

ONLINE MEETINGS – USERS' GUIDE FOR DELEGATES

Prepared by the Basel, Rotterdam and Stockholm Convention Secretariat

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Background

As an exceptional measure in the light of the ongoing coronavirus disease (COVID-19) pandemic, following extensive deliberations and consultations with Parties, meetings in whole or in part are held online.

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

This document contains a user's guide to enable delegates to effectively participate in the meeting, including steps to activate their user accounts, access the password-protected intranet site and use the Interprefy online teleconferencing platform.

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 meeting. 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 meeting.

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 their accounts.

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** however 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 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. Selected delegates will be invited to participate in trials during the weeks 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 in to the intranet site, participants will have access to the **Link to join the online sessions**, by clicking on the Online sessions tab. The intranet site will also contain, among other things, the meeting documents, the meeting clickable agenda and any meeting-related announcements.

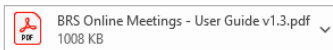
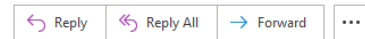
Subsequent access to the Intranet site and the online sessions (only after completing the account activation procedure), can be done by accessing the following URL using one of the supported web browsers. <https://paperless.brsmeas.org/>

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 of the Basel, Rotterdam and Stockholm Conventions like the one below:

SC POPRC-16- INVITATION EMAIL to activate your user account



Dear POPRC-16 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 POPRC-16 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@mydomain.org
Link: <https://paperless.brsmeas.org/Authentication/PasswordInit.aspx?sp=ARWO&uuid=3ebd7148-f5a0-005056857856&source=769kg62>

If you are receiving this e-mail it is because you have registered to participate in the sixteenth meeting of the Persistent Organic Pollutants Review Committee (POPRC-16) and its pre-meetings.




This INVITATION EMAIL is the first step in the process for the activation of your account to access the POPRC-16 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 and the meeting Intranet 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 Stockholm Convention IT 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.

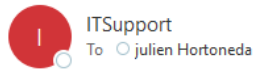
This verification link will allow you to login into the password protected Internet site and verify your registration information.

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:

SC POPRC-16- VERIFICATION LINK for the activation of your account



Dear POPRC-16 meeting participant,

Kindly click on the link below to login to the POPRC-16 Intranet and finalize the activation of your account.

Julien Hortonedá (United Nations Environment Programme (UNEP) / Secretariat of the Basel, Rotterdam and Stockholm Conventions)

Login: john.doe@mydomain.org

Link: <https://paperless.brsmeas.org/Authentication/Login.aspx?sp=ARWO&uuid=787a37c6-f6a0-ea11-9cf0-005056857856&source=76tut6v>

If you are receiving this e-mail it is because you have registered to participate in the sixteenth meeting of the Persistent Organic Pollutants Review Committee (POPRC-16) and its pre-meetings, 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 POPRC-16 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 POPRC-16 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 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

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 that was 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:

Login

10. Here the participants are invited to use their just created credentials to authenticate themselves, i.e. the UserID, which is the same as their 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 Participant** 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 meeting. If such a need arises, the country or organization should follow the standard registration process to replace a delegate.

- The participants are also encouraged to provide an emergency telephone number that will be used by the Secretariat IT 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 or in the Secretariat websites.
- After successful update of their profile, the participants will be re-directed to the **home page** and at this stage **the account activation procedure has been completed**. The Home Page looks like the following screen:

POPRC CLEAN PLANET, HEALTHY PEOPLE:
sound management of chemicals & wastes

16th meeting of the Persistent Organic Pollutants Review Committee of the Stockholm Convention
Online, 11th - 16th January 2021

HOME | Mr. Julien Hortonedá (Secretariat) | Logout

Announcements

Welcome to the password protected internet site of the Sixteenth meeting of the Persistent Organic Pollutants Review Committee of the Stockholm Convention.

Please click on "Information for participants" in the left-hand menu to read the meeting specific modalities and procedures.

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.

Pre-meetings will be held from 1 to 3 December 2020 in English only, from 11.30 a.m. to 3 p.m. (Geneva time - UTC+1). You can download the [programme for the online pre-meetings](#).

