

TSAG Remote Participation User Guide

1 Requirements

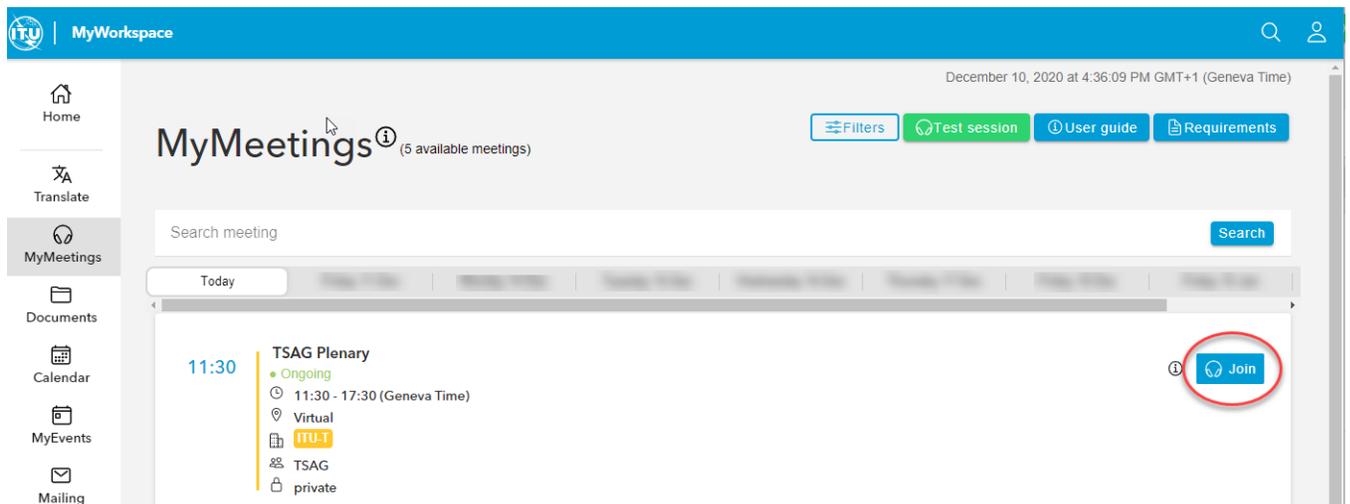
MyMeetings tool is completely web based. Please note that the following requirements must be strictly met:

- Good and stable internet connection (min required 2Mbits/sec)
- Use a headset (USB recommended)
- Use only one of the following up-to-date browsers to join remote sessions:
 - **Chrome** (<https://www.google.com/chrome/>)
 - **Firefox** (<https://www.mozilla.org/en-US/firefox/new/>)
 - **New Chromium-based Microsoft Edge** (<https://www.microsoft.com/en-us/edge>)
 - **Brave** (<https://brave.com>)

Failing to comply with the requirements above will lead to poor audio quality, disconnection, no screen share etc.

2 Join a session

Go to <https://remote.itu.int> and connect using your ITU User Account. Click on the “Join” button of the session



IMPORTANT: Please note that only registered participants can join remotely, so make sure you register online via the TSAG homepage as soon as possible before the meeting. Note that registration requires your organization’s focal point approval, which may add delays.

3 Configure audio

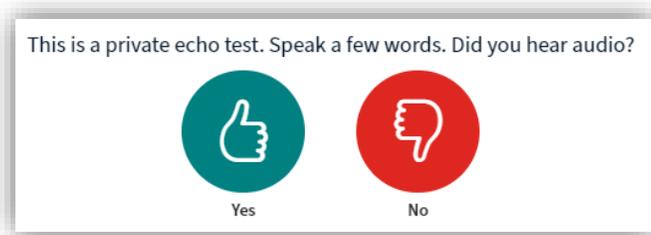
Once you join a session, you will be prompted to join either as an active or observing participant. If you wish to speak during the session, select "Microphone"; if you wish to listen only, select "Listen only".



