Universal Postal Union
Virtual conferencing system

This guide provides general information on how meetings will be run, how to connect to meetings and how to intervene during a meeting.

The UPU host/organizer will send an invitation containing a direct link to a meeting or a meeting ID number and passcode enabling you to connect to the meeting directly from the Zoom website.

General information

In order to join a meeting, please follow the procedure below.

01 ▶ Click on the Zoom link provided by the meeting host.

02 ▶ Follow the prompts to download and run Zoom.

03 ▶ Enter the meeting ID number/passcode if prompted.

Zoom has a waiting room feature that allows participants to remain on hold until it is time for the meeting. This will be enabled for UPU meetings.
Please wait in the waiting room until admitted by the meeting host.
The UPU host will admit all participants one by one in order to test the audio/video functions and to validate participants via video.

The use of the microphone and camera functions are therefore mandatory in order to connect to a UPU meeting.

04 ▶ Once you have been validated by the UPU host, your microphone will be muted. It will be unmuted if you take/are given the floor.

05 ▶ If you wish to speak, please request the floor by raising your hand in the Zoom application.
Once you have finished, your microphone will be muted by the host.

## Step by step process with screenshots

How to join a meeting

1. To join a UPU meeting, please **click on the link provided** or enter the meeting ID number and passcode on the Zoom website.

2. When you click on the link sent by the host, the Zoom website will open. If the application is already installed on your device, Zoom will propose to open the application. If this is the case, please click on "Open".

   If the application is not already installed on your device, Zoom will propose to install the application. Please select "Yes".

   Interpretation is not available via the web version of Zoom. You must install the Zoom application in order to access interpretation.

3. Once the Zoom application has been launched, you will be placed in a waiting room until the UPU host admits you to the meeting and checks that your audio and video links are functioning.
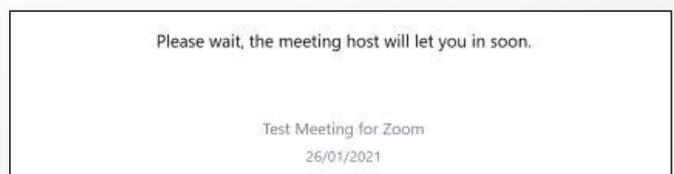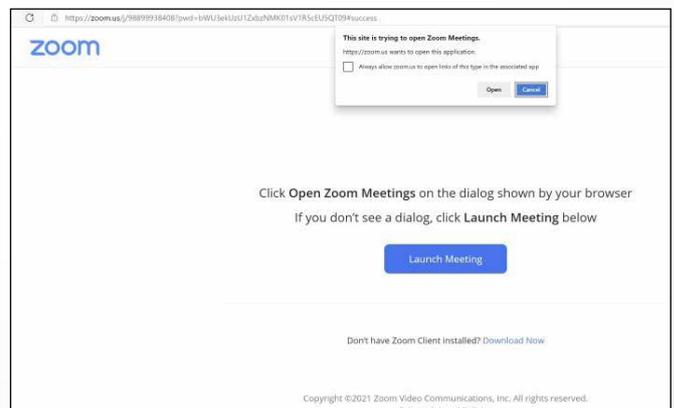
4. The host will add you to the meeting.

5. The system will ask you to connect with computer audio. Please select "Yes".

6. Your identity will be validated using video, so you must enable your webcam. Once you have been validated, the host will mute your microphone.

Please unmute your microphone only if requested to do so by the host.

If your audio or video are disabled, the host can ask you to turn them on. You will receive a notification in a pop-up window.
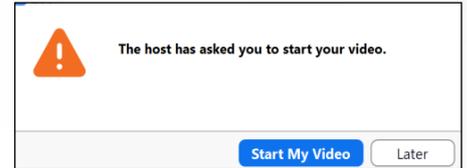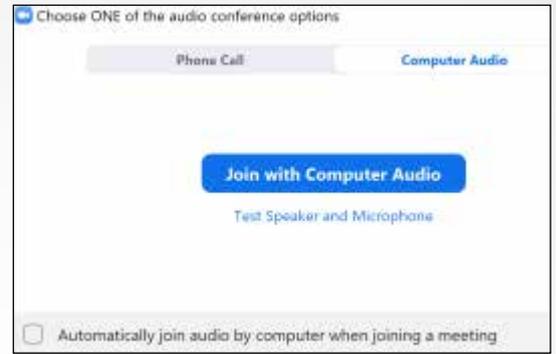
Interpretation

If interpretation is available for the UPU meeting that you are attending, you will have the option of listening to the available language(s).

To select a language, click on the interpretation button at the bottom of the window and choose one of the available languages.
Please note that you can access interpretation only via the Zoom application.
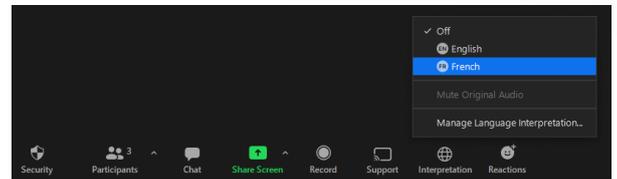
Intervention during meetings

You may request the floor by raising your hand.

1. To raise your hand, select the "Reactions" button on the ribbon at the bottom of the window.

2. Next, select "Raise hand".

3. **Your name will appear with a raised hand next to it and the meeting host will be informed of your request. The other participants will see that you have raised your hand.**

4. When the meeting host gives you the floor, unmute your microphone and take the floor.

5. When you have finished speaking, please mute your microphone. Alternatively, the meeting host will do this for you.
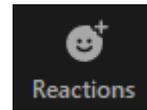
Chat communication

The chat function is to be used for support purposes only, not to intervene during a meeting.

You can chat with the host if you have any questions about the running of the meeting or the meeting documents.

You can also chat with the UPU support team if you have technical difficulties with the system.

1. If you need to chat, select the "Chat" button in the ribbon at the bottom of the window.

2. A chat window will appear on the right of the Zoom window.

3. You can then select the person with whom you wish to chat.

4. If that person's chat window is closed, a red circle will appear near their chat icon and a pop-up window will display the chat.