14. If the participants do not see the **home page**, then the **account activation process may have failed**, and the participants are invited to seek help from the Basel, Rotterdam and Stockholm Conventions IT 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 Basel, Rotterdam and Stockholm Conventions IT 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

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/>

16. The intranet's home page will appear (see screenshot in point 9 above). Here the participants are invited to use their credentials to authenticate themselves, i.e. the UserID, which is the same as their Email address and the password that they have setup in point 6. After successful authentication the participants will land in the home page (see screenshot below).

POPRC CLEAN PLANET, HEALTHY PEOPLE:
sound management of chemicals & wastes
16th meeting of the Persistent Organic Pollutants Review Committee of the Stockholm Convention
Online, 11th - 16th January 2021

Mr. Julien Hortonedea (Secretariat) | Logout

Announcements

Welcome to the password protected internet site of the Sixteenth meeting of the Persistent Organic Pollutants Review Committee of the Stockholm Convention.

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17. 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. There are three special links that should be highlighted for the Participants:
- The **logout link** at the right hand, on top of the white area. This link allows the user to exit the system.
 - 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).
 - The **Link to the online sessions**. This link can be accessed by navigating to the "ONLINE SESSIONS" in the left vertical Menu. The procedure to access the online sessions is described in detail in Chapter III below.

CHAPTER III - Technical requirements for the online sessions

19. Please make sure to meet the minimum requirements regarding your hardware and Internet connection:
- a) **Laptop or desktop computer:** which you will use to connect to the meeting. 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 

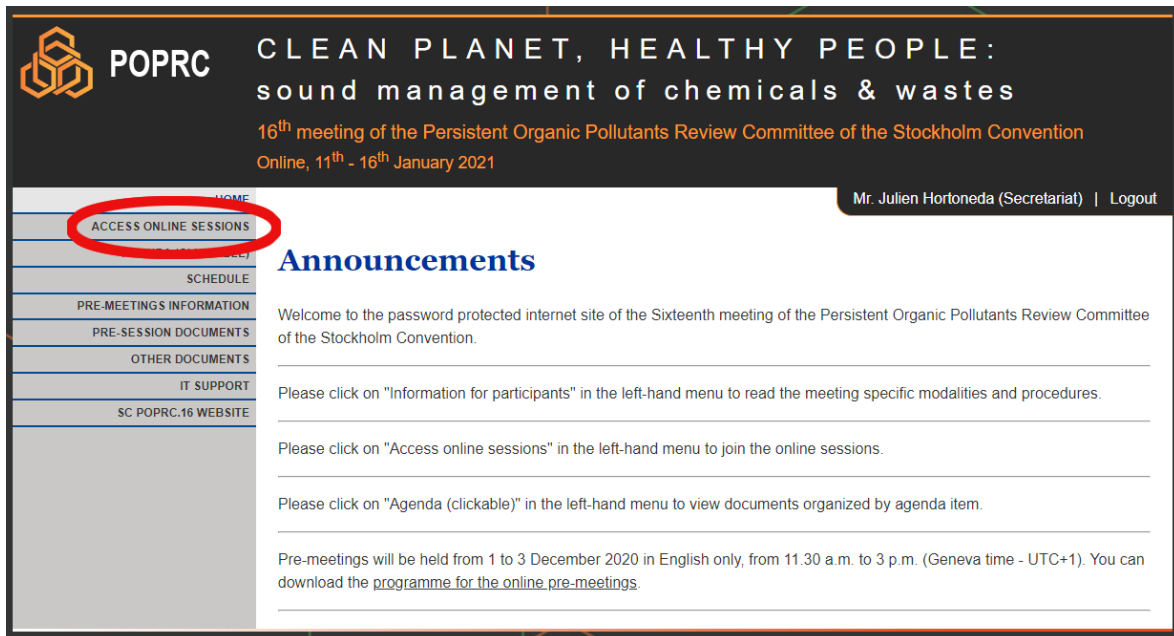
*Please note that older versions of MS-Edge are not compatible  

CHAPTER IV – Access to the meeting’s online sessions using the Interprefy Platform

