

MyMeetings

- User Guide-

1 Introduction

The new ITU-T MyMeetings tool has been developed by TSB to provide a consistent, efficient e-meetings service to participants in the work of ITU-T. Among the benefits are:

1. Hosted on ITU servers, which are accessible from all countries and regions.
2. Completely web-based; no OS 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 (coming soon).

2 Access rights

This will depend from the type of meeting you are trying to access. For statutory meetings, the access will be restricted to registered users only. For some meetings you will be able to join without registration, provided you have an ITU user account.

3 Supported browsers

MyMeetings tool 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.

Full Browser support:

The browsers below fully support WebRTC and will deliver the best user experience:

Recommended:

- **Chrome (min version: 59)** (<https://www.google.com/chrome/>)
- **Firefox (min version: 52)** (<https://www.mozilla.org/en-US/firefox/new/>)
 - > **v67:** supports full screen sharing and application sharing
 - < **v67:** supports share of specific applications, but does not support full-screen sharing

Other:

- **New Microsoft Edge (Chromium based)** (<https://www.microsoft.com/en-us/edge>)
- **Brave** (<https://brave.com>)
- **Opera** (<https://www.opera.com/>)

Mobile Browser support:

- **Android:** *Chrome, Firefox, New Edge, Brave*
- **iOS:** *Safari*

Partial Browser support:

- **Safari** does not support screen share. A proper functioning cannot be guaranteed using this browser.

No Browser support (*no HTML5/WebRTC support*):

- **Internet Explorer**
- **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.

5 Configure audio

The audio will be automatically connected when joining the session. You will see the window below that gives you two options to join the audio: **Microphone** or **Listen Only**

How would you like to join the audio? ×



Microphone



Listen Only

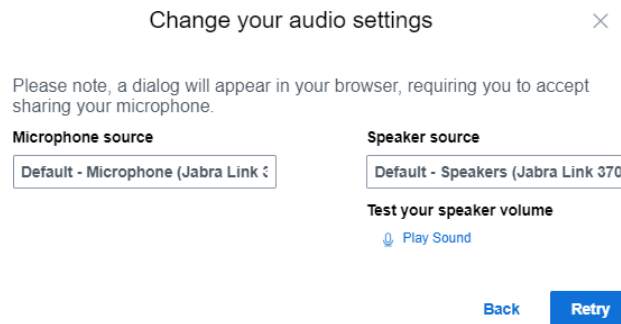
1. The **Microphone** icon allows you to speak to others on the call. When you select this icon, your browser will prompt you for permission to access your microphone, be sure to select **Allow**. You will then enter a private sound/echo test to ensure that your microphone is working:

a. If you hear yourself during the test it means the microphone is functioning properly and you should click on **Yes** button


This is a private echo test. Speak a few words. Did you hear audio? ×



b. If you do not hear yourself, click on **No** button. This will show you the following window allowing you to make sure that the correct microphone and speaker source are selected.



2. The **Listen only** icon allows you to listen to others but will not allow you to be heard. You may communicate with others using the in-application Chat option.

NOTE: If you want to switch from one mode to another click on the  and then click on

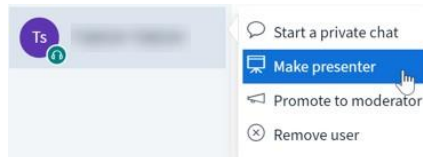
the 

This will redisplay the audio selection window, allowing you to select the desired audio mode.

6 Share screen


IMPORTANT NOTE: Please use **Chrome, Firefox (version 67 and above), New Microsoft Edge, Brave or Opera** browser if you want to use the screen share option.

