allowed participant will receive the following message (see the picture below). Participants are invited to select “**AUDIO AND VIDEO**” or “**AUDIO ONLY**”



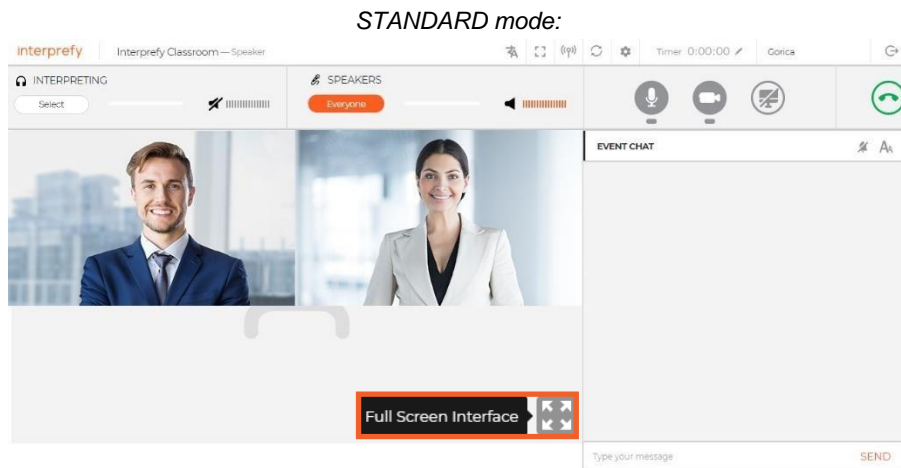
36. Participants must use the **Disconnect** button to stop their streaming, i.e. stop their intervention.
Red color means participant is streaming, green color means that participants are not streaming.



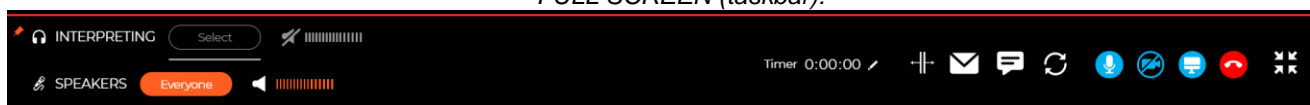
37. AUTO VOLUME enabled - The Auto Volume switch is turned on by default. When this switch is on, the volume is automatically adjusted between **Interpreting** and the **Floor**: when the interpreter is muted, users hear the floor, and when the interpreter is speaking, users hear the interpretation. This way, participants do not need to switch between channels and only hear the language they understand, either on the floor or through the interpreter.

38. Participants can follow the event in **standard** mode (white background) which is more convenient, or they can choose **full screen** (black background) in order to focus more on the video content.

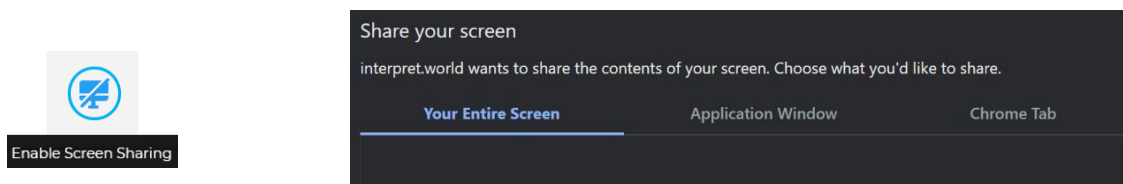
When in full screen mode, participants can hover their mouse over the video and the tool icons will become visible (taskbar).



FULL SCREEN (taskbar):



39. In case the active participant having the floor needs to share some document during the speech, it can be done by enabling **Screen Share**. A Pop up menu will be shown if using Chrome browser and there are 3 available options: *Entire screen*, *Application window (i.e. for locally stored documents .ppt,.doc,.xcl)* or the *Chrome tab (i.e. online stored documents/presentations on Cloud, Drive)*.



40. Private chat: Participants can initiate a private conversation with any participant in the list of participants. This “chat” will remain private. It will not be visible to other participants nor be saved by the system.
(Bottom right corner – blue circle with an envelope).



41. If delegates wish to **raise a point of order**, the **PRIVATE CHAT** with the Secretariat - Sophie Thirion should be used and the floor request will be forwarded to the President immediately.
(Bottom right corner – blue circle with an envelope).



