MyMeetings
- User guide -

Contents

1 Introduction

The ITU-T MyMeetings tool provides a consistent, efficient e-meetings service to participants in the work of ITU-T. It has been developed by TSB *to strengthen electronic working methods for the work of ITU-T*, as stated in WTSA Resolution 32. Among the benefits are:

1. Hosted on ITU servers, which are accessible from all countries and regions.
2. Completely web-based; no Operating System limitation and no application installation.
3. Same e-meetings tool for fully electronic meetings and remote participation at physical meetings.
4. User authentication, including access control for statutory meetings (users must register before joining).
5. Low bandwidth requirements for video and audio.
6. Self-service and on-demand meetings.

2 Access rights

This will depend on the type of meeting you are trying to access. For statutory meetings, access will be restricted to registered participants only. For Rapporteur group meetings or Question ad-hoc meetings, access it granted to subscribers to specific mailing lists (normally the "SGx/all" list or Question list). For open meetings, you will be able to join without registration, provided you have an ITU user account.

3 Supported browsers

MyMeetings is completely web-based and uses WebRTC technology, which allows audio and video communication to work inside web pages and eliminates the need to install plugins or download native apps.
The browsers below fully support WebRTC and will deliver the best user experience:

- Recommended:
  - **Chrome** (https://www.google.com/chrome/)
  - **Firefox** (https://www.mozilla.org/en-US/firefox/new/)
- Other:
  - **New Microsoft Edge (Chromium based)** (https://www.microsoft.com/en-us/edge)
  - **Brave** (https://brave.com)
  - **Opera** (https://www.opera.com/)
- Partial Browser support:
  - **Safari** supports screen share, but it is limited to full screen share only. Specific application sharing is not possible.
- Mobile Browser support:
  - **Android:** Chrome, Firefox, New Edge, Brave
  - **iOS**: Safari

No Browser support (no HTML5/WebRTC support):

- Internet Explorer
- Old Microsoft Edge

4 Join a session

Go to https://remote.itu.int and connect using your ITU User Account. Click on the "**Join**" button of the session of your interest. The 24/7 "**Test session**" is also available for you to familiarize with the interface and test your audio configuration.
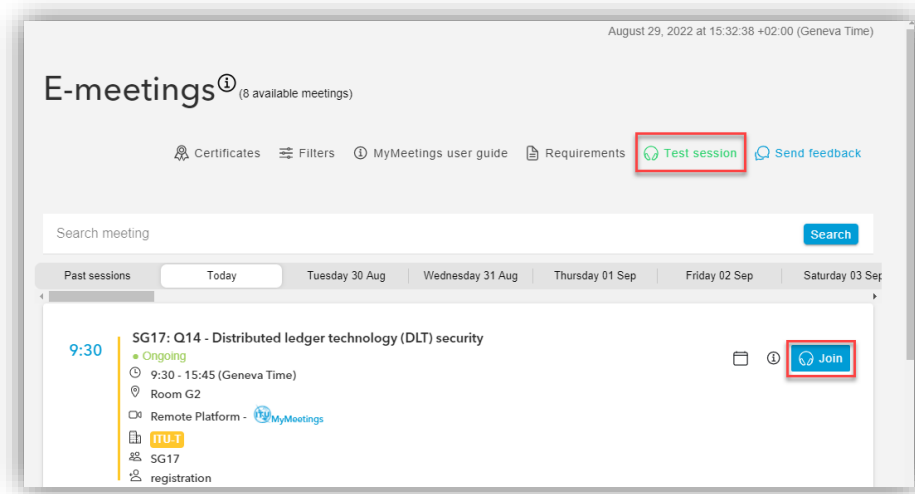

Session status:

- • Upcoming   -   The session has not started yet.
- • Available   -   The session will start soon; the join button becomes available.
- • Ongoing   -   The session has started.
- • Ended   -   The session has ended before the official time.

