

The Confero Platform

Quick Start

For Meeting Managers

Welcome to the **Confero Platform**. This quick start guide will help you through the preparation and management of your meetings.

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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>

Access the Confero Platform

Log In to the Confero Platform

The login form has a title 'Login'. It contains two input fields: 'E-mail *' with a placeholder 'e-mail@domain.com' and 'Password *' with a masked password '*****'. Below the password field is a link 'Forgot password?' and a green 'Login' button.


1. Go to the **Confero Platform**: <https://confero.televic.com>
2. Enter your email and password, and click on **Log in**.

The organization selection screen has a title 'Organization Selection'. It includes an information message: 'The organization can also be changed after login'. Below this, there are two selectable options, each with a building icon: 'Televic Conference' and 'Televic Conference Sales'.

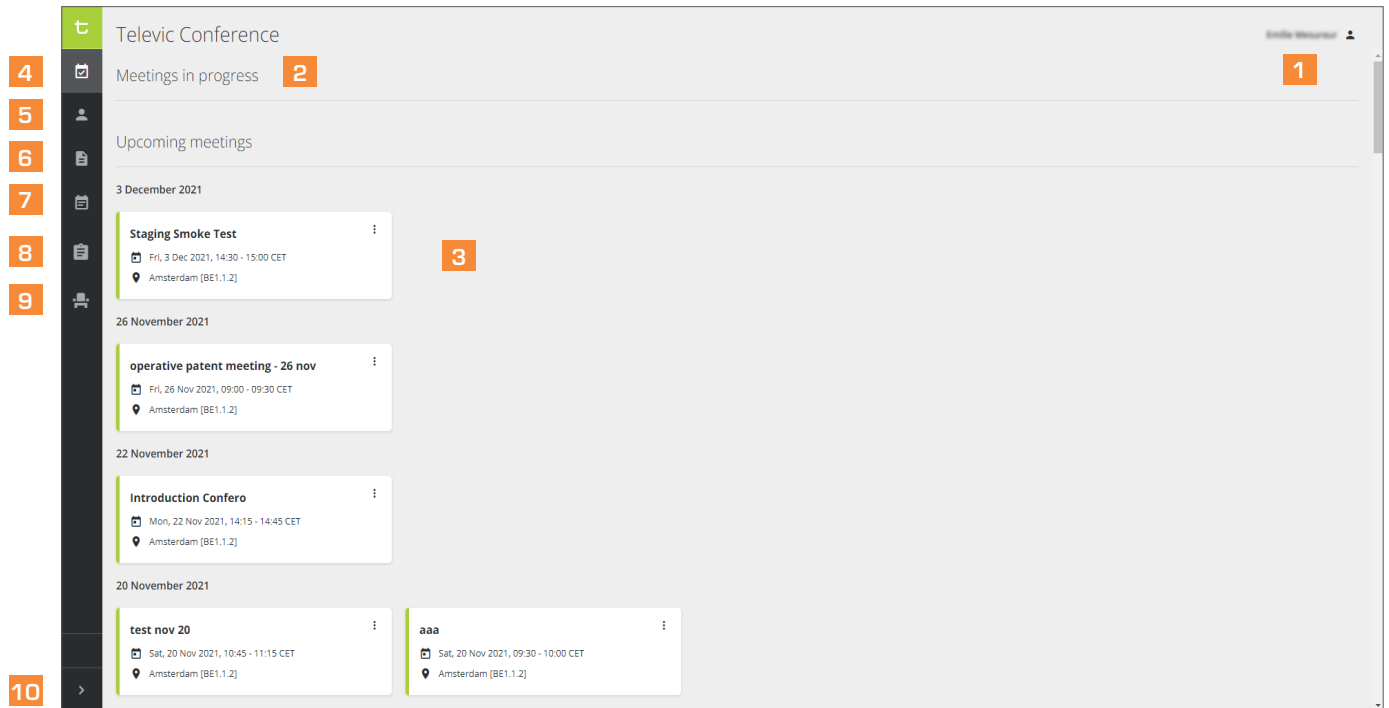
3. If you belong to several organizations, select the organization of your choice.
4. You now have access to your **Confero** dashboard.

Edit Your Account Settings

The account settings menu is a vertical list of options: 'Edit profile' (with a pencil icon), 'Change password' (with a lock icon), 'Change organization' (with a building icon), 'Agreement info' (with a checkmark icon and a right arrow), 'User manual' (with a book icon), and 'Logout' (with a door icon).

1. To edit your account settings, click on the profile icon  in the top right corner of your dashboard.
2. In the sub-menu, select the item you want to update: **Edit profile** (first and/or last name), **Change password** or **Change organization**.
3. You can also consult the **Agreement information** (cookie and privacy policy) and be redirected to the **User manual** ([Confero Knowledge Base](#)) for more information about using the **Confero Platform**.

Dashboard Overview



- 1 **Account settings:** edit your name, change your password and organization, log out.
- 2 **Meeting in progress:** when a meeting has started, click on “Join” to configure your camera and microphone settings, and join an ongoing meeting.
- 3 **Upcoming published meetings:** click on a meeting for more details (date, place, agenda, etc.). Click on the **More** icon to unpublish or delete a meeting.
- 4 **Dashboard:** click on to return to your dashboard.
- 5 **Participants database:** click on to see the list of delegates, add new delegates or edit delegates’ details.
- 6 **Meeting templates:** click on to see the list of meeting templates, add new meeting templates or edit them.
- 7 **Prepared meetings:** click on to see the list of prepared meetings, prepare new meetings or edit them.
- 8 **Meeting reports:** click on to see the list of meeting reports (date, start/end ime, room name, voting results)
- 9 **Meeting rooms:** click on to access the Room Layout section. *[This icon only appears in the menu if you have the rights to create room layout.]*
- 10 **Software information:** click on to expand the side bar and see the names of the menu icons and software information.

Organization Rights


There are different levels of rights granted to Meeting Managers. These rights are set in the **Users Database** (see corresponding section here-after). The organization rights are as follows:

- **User management:** the user can add participants, send password reset links, change participant names and add/remove organization rights.
- **Meeting management:** the user can create, edit, delete and publish meetings and meeting templates.
- **Configuration management:** the user can adjust pre-meeting configurations.



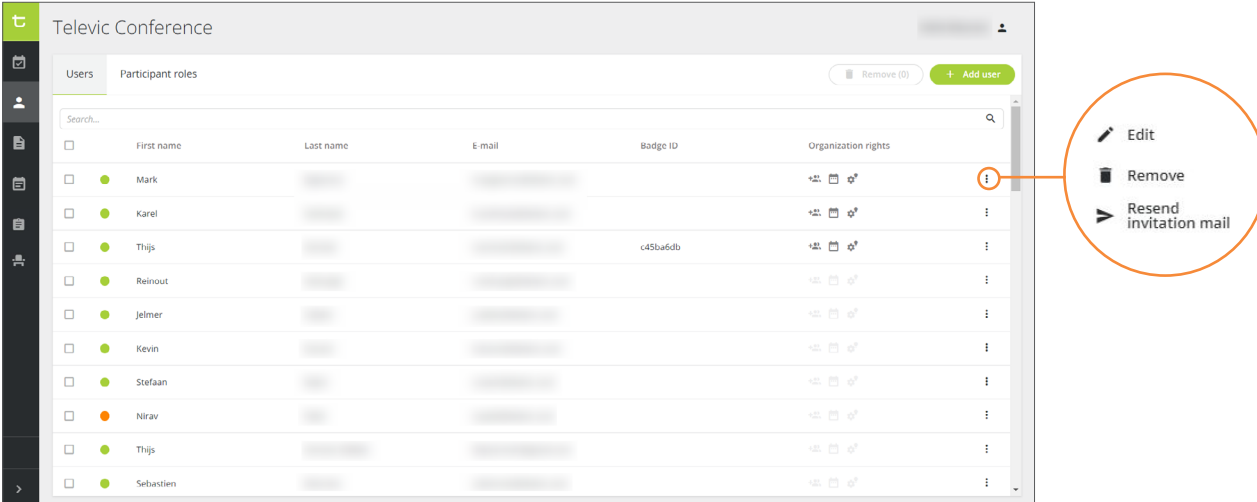
Depending on your status, some sections of this guide may not apply to the organization rights you have been granted.

