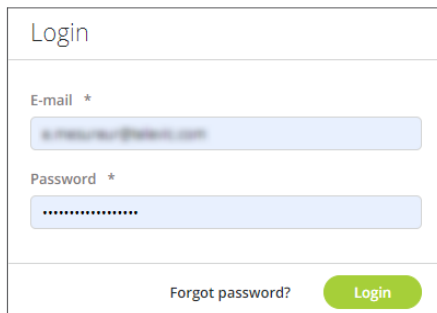

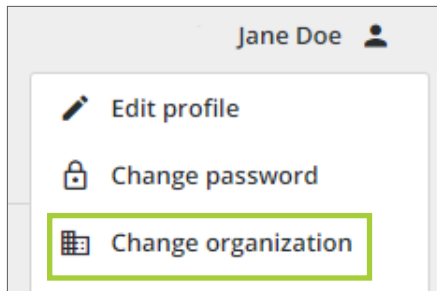



Log in to the Confero Platform

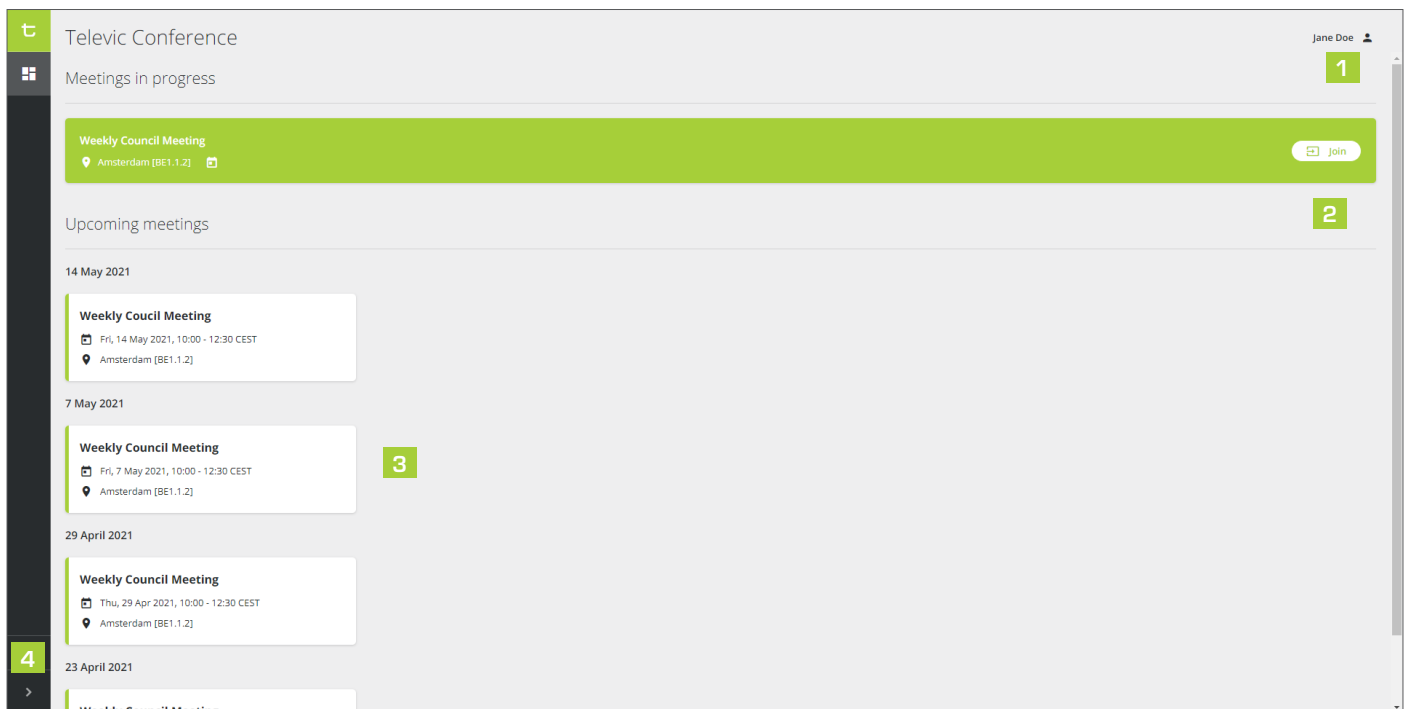


1. Go to the **Confero Platform**: <https://confero.televic.com>
2. Enter your email and password, and click on **Log in**. You can now access your dashboard.
3. Click on the profile icon  to access various user information: edit your profile, change your password, change your organization, read the agreement information, access the user manual and log out.