42. If delegates wish to **request IT support on the use of the Interprefy platform or the interpretation**, the **CHAT function with the Interprefy Moderator** should be used

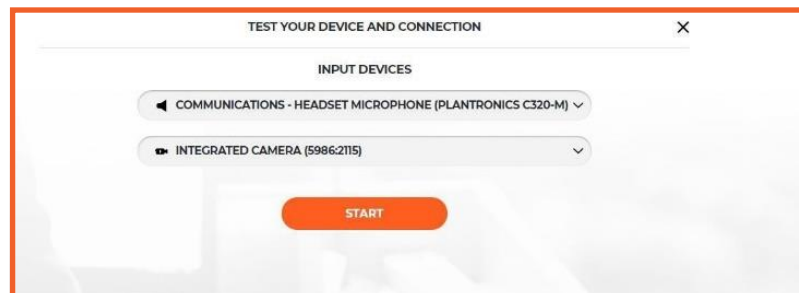
43. (Bottom right corner – blue circle with exclamation mark).



CHAPTER VII – Troubleshooting with the Interprefy platform

44. Participants can use the following link if they are not able to connect or are getting any error messages when trying to stream their audio and video in order to perform self-test:

<https://interpret.world/test>



45. If participants are facing any issue with audio and video, during the meeting itself, they can use the button **RESTART ALL LINES** (above the hand icon). If the issue persists – reload the browser or contact Interprefy moderator via private chat for assistance.



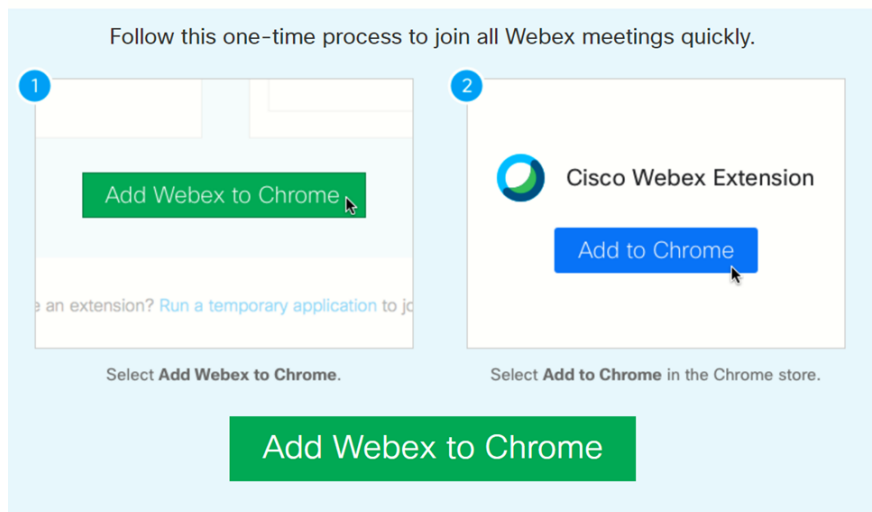
CHAPTER VIII – Access to the meeting’s online sessions hosted with the WebEx platform

46. After having clicked on the button from the intranet to join the online session, the participant will receive a screen like the one below:

A. Accessing Webex

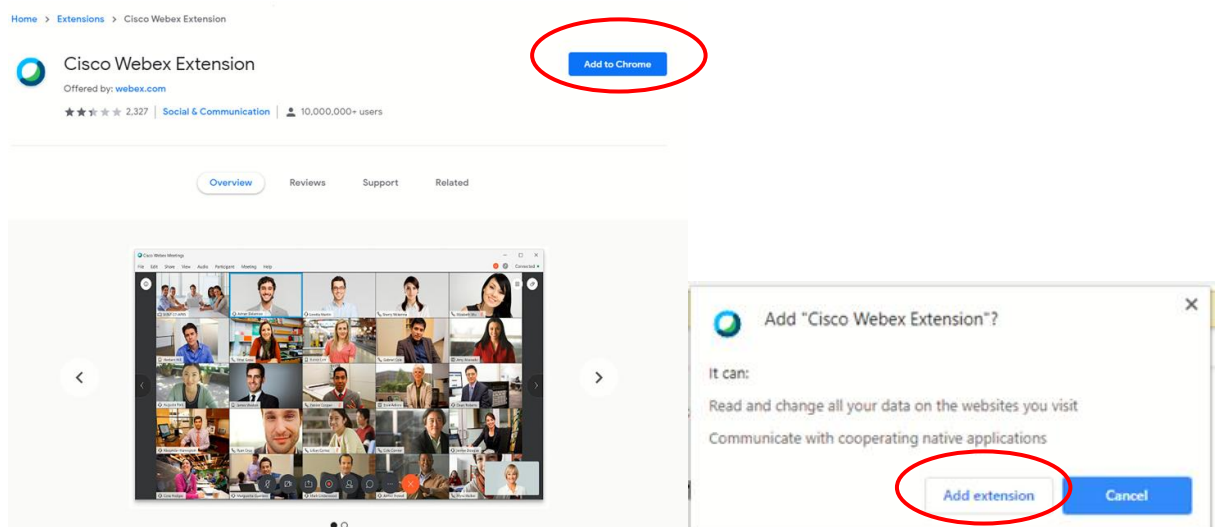
47. You will have 2 options to join the meeting: Add Webex to Browser; or Run temporary application. Choose which option you prefer.

Step 1 of 2: Add Webex to Chrome



Don't want to use an extension? [Run a temporary application](#) to join this meeting.

- a) To add, click “Add to Chrome”, a pop-up appears, click “Add extension”. You will then automatically be patched-in to the session. For full availability of options on the platform, it is strongly recommended to download the Webex App when possible.



- b) To “Run a temporary application”, click as shown and you will be taken directly to the session. Please note that depending on the operating system of your computer, you might have a pop-

up asking whether you allow changing your computer set-up. Please accept, or else you will not be able to connect.



48. If the session has not started (fields being dimmed), please wait a few minutes and periodically click the refresh button.

Join Session Now

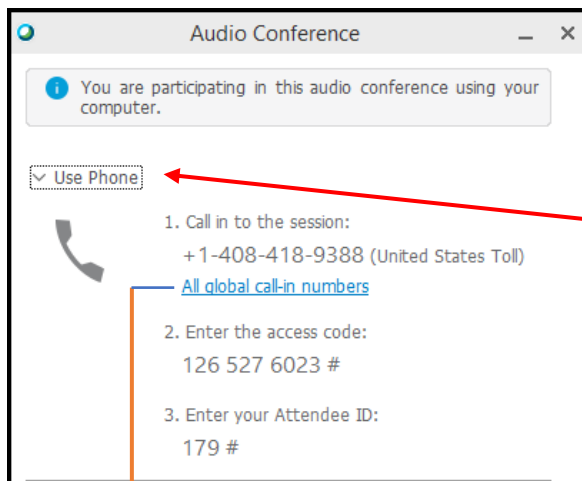
You cannot join the training session now because it has not started.

Registration ID:

*Please see your registration confirmation for the registration ID and session password. If you lost your registration ID, [click here](#) to have it sent to you again.

B. Connecting the audio

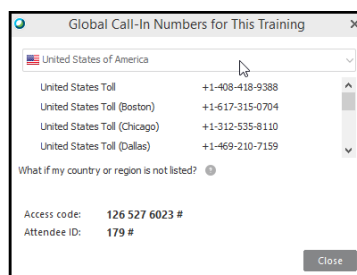
49. To connect to the audio during a Webex Training session, you can use your phone or **your computer with a headset (preferred)**.



You will be asked to join this **Audio Conference**.

You can either select from the **dropdown box**:

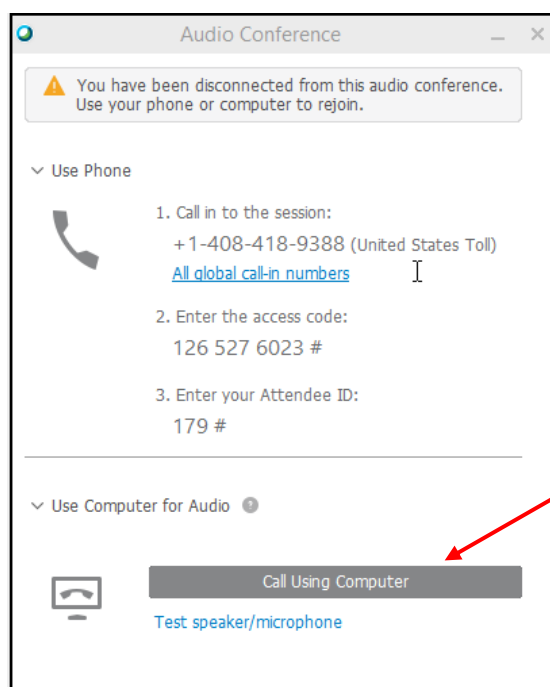
1. **Use Phone: Click on all global call-in numbers** to use the international teleconference numbers according to your country
➔ In this case follow the instructions