Manage the Users Database

In the left vertical panel of your dashboard, click on the **Users** icon  to access the users database. A window with two tabs opens: **Users** and **Participant Roles**.

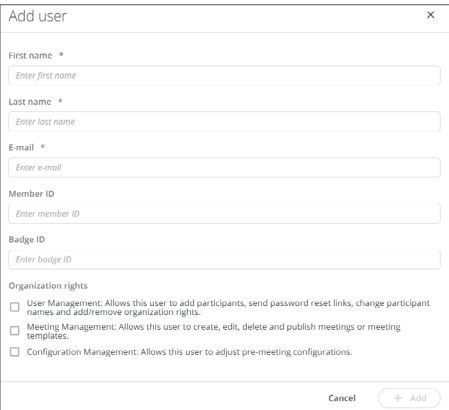
Users



In the **Users** tab, you can add, edit and delete users, as well as reset their passwords.



| | First name | Last name | E-mail | Badge ID | Organization rights |
|--------------------------|------------|-----------|--------|----------|---------------------|
| <input type="checkbox"/> | Mark | | | | |
| <input type="checkbox"/> | Karel | | | | |
| <input type="checkbox"/> | Thijs | | | c45ba6db | |
| <input type="checkbox"/> | Reinout | | | | |
| <input type="checkbox"/> | Jelmer | | | | |
| <input type="checkbox"/> | Kevin | | | | |
| <input type="checkbox"/> | Stefaan | | | | |
| <input type="checkbox"/> | Nirav | | | | |
| <input type="checkbox"/> | Thijs | | | | |
| <input type="checkbox"/> | Sebastien | | | | |

Add Users



1. To add a new user in the database, click on .
2. In the opening window, fill in the user's details (ID, first name, last name, badge ID*, organization rights, email) and click on . The user has been added in the database.



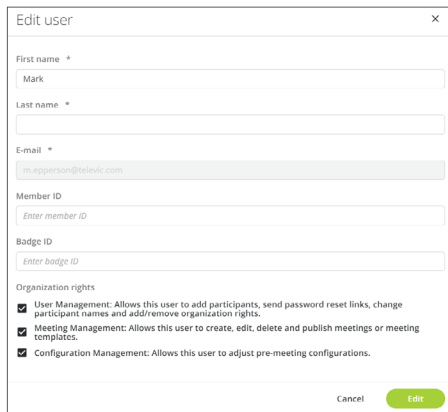
Fake email addresses should not be used when onboarding new users as they will be treated as spam. In case fake emails are required, use **"@email.com"**, but no other domain names.



(*) **Do you need to enter a lot of badge IDs** and want to save time? You can use a **keyboard emulation tool** such as Keyboard Wedge. Download the tool [here](#), unzip the file and install the program. Then run it in combination with a badge reader: just put the badge on the reader, and the program will automatically translate the badge ID into keyboard strokes as if the data were typed in the computer with a real keyboard.

3. The users will receive an **invitation email** asking them to register to the **Confero Platform**.
4. Check the colored indicators in the database to get information about the registration status of the users:
 - Onboarding failed: the invitation email could not be sent.
 - Onboarding email sent: the user hasn't registered yet to the **Confero Platform**.
 - Onboarding email sent: the user has registered to the **Confero Platform**.


Edit Users' Details



The 'Edit user' form contains the following fields and options:

- First name *: Mark
- Last name *: (empty)
- E-mail *: m.apperson@televic.com
- Member ID: Enter member ID
- Badge ID: Enter badge ID
- Organization rights:
 - ☒ User Management: Allows this user to add participants, send password reset links, change participant names and add/remove organization rights.
 - ☒ Meeting Management: Allows this user to create, edit, delete and publish meetings or meeting templates.
 - ☒ Configuration Management: Allows this user to adjust pre-meeting configurations.

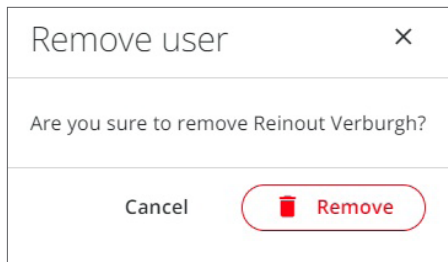
Buttons: Cancel, Edit

1. To edit a user's details, search for their name in the list or via the search bar, click on the **More** icon  and select **Edit**.
2. Edit the user's information and click on **Edit** to confirm.




The badge ID is a unique ID number that needs to be entered in the same format as the badge, e.g. "123456ab".

Delete Users



The 'Remove user' dialog shows the question: "Are you sure to remove Reinout Verburgh?".

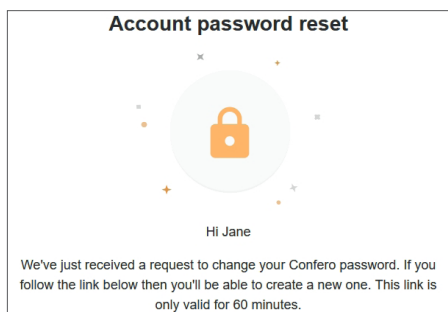
Buttons: Cancel, Remove

1. To remove a user from the database, search for their names in the list or via the search bar, click on the **More** icon  and select **Remove**. You can also remove several users at the same time by ticking the checkbox next to their names and clicking on **Remove (1)** in the top right corner of the window.
2. In the opening window, click on **Remove** again to confirm. The user(s) have been deleted.



It is not possible to delete your own user account.

Reset Users' Passwords




The email template has the following content:

Account password reset

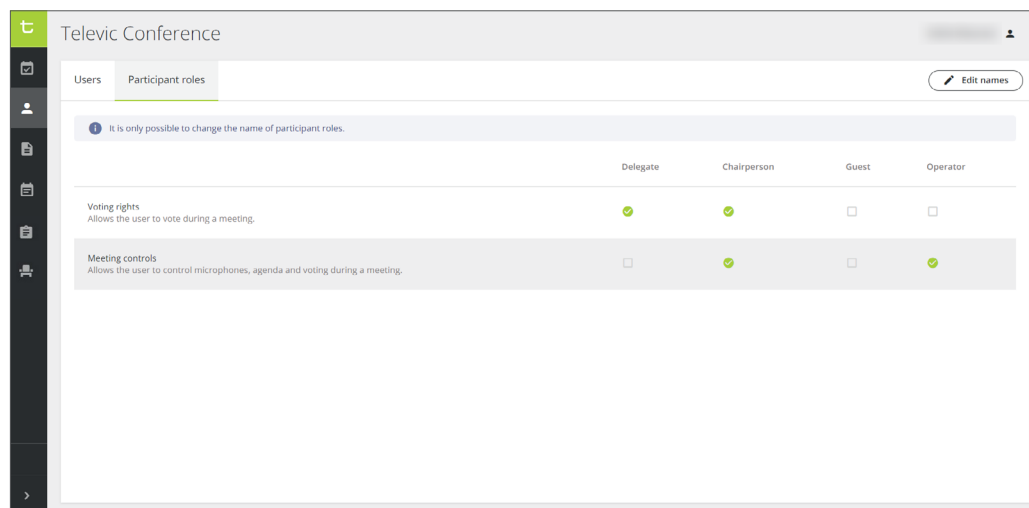
Hi Jane

We've just received a request to change your Confero password. If you follow the link below then you'll be able to create a new one. This link is only valid for 60 minutes.