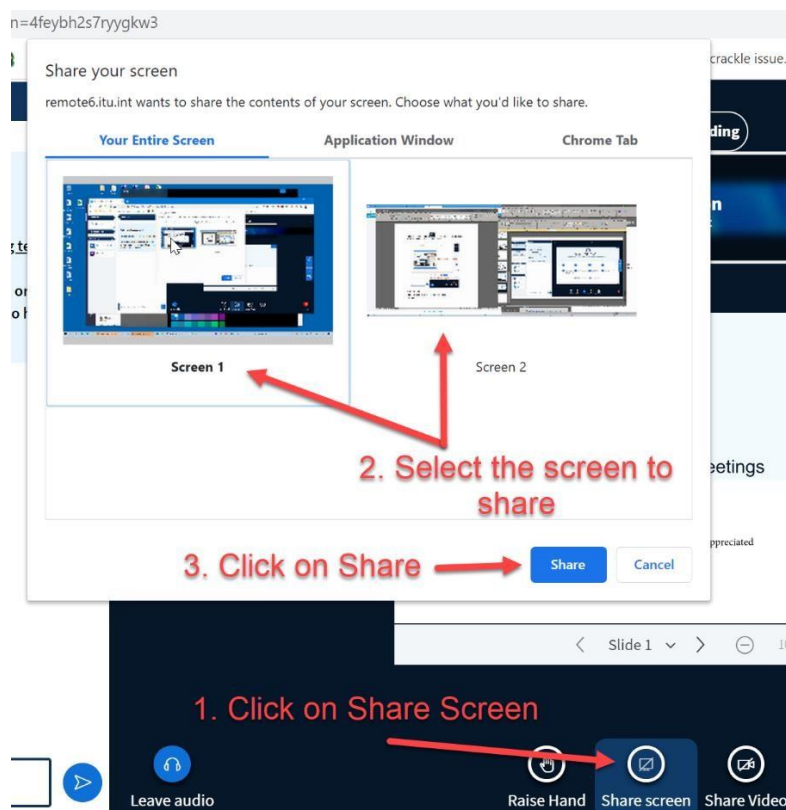
To be able to share your screen, the moderator of the session needs to make you presenter.



You will know that you are the presenter when you see the screen icon appearing on your name.

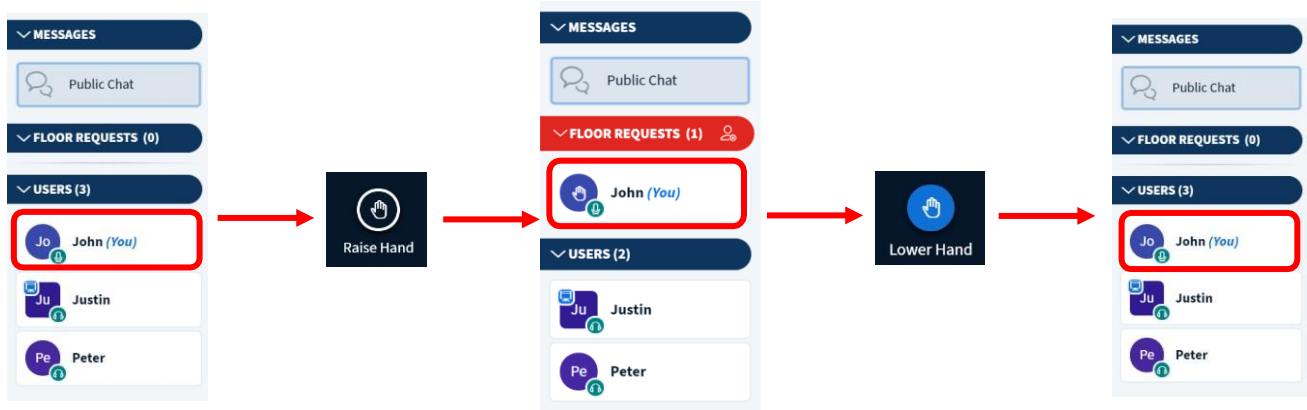


You will see the screen share button  appearing for you next to the audio and video buttons. Click on it and follow the steps explained below.



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.