If your country is not listed:

Not every country has dial-in numbers. Also the available numbers vary depending on the telephony domain for the site.

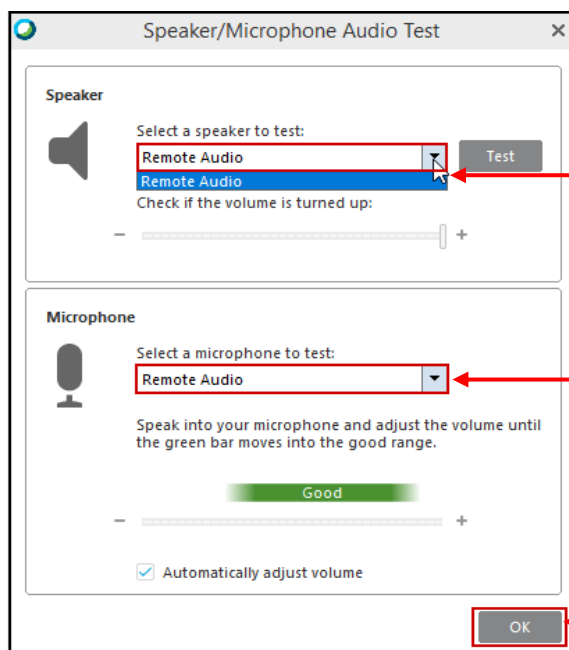
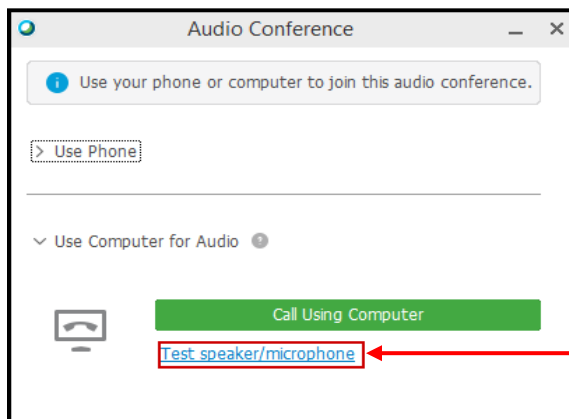
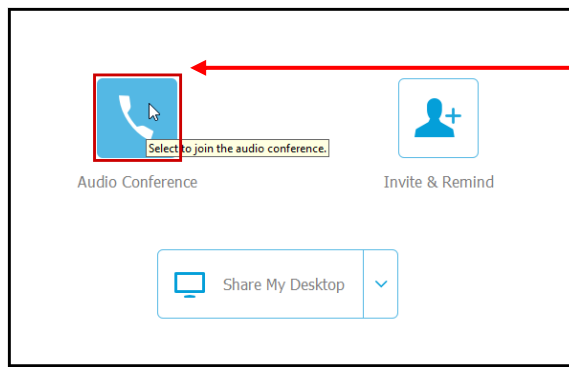
- Try dialing the nearest country's toll number (note that this will result in toll charges)
- Try connecting using the Call Using Computer option



2. **Call Using Computer**
Use your computer with a headset (preferred) or speakers. This is the default audio connection type.