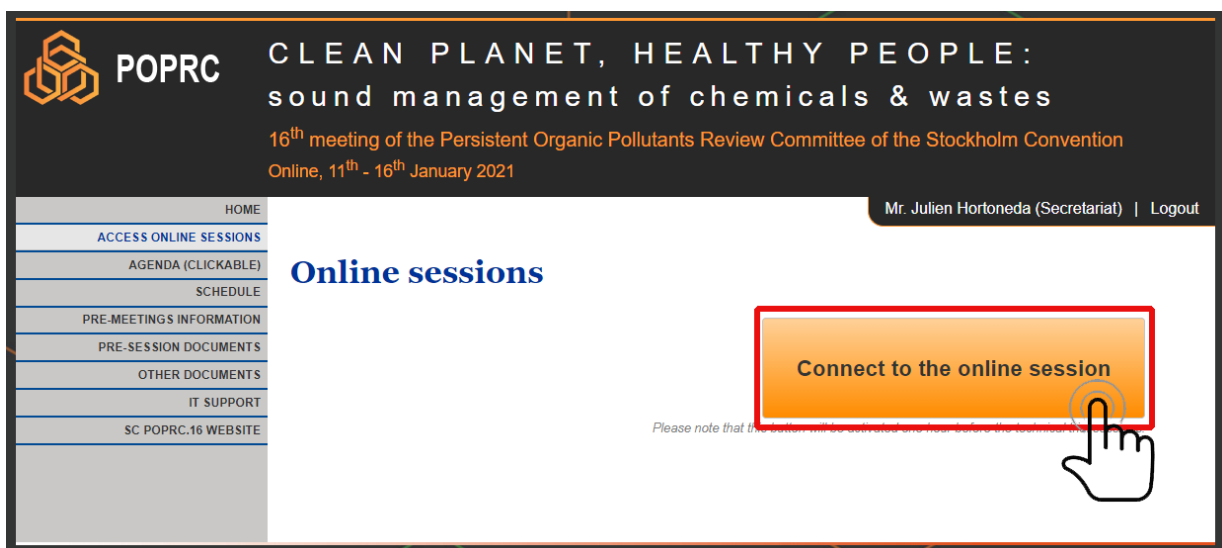
20. Once logged in to the meeting’s Intranet site using one of the supported web browsers, participants will have access to the **Link to the online sessions**.

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

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



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

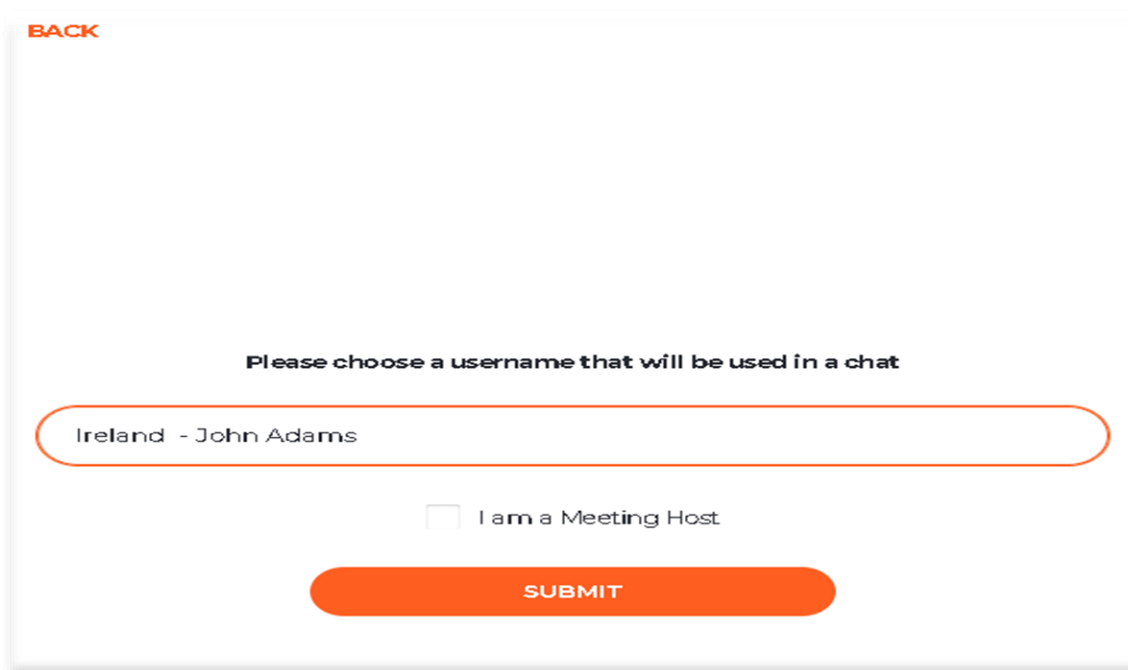


23. The **URL Link** behind the orange button is personalized for each participant. Once participants log into the Intranet, the system automatically packages the full participant’s name and their affiliation, and passes the information to the Interprefy online session, once the user clicks on the orange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

