

# PARTICIPANTS GUIDE TO MEETINGS WITH **interprefy**

## How to join a meeting with the interprefy platform

For meetings with the *interprefy* platform, kindly use **the latest version of one of the following browsers: Google Chrome, Firefox, or Microsoft Edge**. We do not recommend using mobile devices or tablets.

### Registering for a meeting

Once you have registered with the Secretariat to the Governing Bodies (the organizing Secretariat) for a meeting, you will receive a link to the *interprefy* platform.

All registered email addresses for each meeting will be communicated in advance to the *interprefy* platform to be added to a list of approved participants, who will be granted access to the meeting. Kindly complete registration by the indicated deadline so that your details can be transmitted to the *interprefy* platform.

### Joining a meeting

Before the meeting starts, you can click on the link you have received, and you will be asked to enter your email address (please enter the email address you have registered with). If your email address is on the list of approved participants for the meeting, you will receive a message in your inbox (please also check your spam folder) with a code to join the meeting. Please enter the code and join the meeting

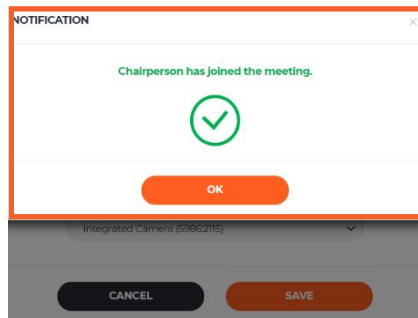
The screenshot shows a registration screen titled "Your event requires 2-factor authentication". It features a progress indicator with two steps: 1 (selected) and 2. Below the indicator, the text reads "Please add a valid email or phone number, so we could send you a passcode". There is a text input field with the placeholder "Enter email or phone number here". At the bottom, there are two buttons: "SUBMIT" (orange) and "ALREADY HAVE CODE" (grey).

The screenshot shows a verification screen titled "Your event requires 2-factor authentication". It features a progress indicator with two steps: 1 and 2 (selected). Below the indicator, the text reads "Please enter the passcode. If you haven't received it, you can request a code". There is a text input field with the placeholder "Enter passcode here". Below the input field, it says "Code have been requested to gorica.ivanovic@interprefy.com". At the bottom, there is a "SUBMIT" button (orange).

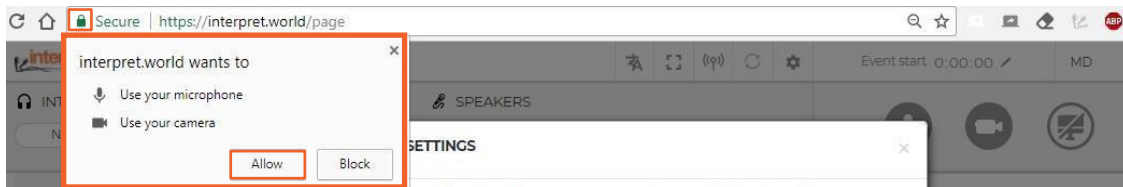
When you join, you will be asked to choose a username. Please use the following format: **“Country, First Name Last Name”** – this name will be shown on the platform as your identification. If more than one person uses the same connection, please indicate the name of your country and then either capital or mission: Country, Mission/Capital

The screenshot shows a screen titled "Please choose a username that will be used in a chat". It features a text input field containing "Austria Max Mustermann". Below the input field, there is a checkbox labeled "I am a Chairperson". At the bottom, there is a "SUBMIT" button (orange).

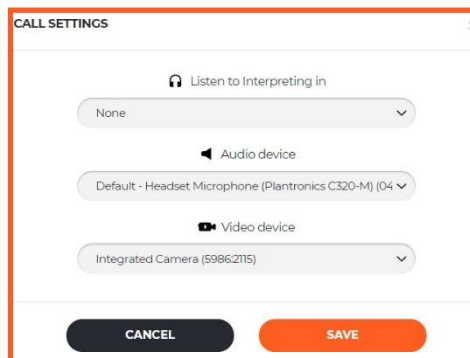
You will receive notification message once the Chair has joined the meeting.



Check if access to the **microphone or camera** is allowed. Click “allow” *interpret.world* to use your microphone and camera.



You can now **select the language you wish to hear the interpretation** in. Select proper USB headset and USB camera (or integrated camera). **Do not use audio from your PC.** By using your PC microphone, you will cause audio interference for other participants and interpreters. Both audio and video devices should be plugged in before opening the platform.



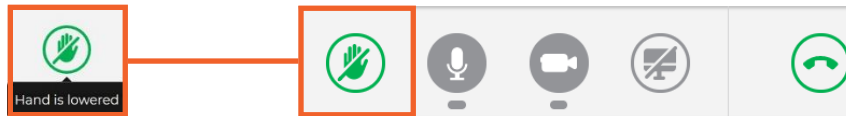
## Setting up before the meeting

1. **Check your audio and video settings before joining the videoconference.** Get familiar with audio/video equipment to determine the best placement and learn how to operate it successfully.
2. **Control the light.** Do not have a bright light source (e.g. window, lamp) behind you (this will make your face very dark while the background blinds viewers). Try to have sufficient but indirect lighting from the front. Check this before you join the meeting.
3. **Placement of camera.** Try to have the camera at the same level as your head, not far below or above. Find a stable place for your camera and avoid moving it around.
4. **Framing and background.** Check what you see in your frame, try to have your head and upper body represented. Remember that other participants can see what is behind you in the image.
5. **Always use headphones and a stand-alone microphone or a headset with a microphone** in order to eliminate echoes. **Avoid the use of Bluetooth headphones.**
6. **Cut out the background distractions.** If you are conducting your video conference from home, consider using a quiet space where you are alone. Turn off televisions, radios and any other audio-visual distractions, including other browsers that might be open
7. **It is strongly recommended that you connect your laptop through a cable to the network.** If this is not possible, find a location with a strong signal and stay close to the access point for WIFI.
8. **Make sure your firewall does not block the emails from Interprefy.** As of the day after you received the link to the meeting, you may test the authentication process. You should be able to receive the code and enter it, which should lead you to a blank page as long as the meeting has not started.
9. On the day of the meeting, **it is advisable to join well in advance of the meeting (up to one hour before),** particularly if you are using the interprefy platform for the first time.
10. To facilitate the work of the interpreters, speakers are encouraged to **share any statements in advance of the meeting** ([unov.conference@un.org](mailto:unov.conference@un.org)).