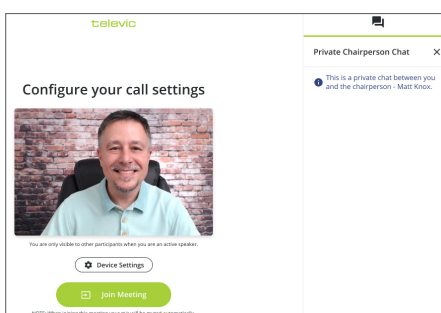
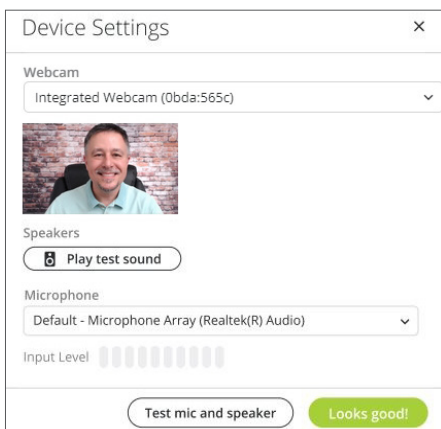
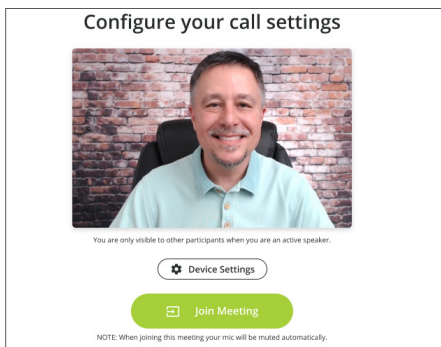
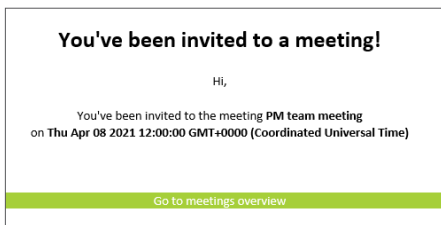
4. If you've been added to several organizations and want to see the meetings associated with a specific organization, click on the profile icon  in the top right corner of your dashboard to access your account settings, and click on **Change organization**.
5. A new window opens. Select the right organization in the dropdown box.
6. Click on **Change organization** to confirm. You now have access to the meetings corresponding to the organization of your choice.

Dashboard Overview



- 1 **Account settings**: edit your name, change your password and organization, log out.
- 2 **Join**: click here to configure your camera and microphone settings, then join an ongoing meeting.
- 3 **Upcoming meetings**: click on a meeting for more details (date, place, agenda, etc.).
- 4 **Software information**: click on the arrow to expand the side bar and see software information.

Join a Meeting Remotely | Configure your Call Settings



1. When a meeting is planned, you'll receive an invitation email. Open it and click on **Go to meeting overview** to access your dashboard and get more details about the meeting.



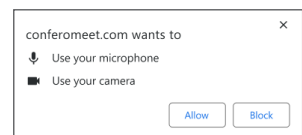
Attached to the invitation email, you will get an ICS file that will allow you to import the scheduled meeting into your personal calendar (Outlook, Google, Apple, etc.).

2. When the meeting has started, click on the **Join button** on your dashboard to open the meeting portal.

3. In the meeting portal, make sure your camera and microphone are properly set: click on **Device Settings**.




When joining a meeting for the first time, your browser will ask you for access to your microphone and camera. Click on **Allow** to continue and access the meeting portal.