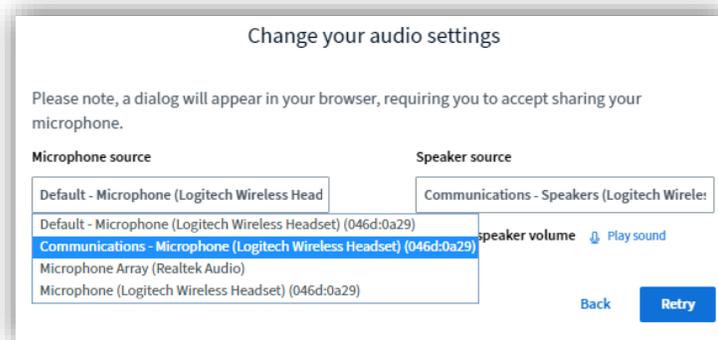
NOTE: MyMeetings will always use the audio settings (microphone and speakers) set as default in your Operating System.

If you select "Microphone", you will be prompted to test your audio following a system "Echo test", which lasts several seconds and is intended to avoid new participants from disrupting the meeting.

You will then be invited to self-test. Speak into your microphone and listen for your words to be repeated back to you.



If this works, click "Yes". If this does not work or you want to switch to another audio device, click "No" in order to configure your microphone and speakers.

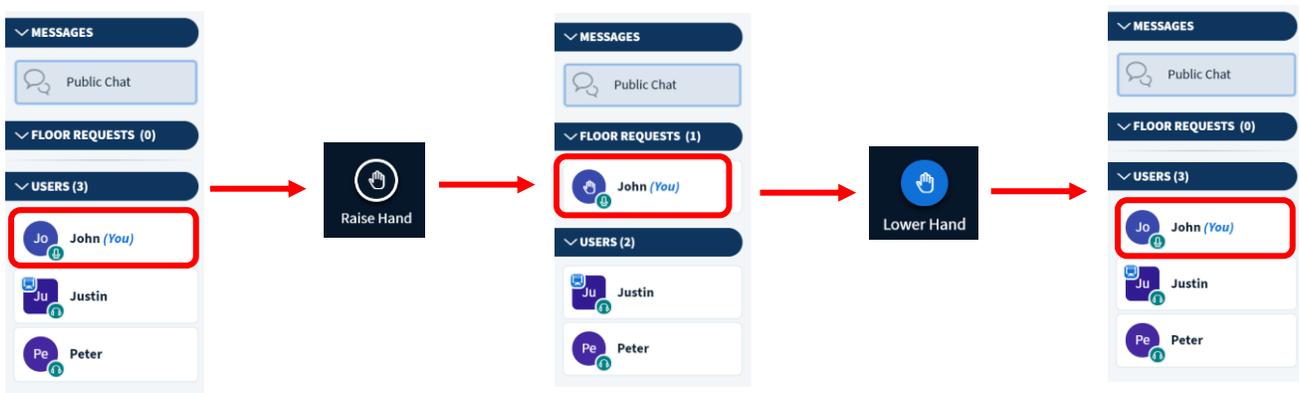


Once you have selected your preferred devices, click "Retry" to retest your microphone and speakers.

If you wish to change from active to passive participation, or vice versa, click on the "Leave audio" icon at the bottom of your screen to disconnect audio, then click the "Join audio" icon. This will relaunch the audio configuration.