5 Configure audio

Once you join a session, you will be prompted to join either as an active or observing participant. If you wish to speak during the session, select "**Microphone**"; if you wish to listen only, select "**Listen only**". You will also have the possibility to select the correct microphone and speaker. The drop-down menu allows you to choose between all audio sources available on your device.
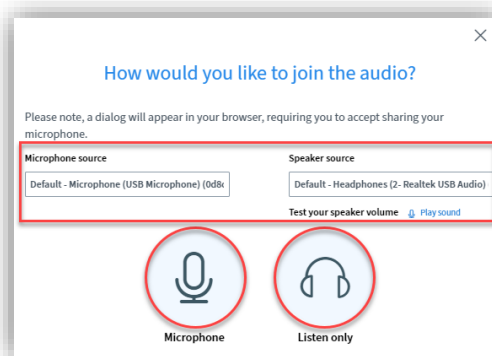
If you select "**Microphone**", your web browser may request permission to use your device's microphone. If you see the following popup, please click on "**Allow**":
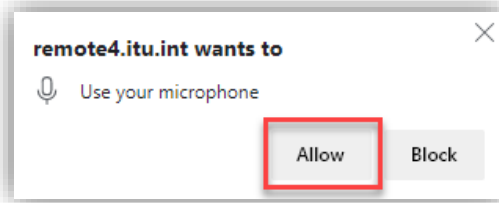

If your web browser does not have this permission, you can change the setting at any time:

- **Chrome and Chromium-based browsers**: at the right end of the address bar, click the microphone or camera icon which has a small red cross, then click *Always allow https://remote.itu.int to access your microphone*. Click **Done**, then reload MyMeetings.
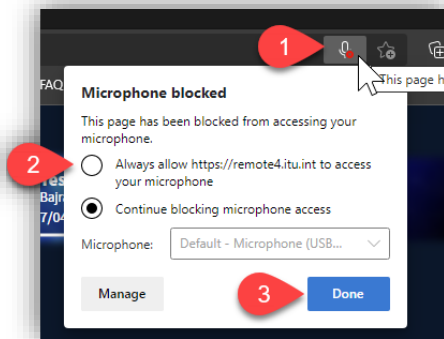
- **Firefox**: at the left end of the address bar, click the microphone icon which is crossed out, then click the cross next to *Blocked Temporarily* to remove the block. Then reload MyMeetings. The browser will request permission to use the microphone, which you will then be able to allow.
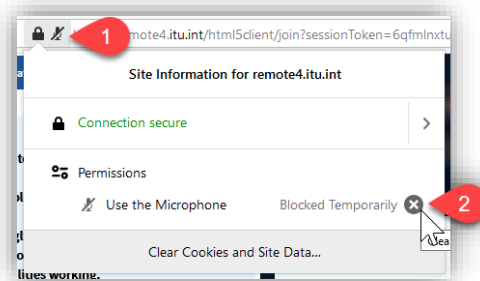
If you wish to change from active to passive participation, or vice versa, click on the "**Audio/Video Settings**" button at the bottom of the MyMeetings session, then click the "**Switch audio**" button. This will relaunch the audio configuration.
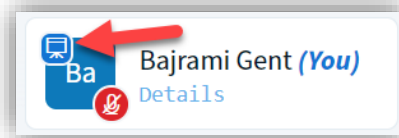
6 Share screen

IMPORTANT NOTE: Please use Chrome, Firefox, New Microsoft Edge, Brave or Opera browser if you want to use the screen share option.
Some guidance for effective screen sharing are given in the annex below.

To be able to share your screen, the moderator of the session needs to make you presenter. You will know that you are the presenter when you see the screen icon appearing on your name.

Next, click on the **"Share Screen"** button that will appear on the MyMeetings interface.
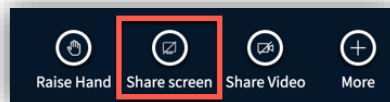

Next steps will vary depending on the browser you are using:

- Chrome and chromium-based browsers (New Edge, Brave, Opera)
- You will be prompted to choose either **1) Your Entire Screen** or **2) Application Window**.

1) If the **Entire Screen [1]** is selected, you will then be prompted to **select the preferred screen [2]**. Only when you have selected the screen the **Share [3]** button will become clickable.