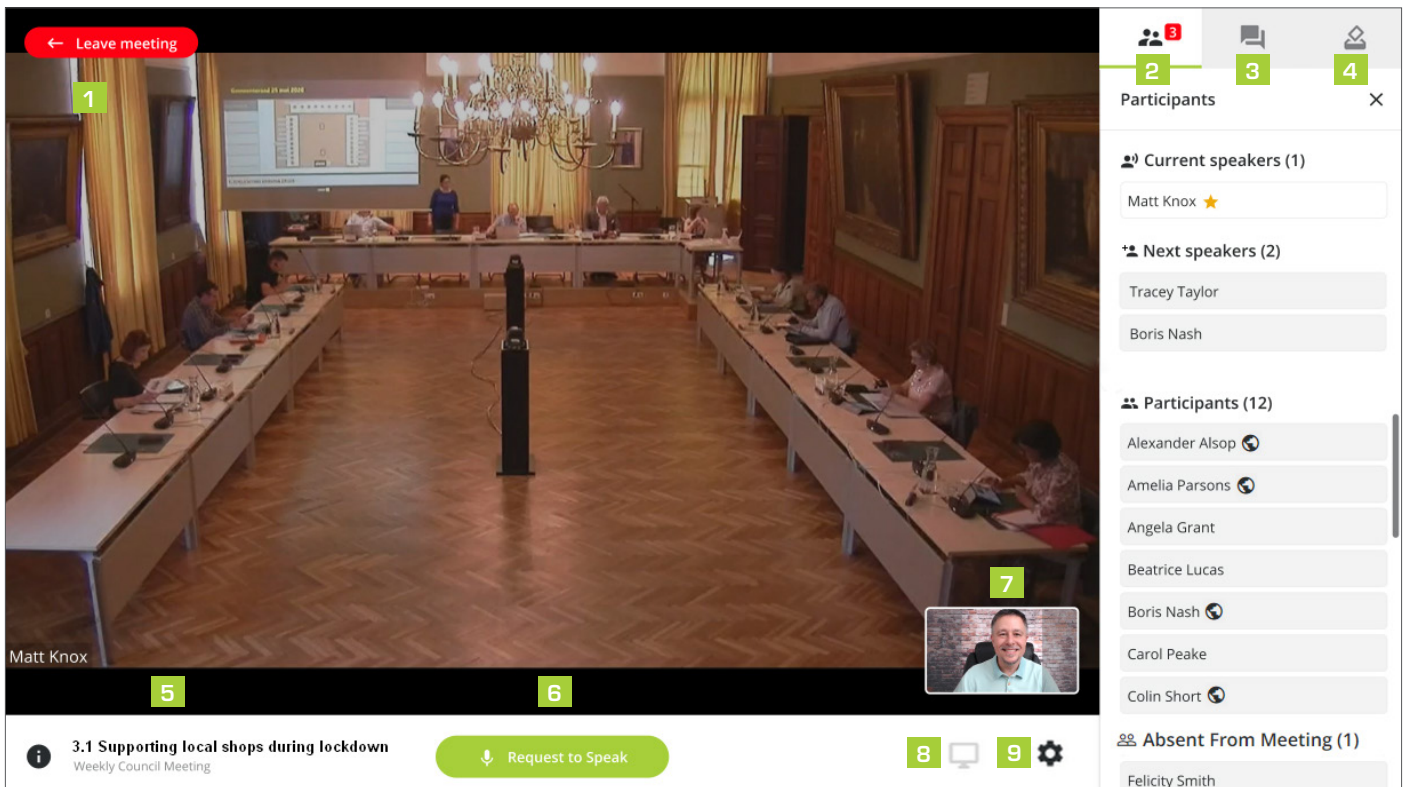
4. Configure your webcam and microphone. If/when prompted, proceed to a sound test to verify your speakers, and to a voice test to verify your microphone* (you will be asked to speak for a few seconds). Then click on **Looks good!** or **X** to close the window.

(* In case your speakers, microphone or webcam does not work, change the settings and check again.





5. In case you're having issues configuring your webcam and/or microphone, or if you urgently need to communicate with the chairperson(s), you can click on the chat icon  to contact them.

6. When ready, click on **Join Meeting**. You can now attend and participate in the meeting.

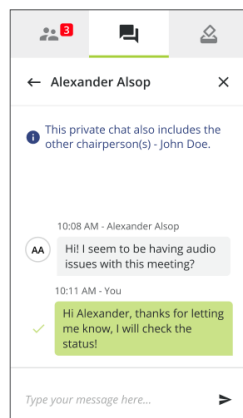
Join a Meeting Remotely | Participate in the Meeting



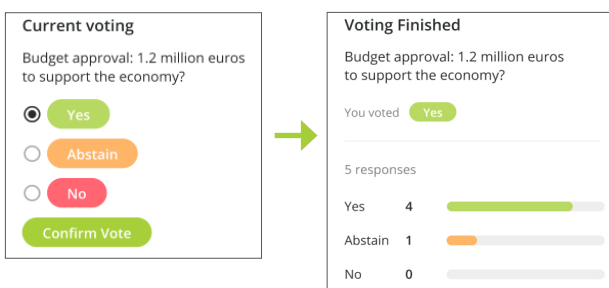
1 Leave meeting: you can leave the meeting at any time. You can join again later if it is still ongoing.