1. To reset a user's password, search for their name in the list or via the search bar, click on the **More** icon  and select **Send link to reset password**.
2. The user will receive a notification email with a link to reset their password. Note that this link will expire after 60 minutes.

Participant Roles *(Requires CRP 7.4)*

In the **Participant Roles** tab, you can see the rights granted per type of users, and change the names of the user types.



There are four types of users. By default, they are named as follows:

- **Delegate** with voting rights only.
- **Chairperson** with voting rights and meeting controls over the microphones of the participants, agenda and voting.
- **Guest** with no voting nor control rights.
- **Operator** with meeting controls over the microphones of the participants, agenda and voting, but no voting rights.



The types of participants will be assigned later on when creating meeting templates and preparing meetings. It means that users can have different roles in different meetings: for instance, one can be a delegate in Meeting A, a chairperson in Meeting B, a guest in Meeting C, etc.

Edit User Types Names

Dialog box titled "Edit names" with a close button (X). It contains four input fields, each with a label and an asterisk:

- Delegate *: Councillor
- Chairperson *: Council Chairperson
- Guest *: Guest
- Operator *: Moderator

At the bottom, there are "Cancel" and "Save" buttons.

1. To change the user types names, click on the  **Edit names** button in the **Participant Roles** tab.
2. Enter the names you want to be displayed for each user type.
3. Click on  **Save** to confirm. The changes have been saved.



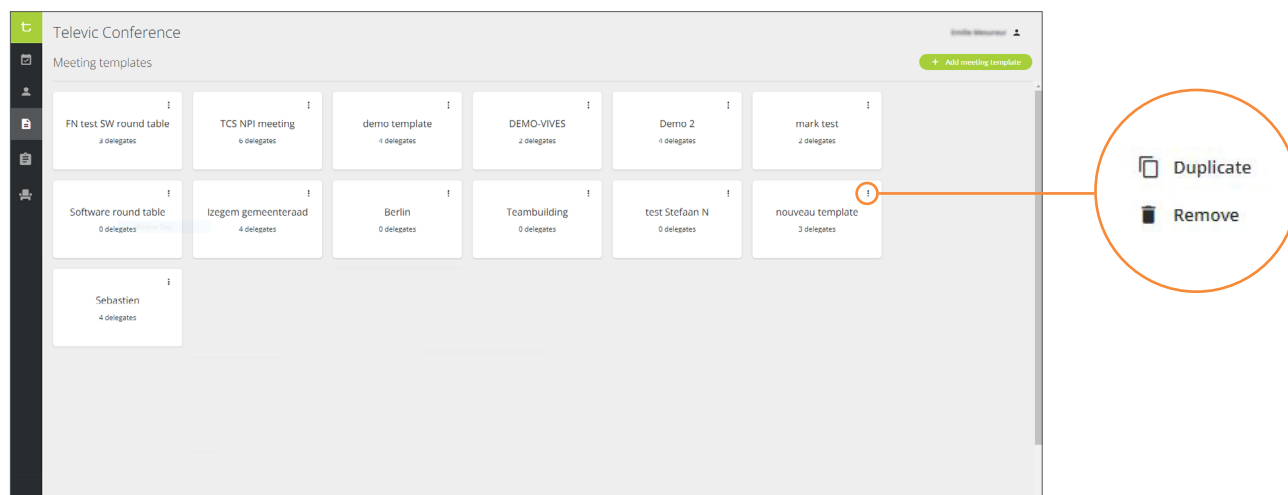
It is not possible to edit the rights of the participant types, only the names can be changed.

Create a Meeting Template

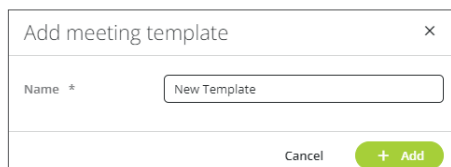
In case of recurring meetings in the same room and with the same participants (e.g. City Councils), creating a meeting template will make the preparation of the meeting faster and easier.


In the left vertical panel of your dashboard, click on the Meeting templates icon  to access the list of templates.


Meeting Templates Overview



Create a New Template

The dialog box has a title bar 'Add meeting template' with a close button. It contains a 'Name *' label and a text input field with 'New Template' entered. At the bottom are 'Cancel' and '+ Add' buttons.

1. To add a new template in the database, click on  in the top right corner of the Meeting Templates window.

2. Fill in the name of the new template in the opening window (opposite) and click on  to confirm. Your new template is added to the list of templates.

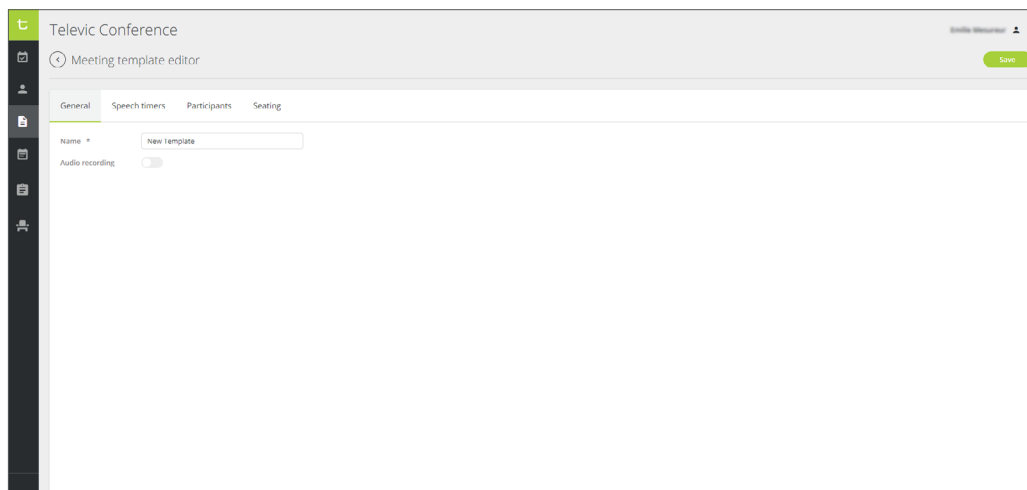


A template's name has to be unique. You can not create two templates with the same name.

3. Click on the template of your choice: in the opening page, you will see three tabs: **General** to edit the template name and activate/deactivate the audio recording, **Participants** to set the list of people invited to the meeting, and **Seating** to configure the seating plan.