2) If the **Application widow [1]** is selected, you will then be prompted to select one of the **open applications [2]** and then click on the **Share [3]** button.
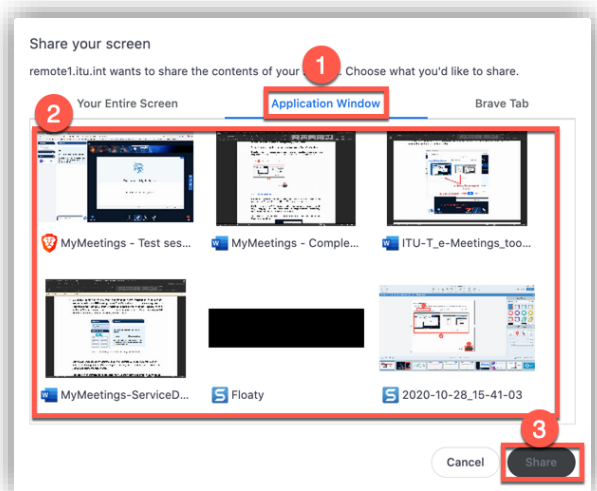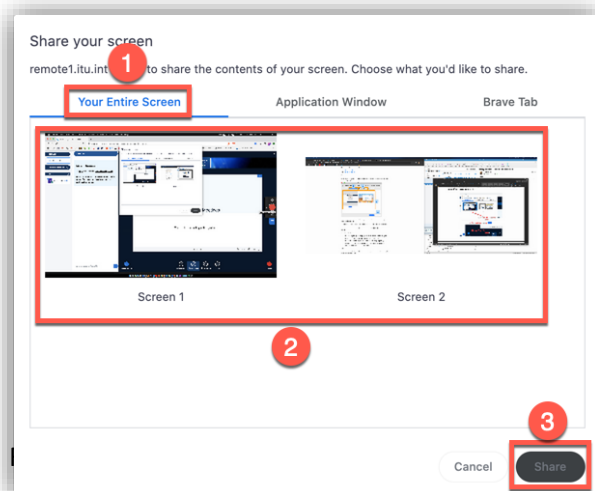
In Firefox, the options are the same but rather than having a tabbed option, you will have a **drop-down menu [1]** where you must select what you want to share. The **Allow [2]** button will be available once you have selected the application to share.
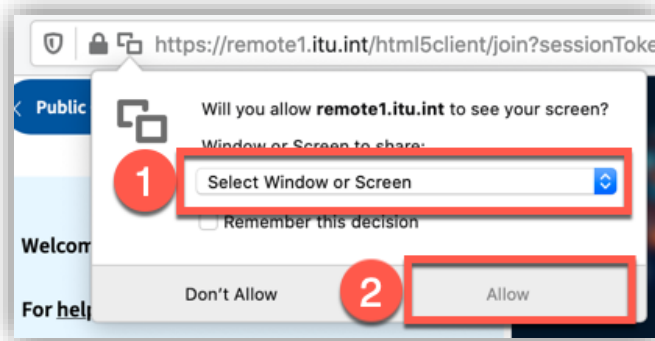

IMPORTANT NOTES:

- When sharing **Your Entire Screen**, users will see your screen even when navigating to another browser or application window. This setting is recommended if you plan to use several different applications and do not wish to reconfigure the screen share with each change.
- When sharing **An Application**, users will only see the application selected; if you navigate outside the chosen application the users will not see these actions. This setting is recommended if you plan to use the same application; sharing an application window also requires less bandwidth than sharing your entire screen.