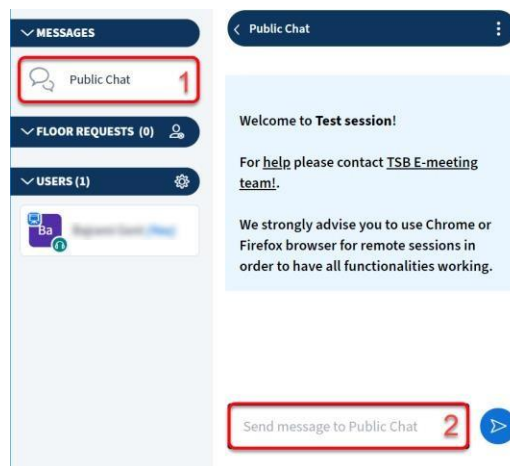


8 Chat (Public and Private)

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

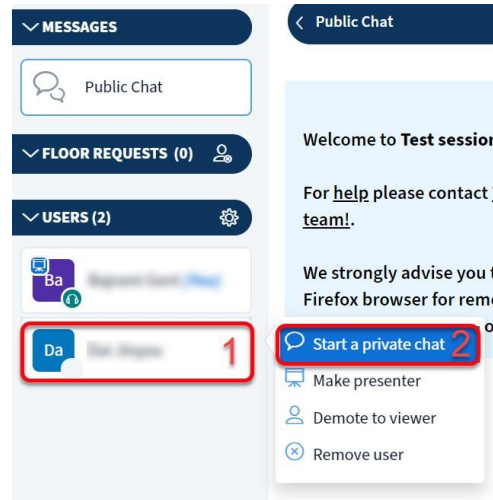
Public Chat:

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



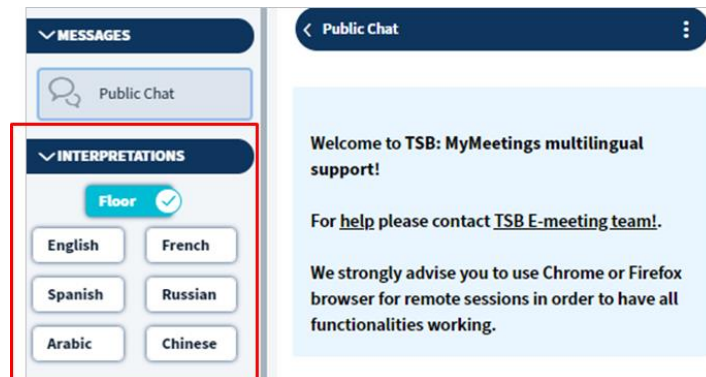
Private chat:

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



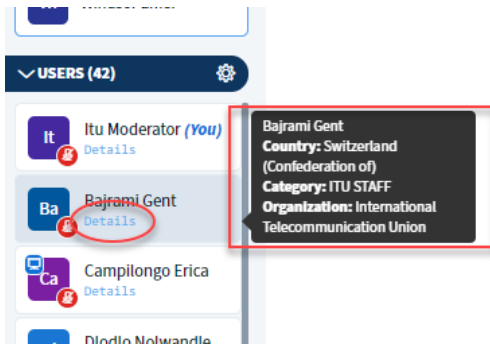
9 Multilingual Support

MyMeetings can support interpretation services using the hardware available in ITU meeting rooms. By default, the audio of the meeting session is set on the ‘floor’ channel. To listen to the interpretation, click on the language you would like to listen to (English, French, Spanish, Russian, Arabic or Chinese). You can easily switch from one channel to another with very minimal delay.



10 Participants and affiliation

List of participants contain the list of all the users that are currently connected to the meeting session and their affiliation. By hovering over the details label below a participant's name, additional information will be displayed, such as the country and organization they represent, as well as the category (Sector Member, ITU Staff, Member State, Associate, Invited Expert, Academia).



11 Human Captioning

MyMeetings has an integration with *Caption First* to offer human captioning services. If captioning is available, it can be activated by clicking on the “Captioning” button at the bottom of the screen. The last three lines of text will be shown just below the screen share.

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.

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