



Guidelines for Participants for a Zoom Meeting

32nd Session of the FAO Regional Conference for Europe

2-4 November 2020

Joining the virtual meeting can only be done using the Zoom desktop client (installed on the computer) or using the mobile app. Joining through the web client is not possible, so you have to ensure that you have the latest version of Zoom installed/downloaded. You do not need to create a separate Zoom account to join a Zoom meeting. Joining the meeting is also possible using Skype for Business, but in this case interpretation and all other Zoom features (Raise Hand function, Reaction button, speaker/gallery view) will not be available.

We strongly recommend connecting your computer via an Ethernet (land wire) cable to a router, rather than using Wi-Fi. Zoom requires at least 5 Mbps upload and download speeds for every Zoom connection.

Please pay specific attention to the following procedures:

1. After the registration for the ERC is approved through Cvent, you will **automatically be registered for the Zoom** virtual meeting by the Secretariat.
2. A **confirmation email with the link** to access the virtual meeting room will be sent to the email address provided during the registration. It is recommended to add the meeting to the email calendar for easy access to the Zoom link and password.
3. This meeting will have a **waiting room** to verify participants prior to entering the meeting. Please join the meeting at least 30 minutes prior to the meeting start time to avoid delays in joining the meeting.
4. Do not use the built-in **microphone** of the laptop or monitor, as it will not provide sufficient sound quality:
 - using a USB-headset with integrated microphone is the best option
 - if not available, cellphone earphones/microphone are better than none
 - if no headset with microphone is available, at least an external USB-wired microphone is the next best solution
 - if several participants are in a group and have to use one microphone, make sure whoever is speaking is close to the microphone.
5. **Turn off all sound notifications** (Skype, MS Teams, WhatsApp, Viber, emails, etc.) on the device you are using while attending the meeting. Silence also your mobile phone to avoid potential disturbance during your intervention.
6. Ensure you are in a **place with no background noise or echo**.
7. Make sure you enter the virtual meeting room in **Mute mode** and click the Unmute button only when speaking.
8. **Select the language** you wish to listen to in the Interpretation menu (English, French, Russian and Spanish are available for this meeting).

9. If you wish to take the floor, use the **Raise Hand function** in the Participants menu. The chat function will be disabled. To virtually **applaud**, please use the **“Clapping Hands”** function, which is in the Reactions button along the bottom toolbar.
10. Please have your **video and microphone on when you take the floor**. You can switch the video off and mute the microphone when you have completed your intervention. This may conserve bandwidth and facilitate a smoother conference experience.
11. In order to see the speaker in full-screen, please select **“speaker view”** instead of **“gallery view”** in the upper right corner of your Zoom screen.
12. Please note that if you make an **intervention in another language** than the one that you are listening to, you need to turn interpretation off by selecting **“Off”** in the Interpretation menu.
13. Please adjust your speech to the remote distance environment (**speak slower and more clearly**, avoid excessive use of acronyms, etc.)
14. If you are planning to read a **statement**, send it to ERC-ECA-Secretariat@fao.org prior to delivery as instructed in the Information Note.
15. In a virtual meeting, **audio quality may deteriorate** unexpectedly and become insufficient for interpretation purposes. Interpreters will indicate this verbally and resume interpretation as soon as the sound quality permits.
16. To learn more about Zoom:
 - Getting started: <https://support.zoom.us/hc/en-us/categories/200101697>
 - Using Zoom with MacOS: <https://support.zoom.us/hc/en-us/articles/360016688031-Using-the-Zoom-Client-and-Zoom-Rooms-with-Mac-OS-10-14-Mojave>