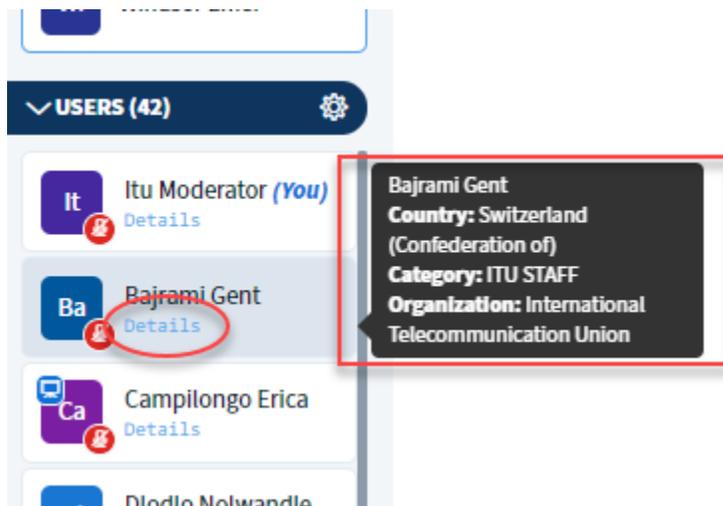
4 Raise hand / Floor Request

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. The Raise/Lower hand button is found in the ruler with a collection of icons below the shared screen window.



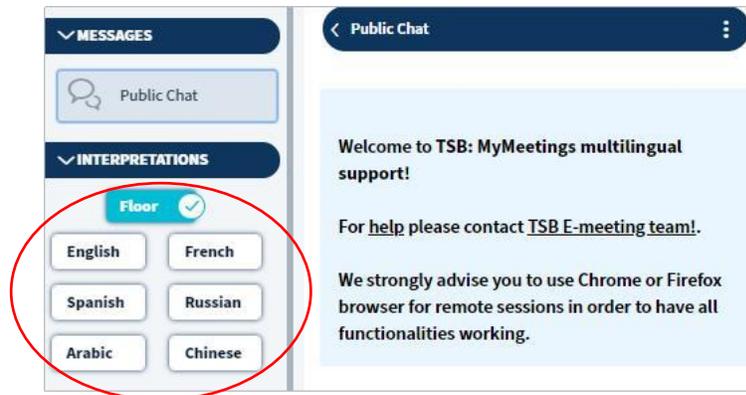
5 User Affiliation

The user affiliation can be viewed by hovering your mouse over the "Details" label below a user's name. Their full name, country, category and organization are displayed.



6 Interpretation

The interpretation pane can be found just below the messages pane that will allow you to switch in real time between the Floor channel to any available language, up to six official ITU languages. To intervene, you will have to unmute your microphone and start speaking. Note that you will be automatically brought back to the floor channel when doing this. After your intervention, you will need to manually go back to your preferred audio channel.

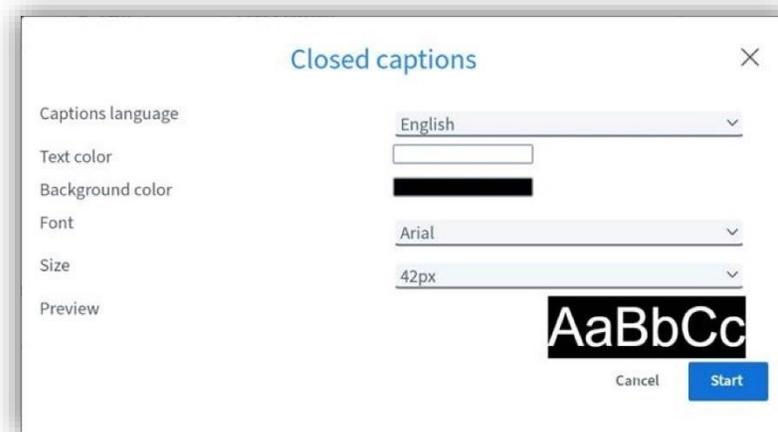


7 Captioning

You can activate the captioning, by clicking on the “Captioning” button at the bottom of the screen.



Select your preferred text and background colour, 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” in Windows or “Command + Control + F” in MacOS to remove the browser bar and maximize the MyMeetings interface (click “F11” or “Command + Control + F” again to restore the browser bar).
- 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 icon  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.