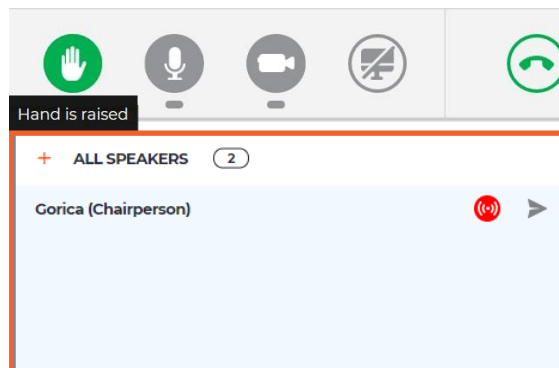
## How to use the *interprefy* platform

### Requesting the floor and making an intervention

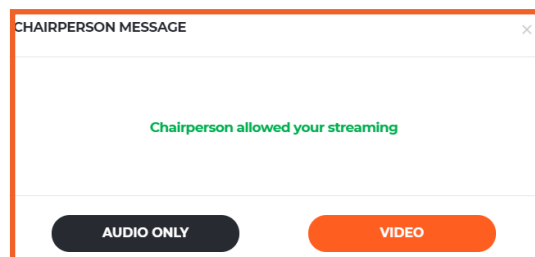
To request the floor, ask for a permission to speak by clicking the **green hand icon** to raise your hand. **Please do not use the meeting chat room to request the floor.** The chat is for technical issues only. Messages and questions to the Chair posted in the chat room will not be addressed.



Don't worry if you cannot see yourself in the ALL speakers list. The moment you raise your hand, the request will be visible on Chair's list.



When the Chair gives you the floor, you will receive the following message. Please select **video** in order to stream both, audio and video.



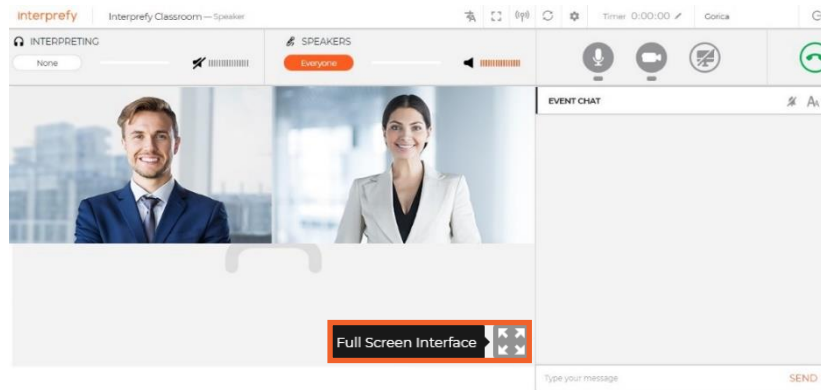
**Once you have finished your intervention, please use the disconnect button (red button) to stop your streaming.** Red means you are streaming, green means that you are not streaming.



**AUTO VOLUME** – The function Auto Volume 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, user hears Floor, and when interpreter is speaking, user hears interpreting. This way, a participant does not need to switch between channels and only hears the language he/she understands, either on the Floor or through the interpreter.

## Choosing full screen

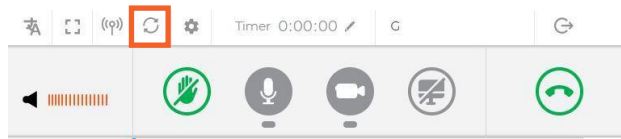
Choose full screen (Hover the mouse over the video and icon will become visible)



## Troubleshooting

### **I have no sound/no video/presentation is not showing.**

Please use the button RESTART ALL LINES (above hand icon). If issue persists - reload browser and try to log out and in again. You might also check the audio settings in your browser to allow or change your audio/video device.



### **I do not receive the code.**

Check your spam folder. If possible, check your firewall settings, which might block the mail. If this does not work, provide an alternative email address to the Secretariat ([unodc-sgb@un.org](mailto:unodc-sgb@un.org)). Please be advised that changing your email address takes some time.

### **When I click on the link, the page is just blank with red lines and does not show the authentication box.**

Please use a different browser. Interprefy is supported by the latest version of Google Chrome, Firefox, and Microsoft Edge. Please also note that mobile phones and tablets often do not meet the bandwidth and CPU requirements necessary for UN meetings on Interprefy. Therefore, participants are encouraged to connect via a laptop or desktop computers.

### **I already got a code but disconnected. Do I need to request a new one?**

Yes, you need to request a new code, each time you are reconnecting to the meeting.

### **I was not able to resolve my technical problem with the tips above.**

If you are in the meeting, please use the EVENT CHAT to communicate with the moderators. Should you have trouble to log in, please reach out to the Secretariat ([unodc-sgb@un.org](mailto:unodc-sgb@un.org)).