2 Participants: see the current speakers , next speakers , present participants (remote ones are indicated with the  icon) and absent participants .


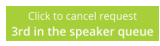
3 Chat: chat in private with the chairperson(s) (if available). If the message has been sent successfully, it is displayed in a green box. If the message hasn't been sent, it is displayed in a red box. It is not possible for a delegate to chat with other delegates, but the chairperson(s) can send private messages to participants.




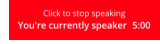
4 Voting: cast your vote when prompted in the right panel. You will be notified when your vote has been registered. When it's not a secret ballot, the individual voting results will show on the main screen during the vote. Once the voting session has been ended by the chairperson(s), you'll be able to see the voting results on your screen.



5 Agenda: ongoing topic of discussion. Click on  to get an overview of the whole the agenda.

6 Request to speak : if the floor requests are moderated, click this button to add your name in the list of next speakers. When you request the floor, a green border appears around your screen and a button shows your spot in the list of next speakers: . You can also click this button to cancel your request.

Click to speak : if the floor requests are not moderated and there's direct floor access, click this button to speak directly.

Speaking : when you get the floor, a red border appears around your screen. When you are done speaking, click this button to switch off your microphone and avoid the chairperson(s) to do it for all speakers.

7 Webcam: your image during the meeting. Try to position yourself between the gray borders so that you are visible for others when you are shown next to another speaker.

8 Share screen: when you get the floor, click on this icon to share your screen (to show a document, video, etc.).

9 Device settings: configure your camera and microphone. Do not disconnect your headset during the meeting as it may cause malfunction.

Join a Meeting in Hybrid Mode | Access the Meeting Portal

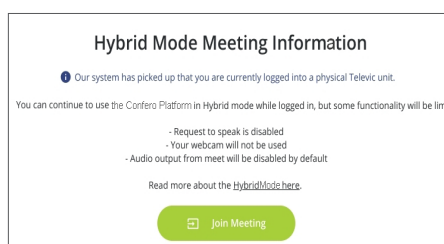
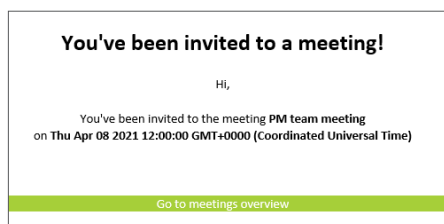
The hybrid mode can be used for the chairperson(s) and delegates who are present in the meeting room and want to use a physical conferencing unit in combination with the **Confero Platform** for extended meeting functionalities such as screen sharing, agenda status, chat, etc.

It is possible to log in to the physical unit first and then to the **Confero Platform** afterwards, and vice-versa.



In hybrid mode, the request-to-speak button, webcam, audio and device settings are disabled in the **Confero Platform**. The physical unit should be used instead.

Logging in to the Physical Unit, then to the **Confero Platform**




1. When a meeting is planned, you'll receive an invitation email. Open it and click on **Go to meeting overview** to access your dashboard and get more details about the meeting.



Attached to the invitation email, you will get an ICS file that will allow you to import the scheduled meeting into your personal calendar (Outlook, Google, Apple, etc.).

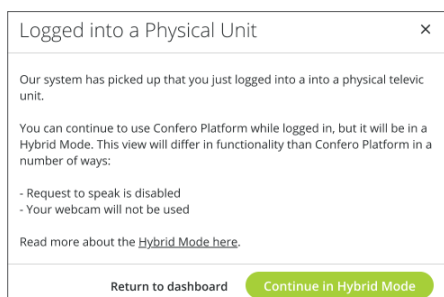
2. Log in to a physical unit in the meeting room (via the badge, fingerprint, keypad code, etc.).


3. Log in to the **Confero Platform** and click on the **Join** button on your dashboard to join the meeting portal.

4. On the meeting portal, you are notified that you're already logged in to a physical unit and are informed about the Confero platform's restrictions. Click on . You can now attend and participate in the meeting.

Logging in to the **Confero Platform**, then to the Physical Unit

If you have logged in to the **Confero Platform** remotely first (see previous section "Join a Meeting Remotely") and want to switch to hybrid mode, follow the instructions below:







1. While connected to the ongoing meeting on the **Confero Platform**(*), log in to a physical unit in the meeting room (via the badge, fingerprint, keypad code, etc.). A pop-up window opens.
2. Click on . You are now participating in the meeting in hybrid mode.