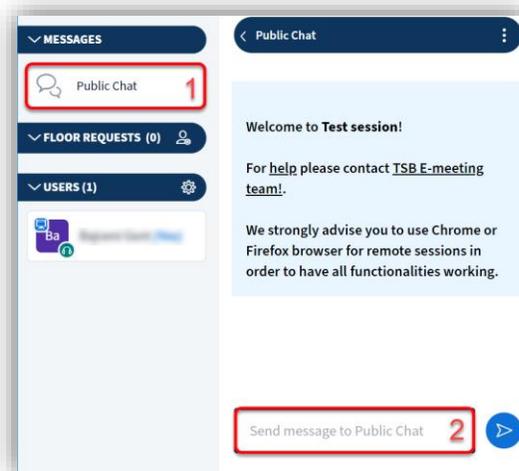
Note that captioning is also provided in a stand-alone “StreamText” window accessible with this hyperlink: <https://captioning.itu.int/player?event=TSAG>

8 Chat (Public and Private)

You can interact with users by using the **Public Chat** or **Private Chat**.

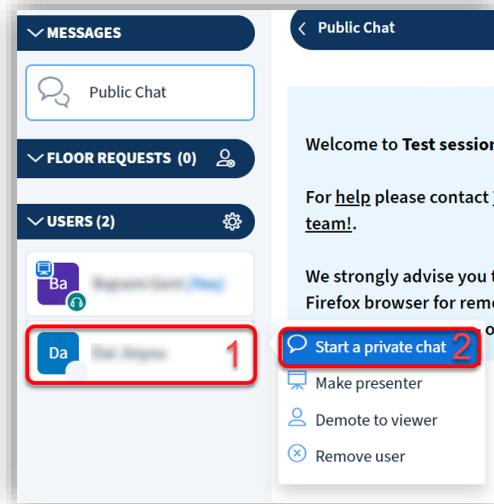
Public Chat:

Click on the Public chat option and then start typing on the text box:



Private chat:

Click on any user you wish to interact with and then click on “**Start a Privat Chat**” option



Further tips:

- You can dismiss a private chat by clicking X on the upper right corner of that window. This will free up space in the MESSAGES box. If you start the private chat again with that participant, the previous conversation thread is displayed.
- You can save the contents of a private chat or of the public chat by clicking the “Save” label at the top of the public chat.

9 Issues/Troubleshooting

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

1. Refresh your webpage (**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. Disconnect and reconnect WiFi, or change to a wired connection, or use a different network/location
5. Restart your computer/laptop
6. Disable VPN or any Proxy service you might have configured
7. Switch between different browsers mentioned above (recommended)
8. 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**)
9. Connect using another device (computer, mobile, tablet)
10. Contact: tsbemeetings@itu.int



Remote participation tips

This remote conferencing tool is simple and intuitive to use, but there are some things you can do in order to optimize your experience:

✓ **Use a USB headset:**

To ensure the best audio quality always use a headset (preferably USB).

✓ **Check audio ahead and connect before time:**

Take some time to make sure your microphone is working correctly. Please connect at least five minutes before the start of a meeting to avoid disturbance. This will also allow you to check sound levels and be ready when the meeting starts.

✓ **Keep your microphone muted when not speaking:**

Please mute your microphone when it is not your turn to speak. If not, others might hear you cough, swallow, whisper, breathe, or beat your hands on the desktop.

✓ **Speak directly into the microphone**

✓ **Watch out for echo:**

If you are joining from a location that is near another meeting participant, you may hear an echo or feedback (for example, if both you and your cube neighbor dial in to the same call). The best way to avoid an echo is to use a headset.

✓ **Quiet environment:**

Remote participants should speak from a quiet place without background noise. They should speak slowly and clearly to allow the other participants to compensate for any audio problem. They are encouraged to end their remarks with the phrase "This concludes my intervention" or "Thank you Chairman".