24. 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



BACK

Please choose a username that will be used in a chat

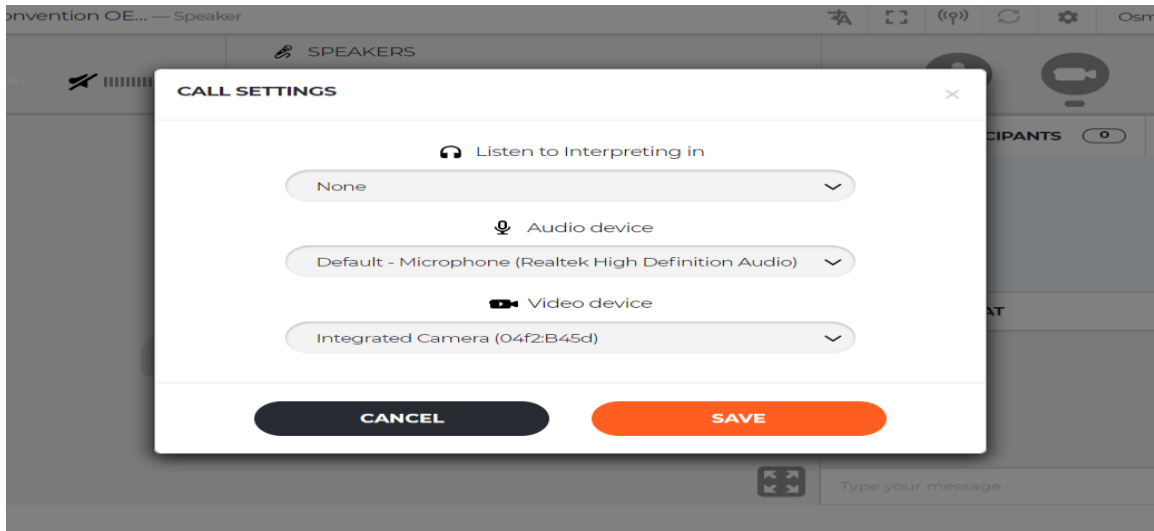
Ireland - John Adams

I am a Meeting Host

SUBMIT

25. Because the login procedure has been done through the meeting's 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.
26. If the participant is **the Chair/Vice-Chair** 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.
27. 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

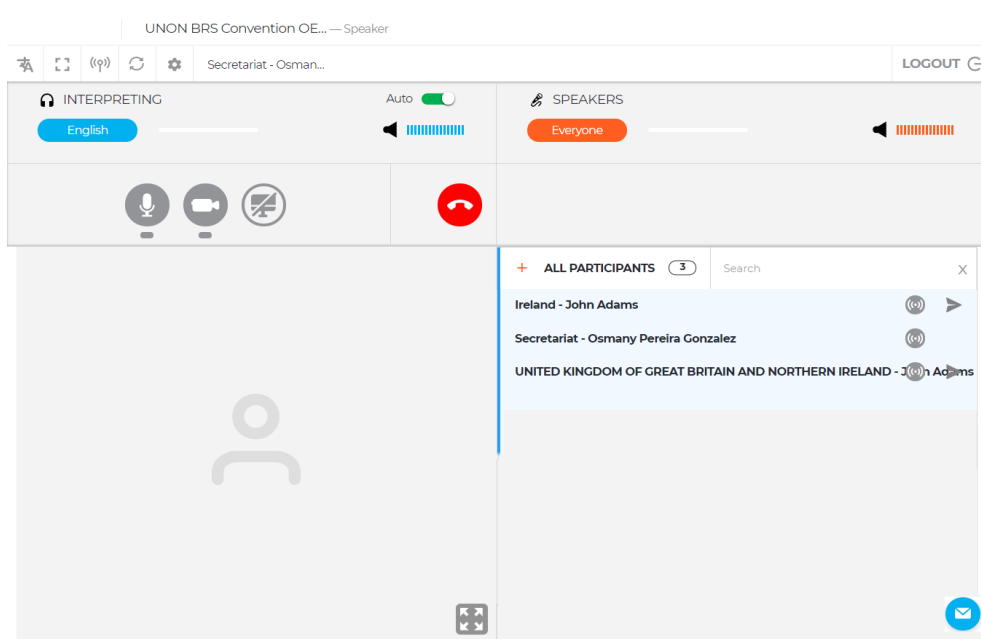
cases the audio device and the video camera will already be selected automatically by the operating system used by the participant.