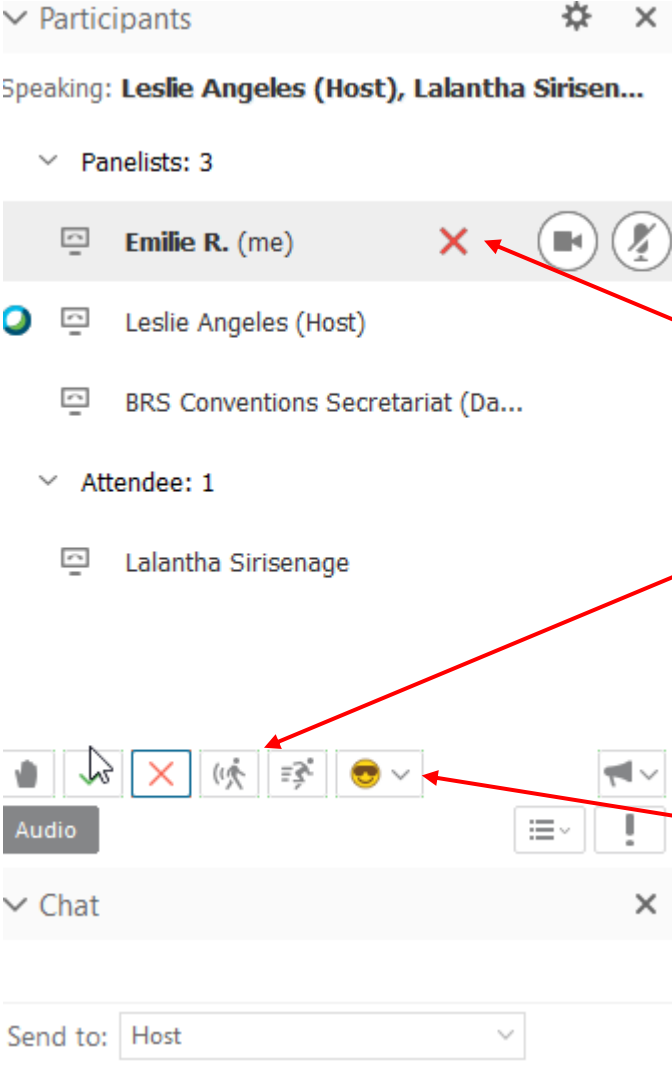
50. To test and set up your speaker/microphone, please follow the steps indicated below:

Test and set up your **speaker/microphone**:

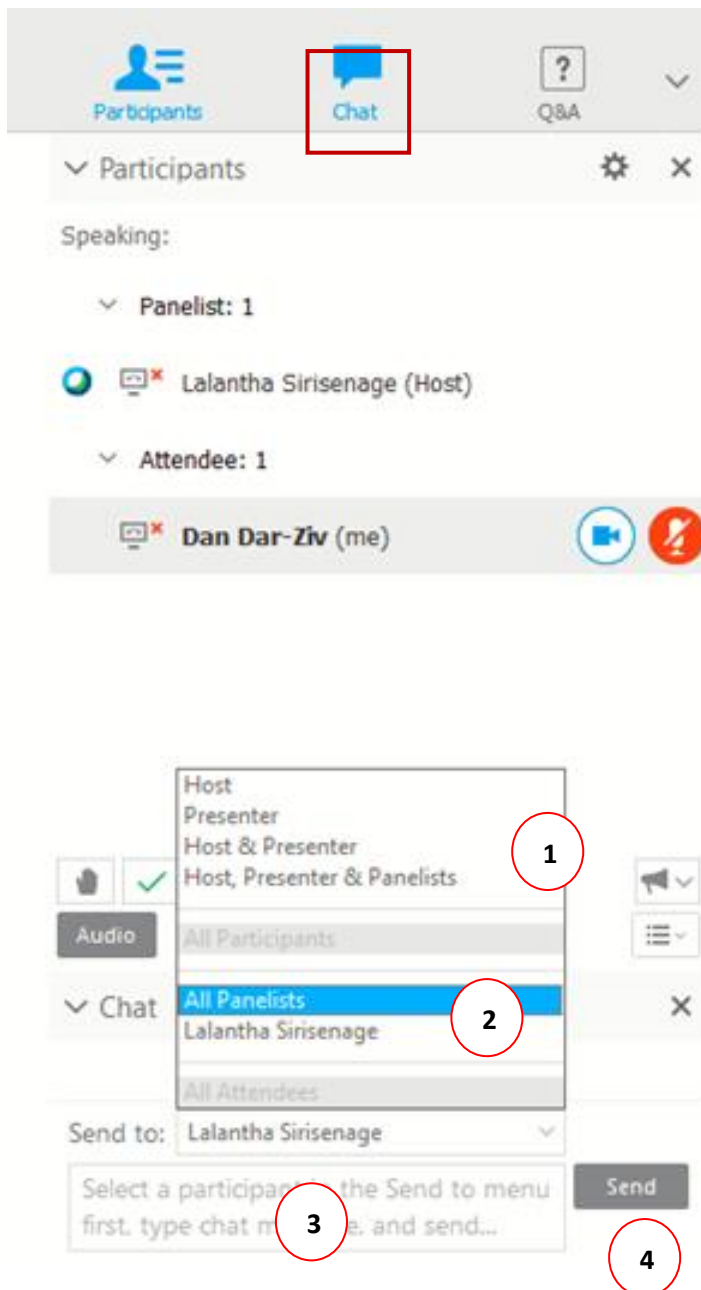


- Go to the icons located below the list of participants panel;
- Click on the '**Audio**' icon, a pop-up window will open;
- In the pop-up window **click on 'Test speaker/microphone'**. This opens a second pop-up window;
- There, **choose your headset/speaker** device from the dropdown box, click on “Test” (you should hear the test sound and see the volume bar move);
- **Choose your microphone device** from the dropdown box and speak (you should see the volume bar move);
- Now confirm your choices **by clicking on “OK”**.
- Finally, **close the pop-up window** and your audio connection will be enabled.
- At this point, you should be fully connected and see a device icon appear to the left of your name in the list of participants.

C. Available features of the session window

	Mute or unmute your microphone by clicking on the microphone icon
	(your microphone is muted when the icon is red)
	Activate your video by clicking on the video icon
	(your video is on when the icon is blue)
	<p>Ask for the floor by clicking on the hand icon. After taking the floor, please lower your hand, <u>by clicking again</u> on the hand icon</p> <p>Answer quickly to the host's questions by clicking on the "Yes" or "No" icons</p> <p>If the presentation is going too fast, you may click on the "slow down" icon (left button). Reversely, if the presentation is going too slow, you may click on the "faster" icon (right button)</p> <p>Different emoticons are available for interaction</p> <p>Check responses to the poll</p>

51. **In case of technical issues, please use the chat window.** The chat icon is displayed on the top right-hand corner. Simply click on the blue icon for the chat box to show up.



1- **Select the recipient** you wish to address your message to

2- Preferably selecting “All Panelists”

3- **Write your chat message** in the chat box

4- **Click on the send icon** to share your message

D. Issues with the online meeting

52. **If you experience trouble with your audio settings** (you cannot hear or be heard), you should check whether your audio settings are enabled. Please follow the steps indicated under “Test and set up your speaker/microphone” in paragraph 50 above.

53. **If you want to join an online session but a pop-up window appears saying that you cannot have access to the meeting.** This problem can potentially come from your web browser and the cache needs to be emptied. To resolve this issue, please follow the following instructions:

- a) Empty the Cache folder of your browser and refresh the page (Ctrl + F5).
- b) Click on the session link.
- c) An alternative option is to copy and paste the link into a “New incognito window” (in Chrome) or a “New private window” (in Firefox).

54. If you still experience technical problems to connect to the meeting, please contact: Cisco Technical Support: <https://help.webex.com/contact>. Additional support numbers are also available at: <https://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html>

55. If you experience problems after having connected to the meeting, you can also contact Technical support staff through the chat function as described in paragraph 51 above or via email or phone as outlined in the CHAPTER IX – Technical support below.

CHAPTER IX – Technical support

56. To request technical support related to the **meetings' intranet, the user accounts, or sessions using the WebEx platform**, participants should contact the BRS Secretariat IT support at:

Secretariat IT technical support

email: ITsupport@brsmeas.org

Tel: +41 79 203 7614 or +41 22 917 8229

57. When requesting IT support to the Secretariat, please indicate the meeting acronym in which you participate in the subject line of the e-mail, to facilitate the screening at the Secretariat's end and to whitelist these requests in the antispam software.

58. To request technical support on the use of the **Interprefy platform or issues related to simultaneous interpretation**, participants should use the Interprefy telephonic support at: **+41 22 518 07 51**. Additionally, spokesperson participants can **use the CHAT box** with the **Interprefy moderator** during the online sessions (blue circle with exclamation mark).

59. To request technical support on the use of the **WebEx platform**, participants should **use the CHAT BOX** with the **Host** during the online sessions.