Enter General Information

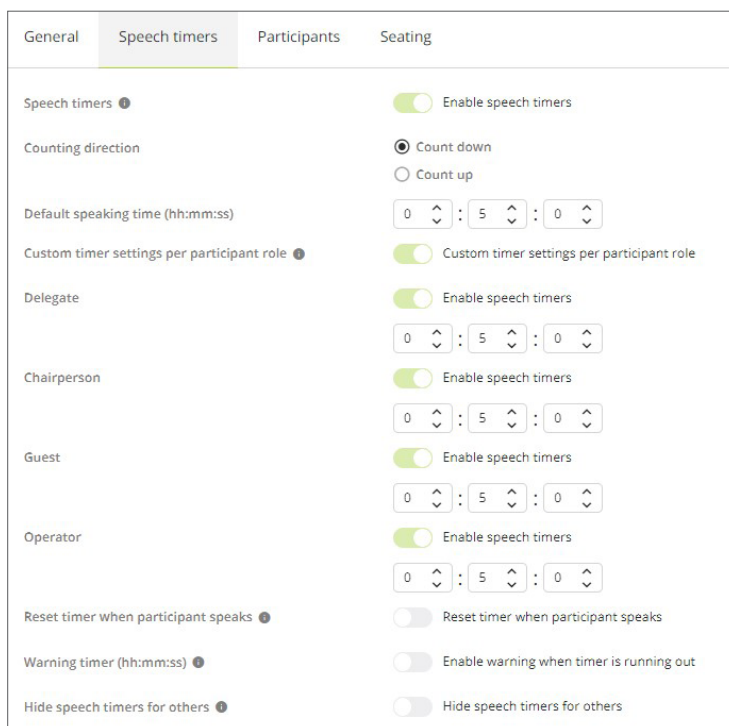
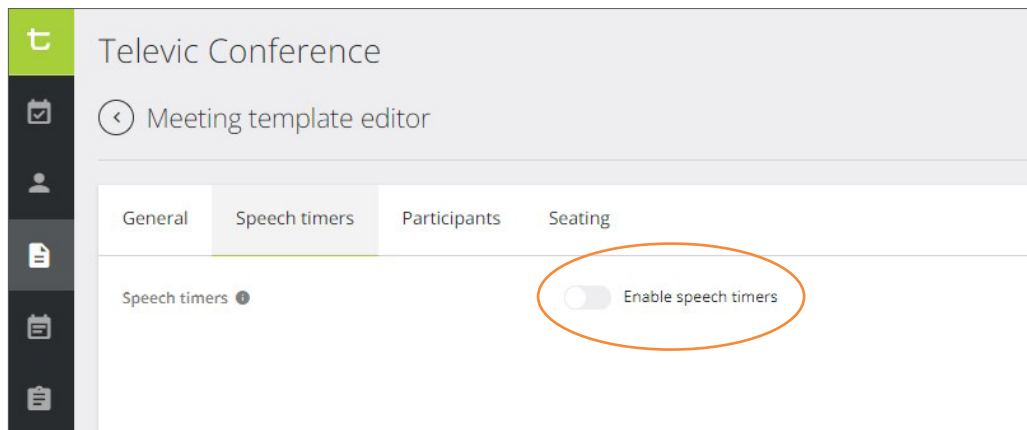
1. Click on the template of your choice in the templates database. The following window opens:

The 'Meeting template editor' window has a title bar and a 'Save' button. It features four tabs: 'General', 'Speech timers', 'Participants', and 'Seating'. The 'General' tab is active, showing a 'Name *' field with 'New Template' and an 'Audio recording' toggle switch which is currently turned off.

2. In the **General** tab, edit the name of the template if necessary and enable or disable the audio recording.

Set Speech Timers (Requires CRP 7.6.9)

1. In the **Speech timers** tab, you can add speech timers for the participants during the meeting. Slide the cursor to the right to enable speech timers.

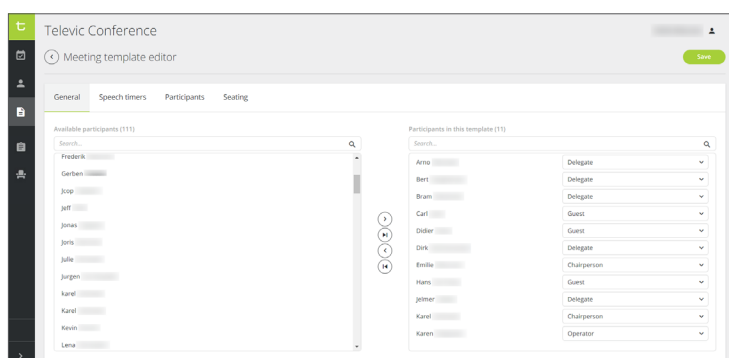


2. Define the settings:
 - **Counting direction:** count down or count up,
 - **Default speaking time,**
 - **Custom timer settings per participant role:** you can assign a different default speaking time depending on the roles of the participants. All participants with the same role will have the same default speaking time.
 - **Reset timer:** the participants' speech timers will refresh to the default speaking time every time they enter the speakers list,
 - **Warning timer:** the speakers will get a warning on the screen when their speaking time is almost over,
 - **Hide speech timers from others:** only the current speaker and the participants with meeting control will be able to see the timers.



During the meeting, the chairpersons and operators will be able to control the speech timers by pausing, resuming and editing them all or individually.

Select Participants



1. Click on the **Participants** tab and select the participants in the list of available participants on the left: click on (⊕) to add them one by one in the template's list on the right, or click on (▶) to add them all at the same time.
2. In the list of selected participants on the right, define a **role for each participant**: by default, the roles are as follows: delegate, chairperson, guest, operator. But the names can be changed. For more information about the roles, refer to the **Participant Roles** section in the previous chapter.

Assign Seats

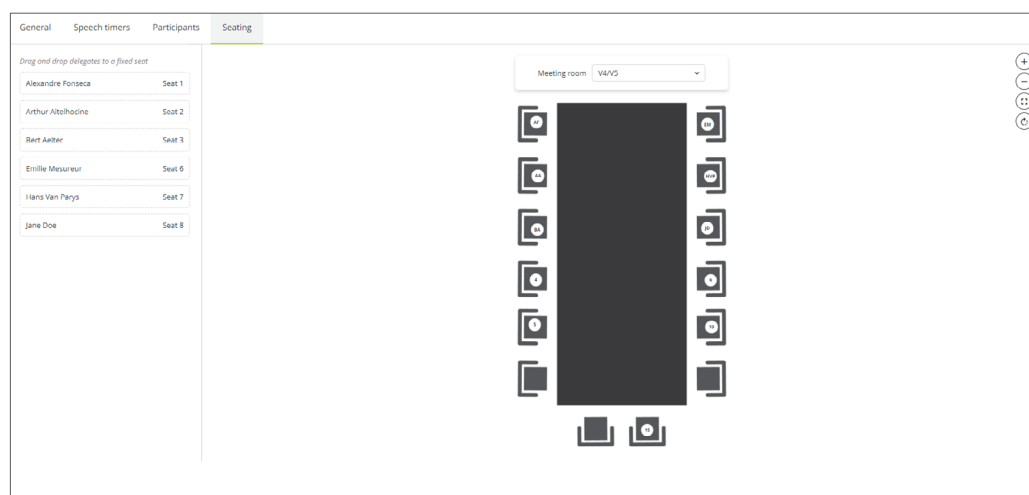
1. In the **Seating** tab, select the room and assign names to the seats:

- Drag & drop the name to the seat number of your choice, or
- Click on the seat number, then on the **...** icon, and select the participant in the dropdown list.




If a participant is not assigned to a seat, they can still use the seat with a badge or participate remotely with via the **Confero Platform**.

2. Use the tools on the right to adjust the display of the seating layout image.



- + Zoom in
- Zoom out
- ⇄ Default
- ↻ Rotate




- In case there are seats missing or the configuration of the room is not correct, contact your administrator who will edit or create a new room layout, and add/remove seats.
- If you can see the Room Layout Icon  in the left panel, it means that you have the rights to create new room layouts. Refer to the Confero Installation manual for more information.

Save the Template

When all the information about the meeting template have been entered, click on **Save**, then click on **Meeting template editor** to go back to the templates list.

Duplicate a Template

1. In the templates database, click on the **More** icon  of the template you want to duplicate and select **Duplicate**.

Duplicate New Template

Name *


New Template 2

Cancel

Duplicate

2. Enter the name of the duplicated template in the opening window and click on **Duplicate** to confirm. Your new duplicated template is added to the list of templates.

Delete a Template

1. In the templates list, click on the **More** icon  of the template you want to delete and select **Remove**.

Remove meeting template

Are you sure to remove New Template 2?