7 Raise hand

Raise hand option is available for all users. To request the floor, click on the "**Raise Hand**" button. This will automatically put you on the "**Floor Request**" queue. Once you have finished your intervention, click on the "**Lower Hand**" and you will be put back to users list.
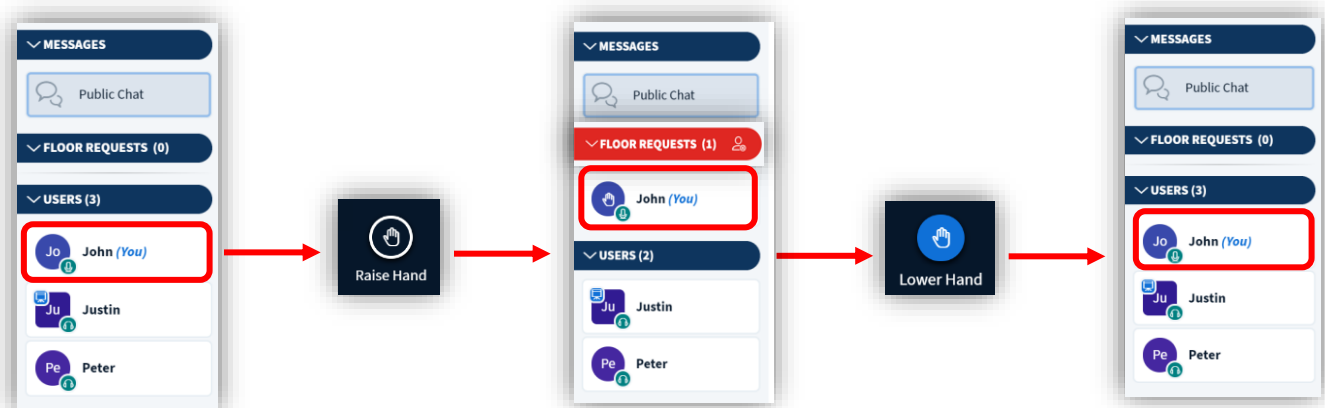
8 User Affiliation

The affiliation of users can be displayed during the session. It can be viewed by hovering over the User.
Their photo (optional), full name, country, category and organization are displayed.
Users can upload their photo from MyWorkspace profile and it will automatically show on MyMeetings session.
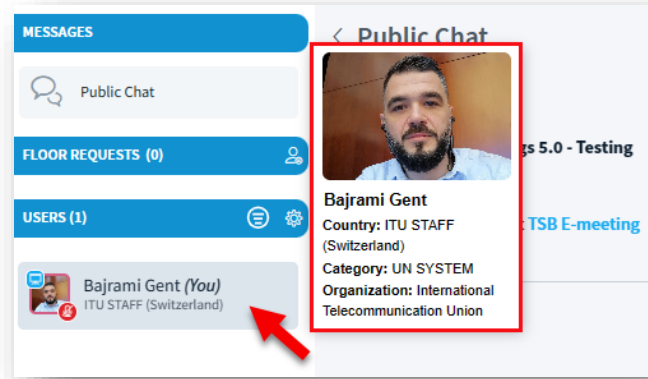

9 Chat (Public and Private)

All participants can initiate text messaging, or "chat", with a selected individual or with the entire group of participants. They can also read chat message sent to them or to the group.
Public Chat: Click on the Public chat option and then start typing on the text box. Press "enter" to sent the chat message:
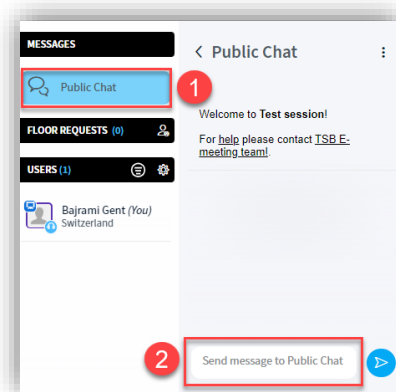
Private chat: Click on any user you wish to interact with and then click on "**Start a Private Chat"** option. You can switch between private chats with multiple participants, and return to the public chat. If you receive a chat message, the interface will indicate that you have an unread message:
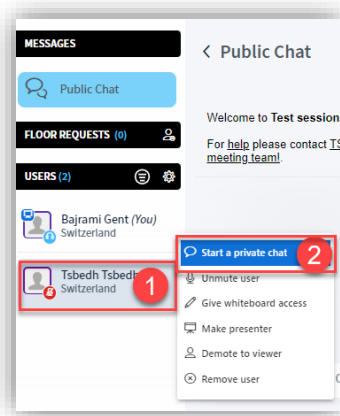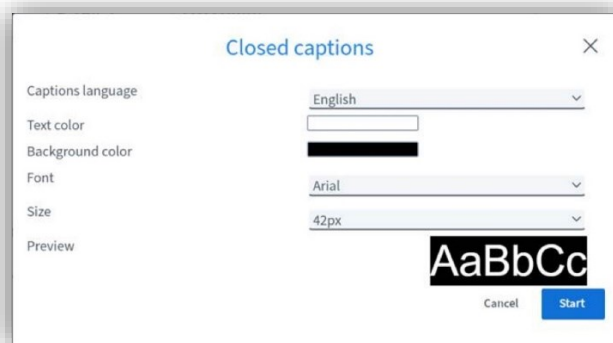