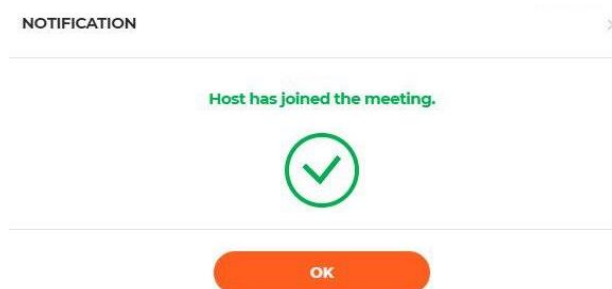
28. Depending on the browser in use, participants might be invited to check if browser permanent access to the microphone and camera is allowed. For the microphone and camera participants must click to allow their use by the Interprefy software.



29. After saving the call settings, participants will land in the main Interprefy page for the online 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.



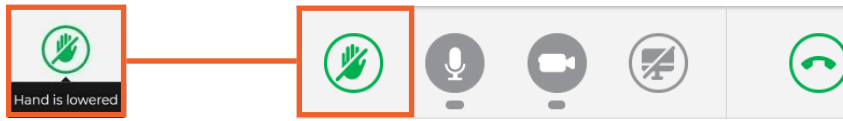
30. Depending on the settings of the meeting, the features in the main Interprefy page might be locked pending the arrival of the chairperson. When the chairperson arrives participants will receive the following notification message – Chairperson has joined meeting.



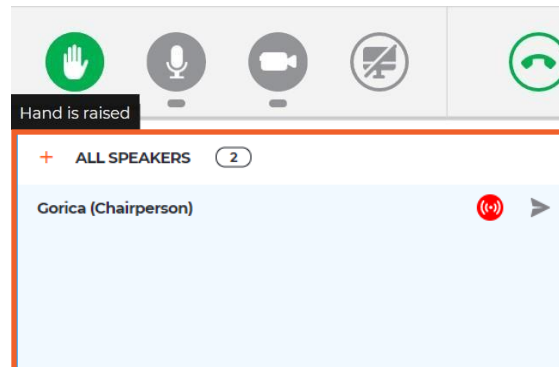
31. For best quality of interpretation, Interprefy recommends using a proper USB headset and USB camera (or integrated camera). The use of audio from the computer without headsets can produce feedback between the microphone and the speakers and jeopardize the sound quality to other participants and interpreters.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

CHAPTER IV - How to use Interprefy platform as a designated Speaker

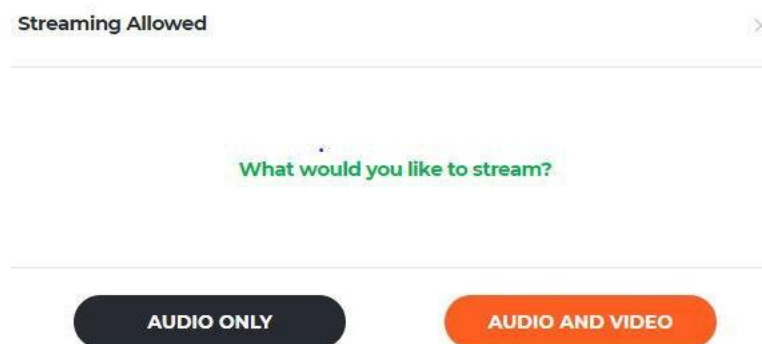
32. To request the floor, participants should click on the green hand icon to raise their hands.