Cancel

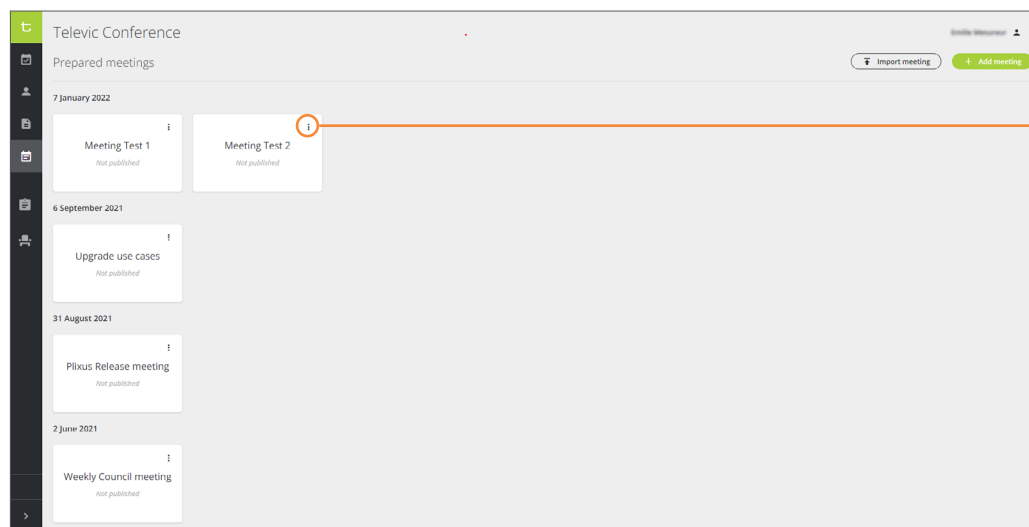
Remove




2. Click on **Remove** to confirm. The template has been deleted.

Prepare a Meeting

In the left vertical panel of your dashboard, click on the Prepared meetings icon  to access the list of prepared meetings.

Prepared Meetings Overview



-  Publish
-  Duplicate
-  Remove

Import Prepared Meetings From Another System

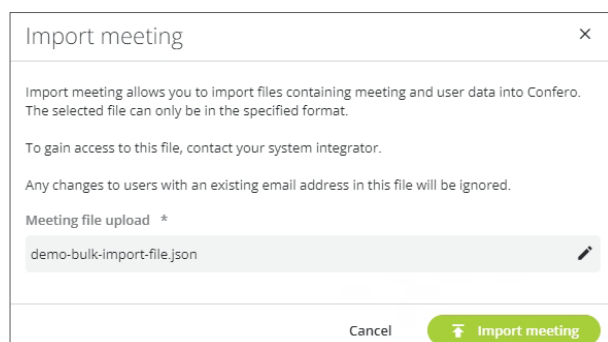
In case meetings have been prepared in a different system than Confero, it is possible to import them to Confero's list of **Prepared Meetings** by uploading a JSON file (.json)*.




(*) JSON is an open standard file format and data interchange format that uses human-readable text. When importing it into Confero, it will then have to contain all of the necessary parts of a meeting (participants, agenda, etc.). It will be possible to edit/add information about the meetings in Confero after importing.

Contact your system administrator to get access to the JSON file.

1. To import new meetings in the list of prepared meetings, click on  in the top right corner of the **Prepared Meetings** window. The window below pops up:

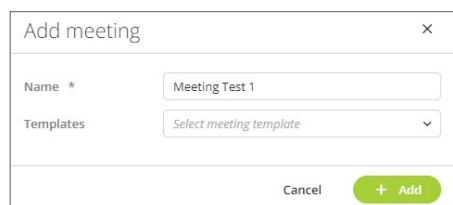


2. Drag and drop the JSON file, or upload it from your computer, in the field below Meeting file upload.
3. Click on  to upload the file.
4. When the upload is finished, a message saying *'Your meeting and users have been imported successfully'* appears, and the imported meetings are added in the list of **Prepared meetings**.


5. To edit an imported meeting, click on it in the list and follow the steps indicated in the section below.

Prepare a New Meeting

1. To add a new meeting in the list of prepared meetings, click on  in the top right corner of the Prepared Meetings window.



The 'Add meeting' dialog box contains a close button (X) in the top right corner. It has two input fields: 'Name *' with the text 'Meeting Test 1' and 'Templates' with a dropdown menu showing 'Select meeting template'. At the bottom, there are 'Cancel' and '+ Add' buttons.

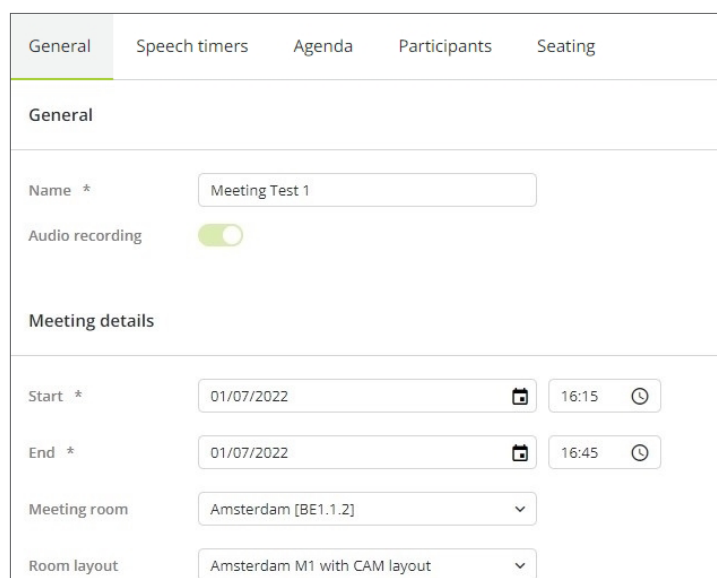
2. Fill in the name of the new meeting in the opening window (opposite), choose a template (optional) and click on  to confirm. Your new meeting is added to the list of prepared meetings.



If you have selected a meeting template, some information about the prepared meeting will already be prefilled (general information, participants, seating). These information can be easily edited.

Enter General Information

1. Click on the meeting of your choice in the list of prepared meetings. The following window opens:

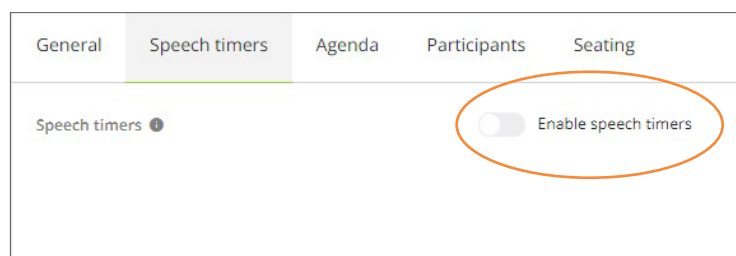


The window has five tabs: 'General' (selected), 'Speech timers', 'Agenda', 'Participants', and 'Seating'. The 'General' tab contains a 'Name *' field with 'Meeting Test 1', an 'Audio recording' toggle switch that is turned on, and a 'Meeting details' section. This section includes 'Start *' (01/07/2022, 16:15), 'End *' (01/07/2022, 16:45), 'Meeting room' (Amsterdam [BE1.1.2]), and 'Room layout' (Amsterdam M1 with CAM layout).

2. In the **General** tab, enter the general information (name of the meeting, enable/disable audio recording, date, time, meeting room and room layout).

Set Speech Timers (Requires CRP 7.6.9)

1. In the **Speech timers** tab, you can add speech timers for the participants during the meeting. Slide the cursor to the right to enable speech timers.