(* In case you log in to the physical unit when you are on the meeting portal while joining remotely, the hybrid meeting portal will be displayed automatically.

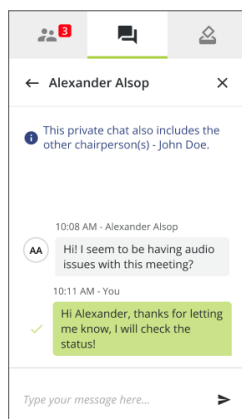
Join a Meeting in Hybrid Mode | Participate in the Meeting



1 Leave meeting: you can leave the hybrid mode at any time. You can join again later if it is still ongoing.

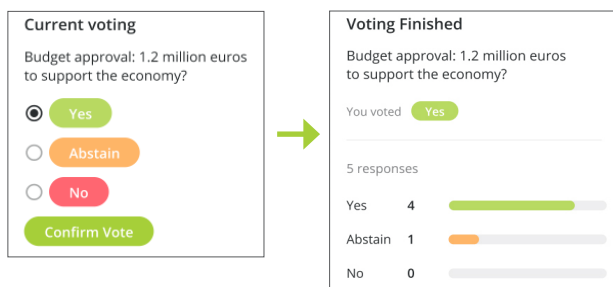
2 Participants: see the current speakers , next speakers , present participants (remote ones indicated with the  icon) and absent participants .


3 Chat: chat in private with the chairperson(s) (if available). If the message has been sent successfully, it is displayed in a green box. If the message hasn't been sent, it is displayed in a red box.



It is not possible for a delegate to chat with other delegates, but the chairperson(s) can send private messages to participants.

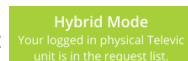
4 Voting: cast your vote when prompted. You can vote either in the **Confero Platform** in the right panel or on the physical unit itself. You will be notified when your vote has been registered. When it's not a secret ballot, the individual voting results will show on the main screen during the vote. Once the voting session has been ended by the chairperson(s), you'll be able to see the voting results on your screen.



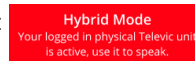
5 Agenda: ongoing topic of discussion. Click on  to have an overview of the whole the agenda.

6 Request to speak / Speak : in hybrid mode, you have to use the microphone button of the physical unit to request the floor and add yourself in the list of current speakers. The **Confero Platform** only shows the status of your microphone.

When you request the floor via the physical unit, a green border appears around your screen and a button shows that you are in the requests list:



When you get the floor, a red border appears around your screen and a red button shows that you are currently speaking:



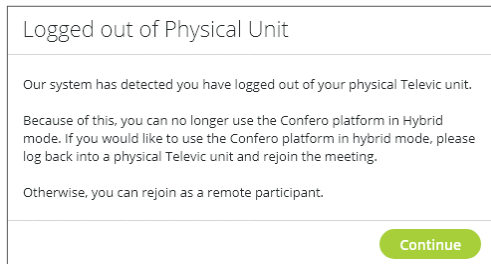
7 Disabled audio: in hybrid mode, the audio is automatically disabled in the Confero Platform. The audio is transmitted via the loudspeaker of the physical unit.

8 Share screen: when you get the floor, click on this icon to share your screen (to show a document, video, etc.).

Exit the Hybrid Mode

You can leave the hybrid mode, either to continue as a remote participant using the **Confero Platform**, or as a participant in the room using the physical unit.

To continue as a remote participant:



1. Log out from the physical unit while in hybrid mode. A pop-up appears to confirm that you are logged out (see opposite image).
2. Click on **Continue**. You will be automatically sent to the **Confero** dashboard from where you can log in again as a remote participant. Follow the steps explained in the section "Join a Meeting Remotely") to participate in the meeting.

Note that you will be seen as an absent participant until you have joined the meeting again.



In case you logged out accidentally from the physical unit, you can switch back to hybrid mode by logging in again to the unit.

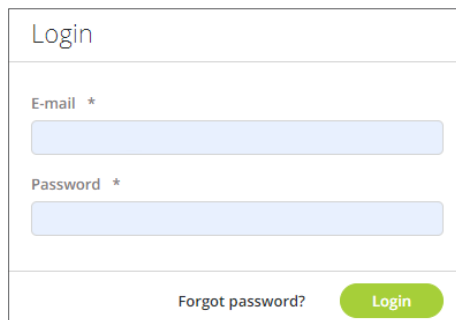
To continue as a participant in the room:

1. In the **Confero Platform**, click on **← Leave meeting**.
2. You are out of the meeting in **Confero** but you can still participate in the room using the physical unit.