33. Depending on the settings of the meeting 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.



34. The Chairman 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"



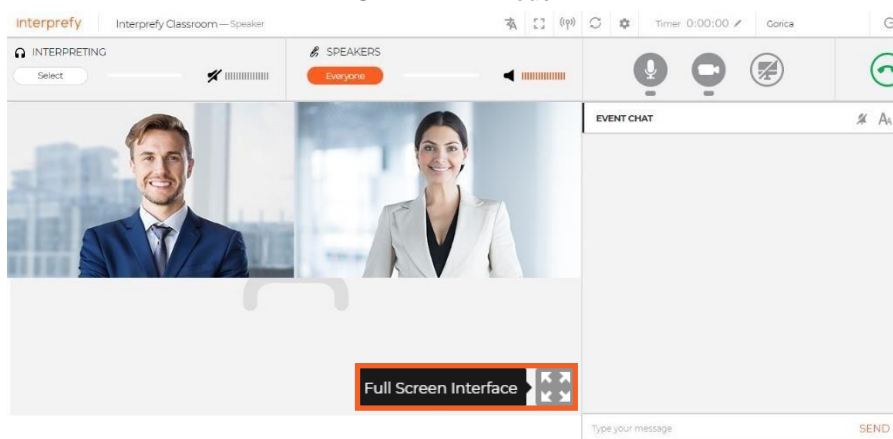
35. Participants must use the disconnect button to stop their streaming, i.e. stop their intervention. **Red color means participant is streaming, green color means that participants are not streaming.**



36. 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.

37. 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).

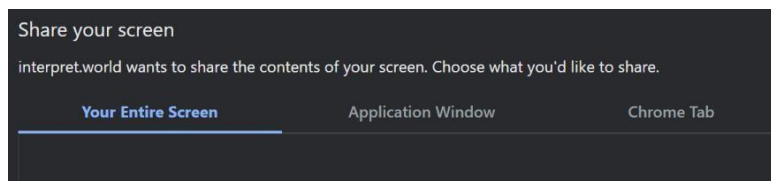
STANDARD mode:



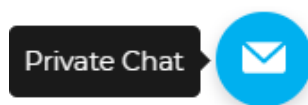
FULL SCREEN (taskbar):



38. In case 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)*.



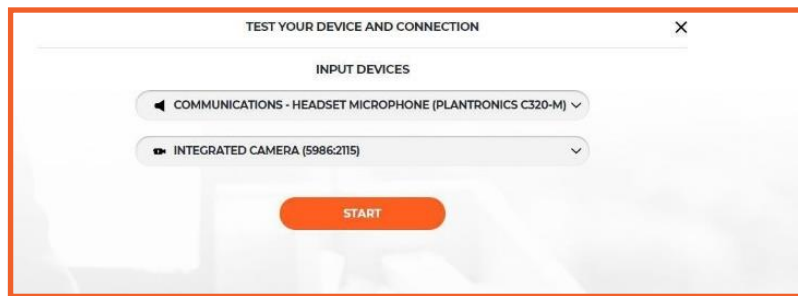
39. If delegates wish to **raise a point of order**, the **PRIVATE CHAT** function with Chairman should be used so the floor request can be escalated immediately (Bottom right corner – blue circle with exclamation mark).
40. If delegates wish to **request IT support on the use of the Interprefy platform or the interpretation**, the **PRIVATE CHAT** function with the Interprefy Moderator should be used (Bottom right corner – blue circle with exclamation mark).



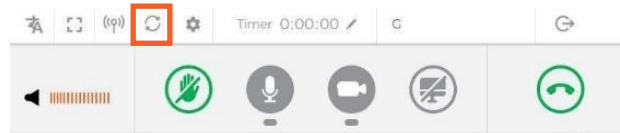
CHAPTER V – Troubleshooting

41. 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>



42. 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 VI – Technical support

43. To request technical support related to the **meeting's Intranet and the user accounts**, the participant 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

44. 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.

45. To request technical support on the use of the **Interprefy platform or issues related to simultaneous translations** participants should **use the private chat box** during the online session to contact the **Interprefy moderator** for support.