The 'Speech timers' tab is selected. It shows a 'Speech timers' label with an information icon. To the right, there is a toggle switch for 'Enable speech timers', which is currently turned off and circled in orange.

General **Speech timers** Agenda Participants Seating

Speech timers ⓘ ☒ Enable speech timers

Counting direction ☒ Count down ☐ Count up

Default speaking time (hh:mm:ss) 0 : 5 : 0

Custom timer settings per participant role ⓘ ☒ Custom timer settings per participant role

Delegate ☒ Enable speech timers 0 : 5 : 0

Chairperson ☒ Enable speech timers 0 : 5 : 0

Guest ☒ Enable speech timers 0 : 5 : 0

Operator ☒ Enable speech timers 0 : 5 : 0

Reset timer when participant speaks ⓘ ☐ Reset timer when participant speaks

Warning timer (hh:mm:ss) ⓘ ☐ Enable warning when timer is running out

Hide speech timers for others ⓘ ☐ Hide speech timers for others

2. Define the settings:

- **Counting direction:** count down or count up,
- **Default speaking time,**
- **Custom timer settings per participant role:** you can assign a different default speaking time depending on the roles of the participants. All participants with the same role will have the same default speaking time.
- **Reset timer:** the participants' speech timers will refresh to the default speaking time every time they enter the speakers list,
- **Warning timer** (the speakers will get a warning on the screen when their speaking time is almost over,
- **Hide speech timers from others:** only the current speaker and participants with meeting control will be able to see the timers.



During the meeting, the chairpersons and operators will be able to control the speech timers by pausing, resuming and editing them all or individually.

Fill In the Agenda

Add a Discussion Item

General Speech timers **Agenda** Participants

+ Add discussion + Add voting

1. In the **Agenda** tab, click on **+ Add discussion**.

2. The discussion item fields open at the bottom of the page. Enter a title and a description (optional) and click on **+ Add**.

1 Discussion item Cancel + Add

Title * Renovation of old meeting room

Description Enter description

3. The new discussion item is added to the agenda.

General Speech timers **Agenda** Participants Seating

+ Add discussion + Add voting Remove all

1 New Covid measures ↓ □ ▢

2 City budget 2022 ↓ ↑ □ ▢

3 New nature preserve ↓ ↑ □ ▢

4 Tender offers for harbor's extension plan ↓ ↑ □ ▢

5 Renovation of old meeting room ↑ □ ▢

Add a Voting Item

The screenshot shows the 'Agenda' tab selected. At the bottom, there are two buttons: '+ Add discussion' and '+ Add voting'.

1. In the **Agenda** tab, click on **+ Add voting**.

2. The voting item fields open at the bottom of the page. Enter the appropriate information about the voting item:

The 'Voting Item' form is divided into three sections: GENERAL, CHOICES, and OPTIONS. The GENERAL section has fields for Title and Description. The CHOICES section has a list of choices with input fields for text, a color picker, and a sign. The OPTIONS section has checkboxes for 'Hide individual results' and 'Hide results while vote is in progress'.

Enter a title and a description (optional).

Enter the desired voting choices as well as a color and a sign (optional). You can add extra choices by clicking on the + sign.





Enable or disable the result options:

- Hide individual results: secret voting.
- Hide results while vote is in progress: avoid voters from being influenced by each other.

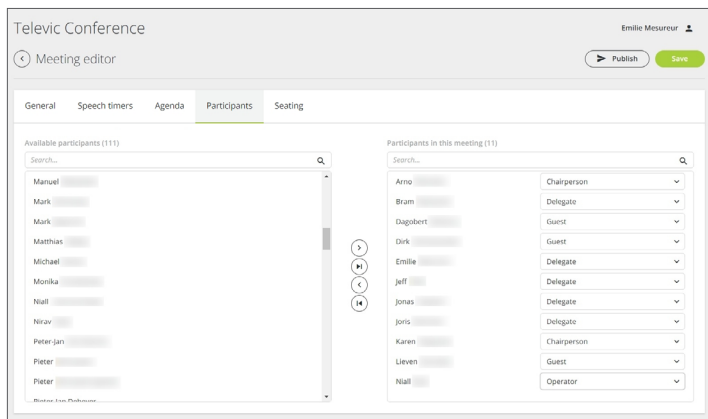
3. Click on **+ Add**. The new voting item is added to the agenda.

The screenshot shows the 'Agenda' tab with a list of items. The new item, 'Installation of wind turbines in forest field', is at the bottom and is highlighted with an orange border. To the right of each item are icons for rearranging, duplicating, and deleting.



You can use the following icons     to rearrange the order of the agenda items, duplicate them or delete them.

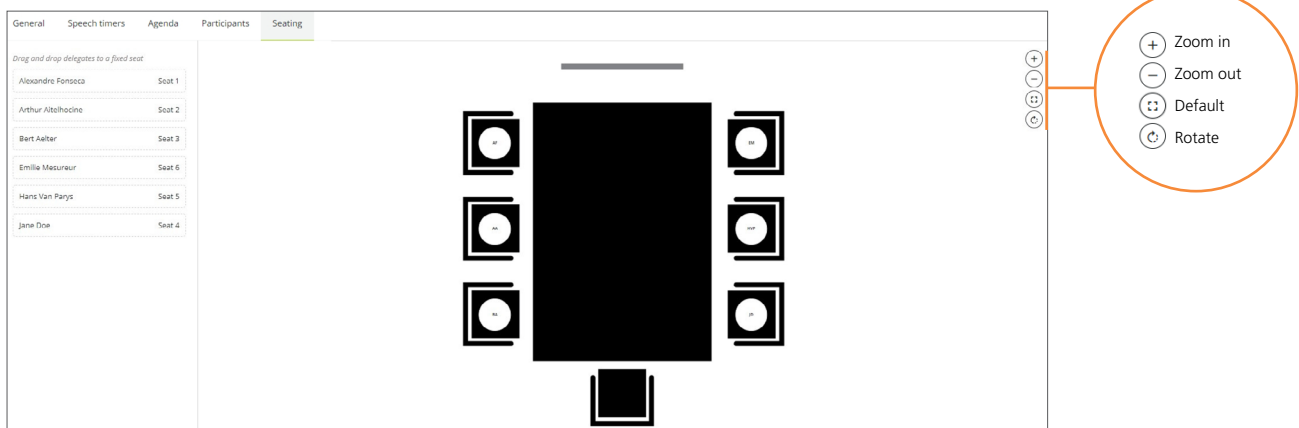
Select Participants




1. Click on the **Participants** tab and select the participants in the list of available participants on the left: click on ➤ to add them one by one in the template's list on the right, or click on ▶ to add them all at the same time.
2. In the list of selected participants on the right, define a **role for each participant**: by default, the roles are as follows: delegate, chairperson, guest, operator. But the names can be changed. For more information about the roles, refer to the **Participant Roles** section in the **Manage the Users Database** chapter.


Assign Seats

1. In the **Seating** tab, assign names to the seats:
 - Drag & drop the name to the seat number of your choice, or
 - Click on the seat number, then on the ... icon, and select the participant in the dropdown list.
2. Use the tools on the right to adjust the display of the seating layout image.

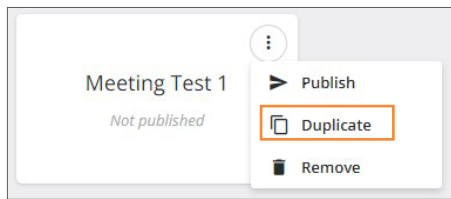



- In case there are seats missing or the configuration of the room is not correct, contact your administrator who will edit or create a new room layout, and add/remove seats.
- If you can see the Room Layout Icon  in the left panel, it means that you have the rights to create new room layouts. Refer to the Confero Installation manual for more information.