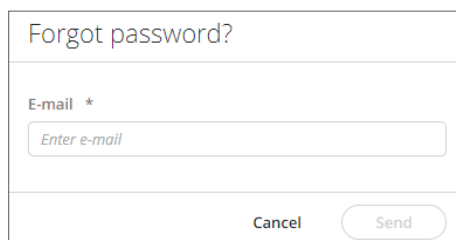
FAQs

I haven't received an email to reset my Confero password, how can I create my account?

Check first if the email is in your spam folder. If you have retrieved the email and the link has expired, or if you cannot find the email, you can request a new email.



1. Go to <https://confero.televic.com> and click on **Forgot your password?**.



2. A new window opens. Enter your email address and click on **Send**. You will receive a new email to reset your Password.
3. Check your mailbox (including the spam folder) and follow the steps indicated in the section **Create your Confero account** at the beginning of this onboarding guide.

Why can I not access the Confero Platform in my browser.

The **Confero Platform** is not compatible with mobile devices and can only be used with the Google Chrome or Microsoft Edge browser.

- Download Google Chrome: <https://www.google.com/chrome/>
- Download Microsoft Edge: <https://www.microsoft.com/en-us/edge>





My browser denies me access to the Confero Platform.

The following domain names need to be whitelisted: *.televic.com, *.tokbox.com, *.opentok.com.

For more information on changing the permission settings of the browser and whitelisting domains, click on the following link:


- For the Google Chrome browser: <https://support.google.com/chrome/answer/114662>
- For the Microsoft Edge browser: <https://support.microsoft.com/en-us/microsoft-edge/change-site-access-permissions-for-extensions-in-microsoft-edge-7d1c889d-e267-4be0-15d4-3ed5d0c82ef5>

My camera and/or microphone are not working when I join a meeting.

1. If you are present in the meeting room, verify that you're not connected in hybrid mode.
2. If you are participating remotely, verify that your camera and/or microphone are not being used by another application. If so, close the application that is using your camera and/or microphone.
3. If the icon  or  appears in your address bar, click on it and select **Always allow https://confero.televic.com to access your camera and microphone**. Then press the F5 key or click on  to refresh the page.
4. When joining a Confero meeting, make sure that your camera and headset are properly set: click on  to configure them. You can also proceed to a sound test to verify that your headphones/speakers and microphone are working.
5. Disconnecting the headset may cause malfunction, make sure it is always connected during the meeting.

I am invited to a meeting but I cannot see it on my dashboard.

You have probably not selected the right organization.

1. Click on the  icon in the top right corner of your dashboard to access your account settings and click on **Change organization**.
2. Select the right organization in the dropdown box.
3. Click on **Change organization** to confirm. You now have access to the meetings corresponding to the organization of your choice.

I have requested the floor but I cannot speak immediately.

If you clicked the button **Request to speak**, it means that floor requests are moderated. Your name will appear in the list of next speakers and the chairperson(s) will give you the floor when it is your turn to speak.

Can I open other applications/tabs while using the Confero Platform?

Yes, you can check other tabs and navigate the web as long as you do not use an app that requires your camera and/or microphone.

Why have I been disconnected from the meeting?

You may have disconnected your webcam or headset, or your device has encountered audio or webcam settings issues. Try to join the meeting again from your dashboard and verify your device settings.

Why has the video of the meeting been switched off?

In case of insufficient bandwidth, the video can be automatically switched off to give precedence to the audio stream, so that you will not miss the progress of the discussion. Close all other applications that may be using a lot of bandwidth.

If I am disconnected during the meeting, will I see the chat messages that were sent to me when I join the meeting again?

Yes, the messages will be saved in case you lose your connection and you'll be able to read them once you have joined the meeting again. This is only possible if the meeting is still active, you cannot read chat messages once the meeting is finished.

Why can't I see the request-to-speak button in hybrid mode?

In hybrid mode, you have to use the physical unit to request the floor. However, the Confero Platform will show the status of your microphone (request to speak / speaking).

Why is my webcam and the audio not working in hybrid mode?

The webcam and audio are automatically disabled in hybrid mode: the camera tracking system of the room will show your face on the monitor as well as the screen of the remote participants once it is your turn to speak. The audio is transmitted via the loudspeaker of your physical unit.