11   Captioning

If captioning is available, you can activate it, by clicking on the "**Captioning**" button at the bottom of the screen. In most cases, captioning will also be available in a separate browser window, in which case the meeting organizer will share with participants the URL.

Select your preferred text and background color, font and size, then click "**Start**" (note that only English is available at this stage):

The most recent three lines of captioning will be displayed; a small scroll icon will appear on the right-hand side of the captioning area in case you wish to look back through the captioning record.

If captioning stops unexpectedly, click on "End captioning" and then "Start captioning". This may happen when a new captioner takes over during the session.

- To maximize visibility of the captioning and/or screen-sharing, participants may wish to consider:
- Clicking "F11" to go on full screen and maximize the MyMeetings interface (click "F11" again to exit full screen).
- Adjust the size of the captioning font to find the most convenient balance.
- "Zoom in" or "Zoom out" using "Ctrl+mouse wheel" to adjust the proportion of screen elements. Click "Ctrl+0" to return to default zoom.
- Click on the four arrows in the top-right of the screen to enter "full screen" mode. This maximizes screen-share visibility at the cost of the list of participants, the chat box and the captioning, but may be valuable when small text is being displayed.

12   Minimum network speed requirements

For bandwidth, you must have at least **1 Mbit/sec** upstream and **2 Mbit/sec** downstream.

13   Issues/Troubleshooting

In case you have problems connecting, network interruption, screenshare loss please do the following:

1. Refresh browser (**F5** in Windows, **Command+R** in MacOS)
2. Force refresh/clear cache (**Ctrl+F5** in Windows, **Command+Shift+R** in MacOS)
3. Log out from the session and log back in
4. Some VPN/Proxy services may cause failure in connecting the audio and the screen share. Therefore:
    a. If allowed by the security policy of your company, please disable such service. *Otherwise*,
    b. Check with your IT Department, *or*
    c. Switch to a device where the VPN/Proxy services can be or are disabled
5. Switch between different browsers mentioned above (recommended)
6. Try opening https://remote.itu.int with an anonymous browsing window (e.g. Chrome Incognito Mode, **Ctrl+Shift+N**, or Firefox Private Window, **Ctrl+Shift+P**)
7. Use a different network/location
8. Try another device (computer, mobile, tablet)

14   Connection security

MyMeetings tool encrypts both signal and media content. It uses HTTPS (SSL/TLS) to encrypt data in transactions between a user client and servers.

Contact: tsbemeetings@itu.int

Annex A - Suggestions for screen sharing

1. Use "Extended display" to keep one desktop private, and one public.
2. Close email, Skype, or other applications that may inadvertently display personal information, or activate "Do not disturb" to avoid pop-ups.
3. Zoom (Ctrl + mouse scroll wheel) to show the area of interest clearly, and avoid moving the view unnecessarily.
4. Turn off paragraph marks (Ctrl+Shift+8 to toggle).
5. Show or hide revision marks as needed (single-click on the red or black bar in the margin).
6. Split screen to display document identifier (see below).
7. Remove spaces between pages (double-click in gap between pages).
8. Use "Focus mode" to maximize screen space (button on the lower bar, see below).
9. Hide the main Word ribbon (Ctrl+F1 to toggle) or the whole Word ribbon (Ctrl+Shift+F1 to toggle).
10. Use the navigation pane (see below) or "Find" to move quickly through the document.
11. Open all files to be displayed in advance; save local copies in case editorial changes need to be retained.
12. During coffee breaks, indicate on screen what time the group will reconvene (remember to indicate Geneva time/CET).

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