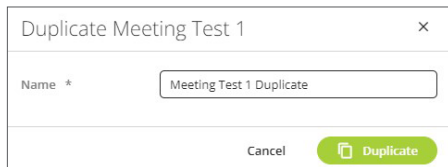
Save the Prepared Meeting


When all the information about the meeting have been entered, click on  .

Duplicate a Prepared Meeting



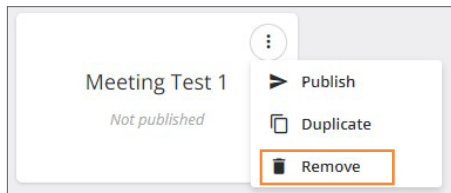
1. In the list of prepared meetings, click on the **More** icon  of the meeting you want to duplicate and select **Duplicate**.




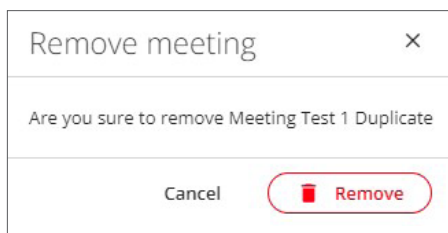
2. Enter the name of the duplicated meeting and click on  **Duplicate** to confirm. Your new duplicated meeting has been added to the list of prepared meetings.


3. You can edit and publish a duplicated prepared meeting the same way as a regular prepared meeting.

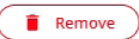
Delete a Prepared Meeting



1. In the list of prepared meetings, click on the **More** icon  of the meeting you want to delete and select **Remove**.



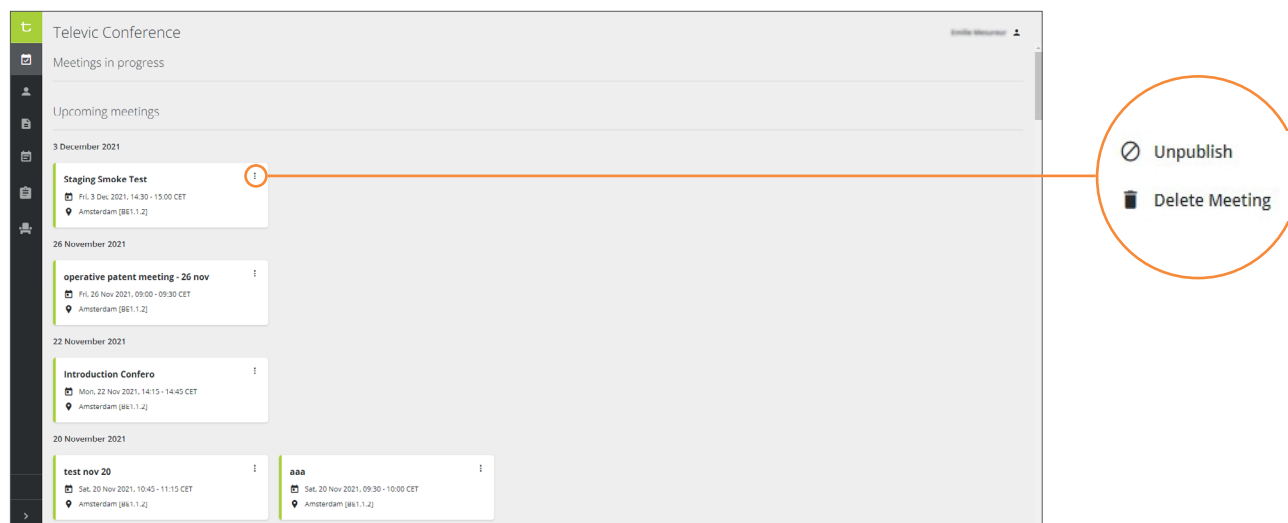
2. In the list of prepared meetings, click on the **More** icon  of the template you want to delete and select **Remove**.

3. Click on  **Remove** to confirm. The prepared meeting has been deleted.

Publish a Meeting

Published meetings appear on your dashboard as well as on the dashboard of the invited participants.

Published Meetings Overview



Televic Conference

Meetings in progress

Upcoming meetings

3 December 2021

Staging Smoke Test

Fri, 3 Dec 2021, 14:30 - 15:00 CET
Amsterdam (RE1.1.2)

26 November 2021

operative patent meeting - 26 nov

Fri, 26 Nov 2021, 09:00 - 09:30 CET
Amsterdam (RE1.1.2)

22 November 2021

Introduction Confero

Mon, 22 Nov 2021, 14:15 - 14:45 CET
Amsterdam (RE1.1.2)

20 November 2021

test nov 20

Sat, 20 Nov 2021, 10:45 - 11:15 CET
Amsterdam (RE1.1.2)

aaa




Sat, 20 Nov 2021, 09:30 - 10:00 CET
Amsterdam (RE1.1.2)

Unpublish

Delete Meeting

Publish a Meeting

After saving a prepared meeting, you can publish it. It means that **all the selected participants will receive a meeting invitation email** in the language and time zone of the organization they belong to*. The meeting will appear on their **Confero** dashboard in the list of upcoming meetings, and they will be able to access the information that you entered (date, time, place, agenda, etc.).

1. In the left vertical panel of your dashboard, click on the Prepared Meetings icon  to access the list of prepared meetings.
2. Click on the **More**  icon of the meeting you want to publish, then click on **Publish**,
or
open the prepared meeting and click on  in the top right corner of the window.



In case there are **duplicate badges** among the participants (e.g. If a participant has been selected twice for the meeting because two instances with the same name and same badge ID, but different email addresses, have been entered in the users database), the meeting won't be published and the following error message will appear on top of the page: **Duplicate badge IDs detected**.



Once a meeting has been published, it is not possible to edit it anymore. To edit a published meeting, it is necessary to unpublish it first (see section below).

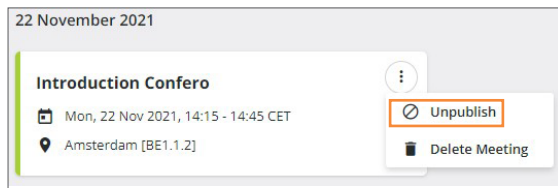



(*) The time zone and language of the emails sent when publishing a meeting, are defined per organization. This setting is implemented by Televic. In case it needs to be changed, please contact us: <https://www.televic.com/en/conference/support/support>

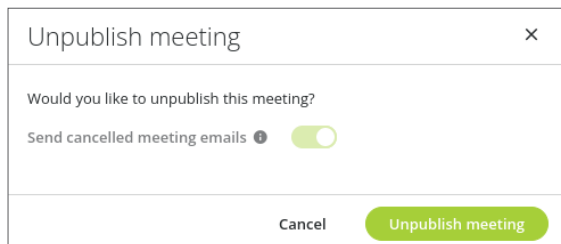
Unpublish a Meeting

You can unpublish a meeting that you have previously published with the option of either sending a cancellation email to the invited participants, or maintaining the invitation in case you just need to edit the published meeting.

1. Click on the dashboard icon  to see the list of published meetings.



2. Click on the **More** icon  of the meeting you want to unpublish, then click on **Unpublish**.

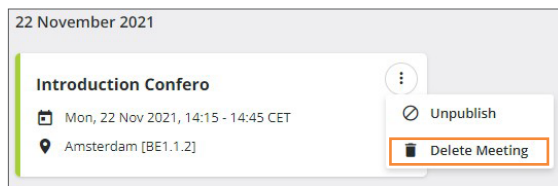



3. In the opening window, select if you want to **send a cancellation email** to the participants, then **confirm** that you want to unpublish the meeting by clicking on **Unpublish meeting**.
4. Your meeting has been unpublished and has been **added back to the list of prepared meetings** where you can edit it and publish it again later.

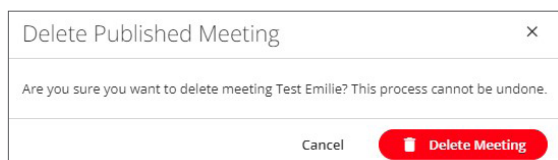
Delete a Published Meeting

You can delete a published meeting. It means that **all the selected participants will receive a meeting cancelation email**. The meeting will then disappear from the list of upcoming events in their **Confero** dashboard.

1. Click on the dashboard icon  to see the list of published meetings.



2. Click on the **More** icon  of the meeting you want to unpublish, then click on **Delete Meeting**.



3. Click on **Delete Meeting** to confirm.



Deleted meetings are not added back to the list of prepared meetings. They cannot be restored, and the whole entries and information previously entered will be lost.

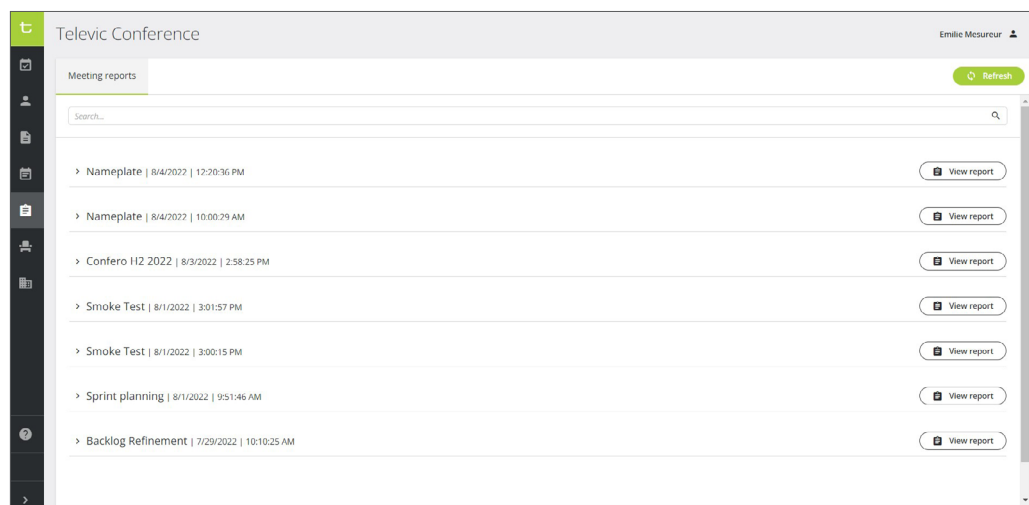



It is possible to edit, unpublish and delete the meetings prepared by other meeting managers who have access to the **Confero** Platform of the same organization. Make sure that you have selected the right meeting in case you need to implement changes.

Meeting Reports (Requires CRP 7.5)

Meeting reports are available once the meetings are over.

In the left vertical panel of your dashboard, click on the **Meeting reports** icon  to access the list of reports.



Click  **View report** on to open a report. The report opens in a new tab and shows the following information:

- General: date of the meeting, start time, end time, room name.
- Overall voting summary: voting question, number of votes, start time.
- Individual voting details.

Smoke Test

General

| Date | Start time | End time | Room name |
|----------|------------|------------|---------------------|
| 8/1/2022 | 3:00:15 PM | 3:01:31 PM | Amsterdam [RF1.1.2] |

Overall voting summary

Overview

| Voting question | Votes | Start time |
|-----------------|-------|------------|
| 6 items | 6 / 6 | 3:00:49 PM |

Individual votings

Summary

| Voting question | Start time | End time | Results |
|-----------------|------------|------------|----------------------------|
| 6 items | 3:00:49 PM | 3:01:24 PM | a 1 <div><div></div></div> |
| | | | z 1 <div><div></div></div> |
| | | | e 1 <div><div></div></div> |
| | | | r 1 <div><div></div></div> |
| | | | t 1 <div><div></div></div> |
| | | | y 1 <div><div></div></div> |

FAQs and Troubleshooting

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.google.com/chrome/>



My browser denies me access to the **Confero Platform**.

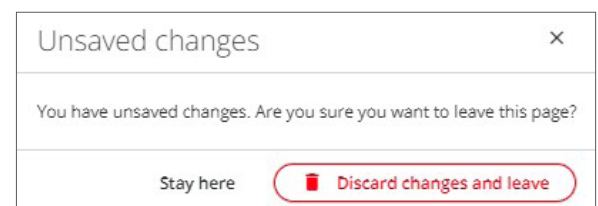
The following domain names need to be whitelisted: *.televic.com, *.tokbox.com, *.opentok.com.

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>


How do I know whether my changes have been saved?

- As soon as something has been added/edited in a page, the  button on the top right of the page will turn green. Click it to save your changes.
- When the  button is white, it means that the changes have been saved or that nothing has been edited.
- If you click on another section of the menu in the left vertical panel by mistake without saving your current configuration, a warning message will pop up and ask you to stay on the page or discard the changes:



I don't see my published meetings on my dashboard when I log in to the **Confero Platform**.

You have probably not selected the right organization when you logged in.


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.

There are prepared and published meetings that I didn't create on the **Confero Platform**.

They have been added by other Meeting Managers. You can see, edit, duplicate and delete the meetings created by other Meeting Managers who have the same rights for the same organization as you do. Just make sure you have selected the right meeting in case you need to implement changes.


The room layout/seating doesn't fit my meeting template or my prepared meeting, how can I change it?

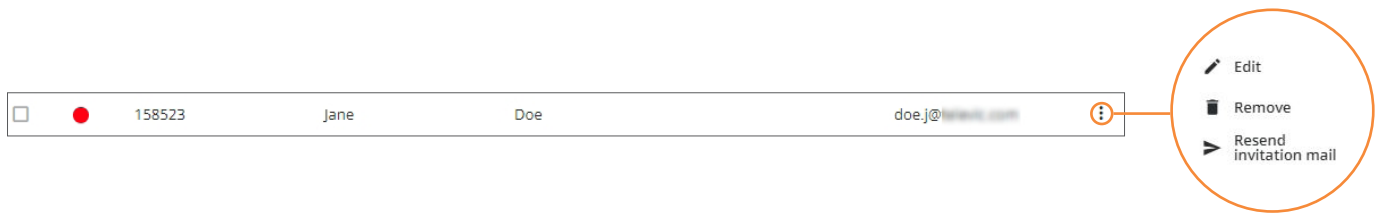
There are two possible options:


- If you can see the Room Layout icon  in the left panel, it means that you have the rights to edit or create new room layouts. Refer to the quick start guide **Room Layout and Camera Tracking Configuration** for more information on how to create a new room layout.
- If you do not have the rights to create a new room layout, contact your administrator who will create one for your meeting.

The onboarding of a user has failed, what can I do?

The colored indicators in the users database give you information about the **Confero** registration status of the users. A red dot ● shows that the onboarding has failed because the invitation email could not be sent.

- Check that you have the right email address and that there is no typo. In doubt, try to contact the user by phone to verify their email address.
- Check that a fake address email hasn't been entered as it will be treated as spam.
- The **Confero** registration link may be expired because the delegate didn't see the email or because they didn't register quickly enough. You can send another invitation email: in the users database, search for the user's name in the list or via the search bar, click on the **More** icon  and select **Resend invitation mail**. The user will receive another email asking them to register to the **Confero Platform**.



For more information about using the **Confero Platform**, please visit the **Confero Knowledge Base** by clicking on the **Help** icon  in the left menu, or enter the following address in your browser: <https://conferocloud.televic.digital/Knowledgebase/>

