# Government's Secured VideoConferencingPlatform

**meet.gov.lk**

User Manual

(version 7.0)

# Contents

# 1. Introduction to meet.gov.lk

meet.gov.lk is the secured government video conferencing platform based on Jitsi meet, which is an open source application. It is a complete solution which is compatible with Android, Mac OS, Windows and Linux. It consists of features such as desktop sharing, auto view active speaker and text chatting. It can be used directly in a browser or in a downloaded application.

# 2. How to host a meeting

The meet.gov.lk allows you to host meetings any time anywhere. All you need to have is a device with a strong internet connection and login credentials.

First type https://meet.gov.lk at address bar of your internet browser and press enter. You will get following page. It is recommended to use Mozilla Firefox or Google Chrome for meet.gov.lk.
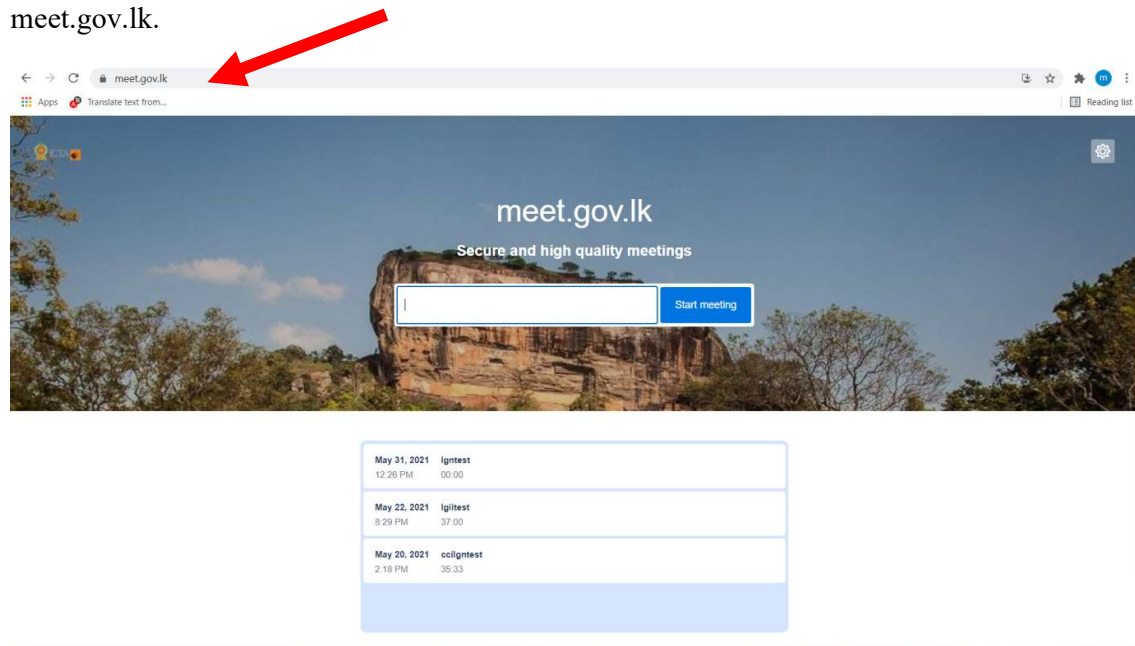


Then type a name for the meeting at white color text box and press "Start meeting" button. It is recommended to use uncommon names to prevent strangers joining your meeting (avoid names such as test, testmeeting, etc.). Here we are using "lgiimeeting21".
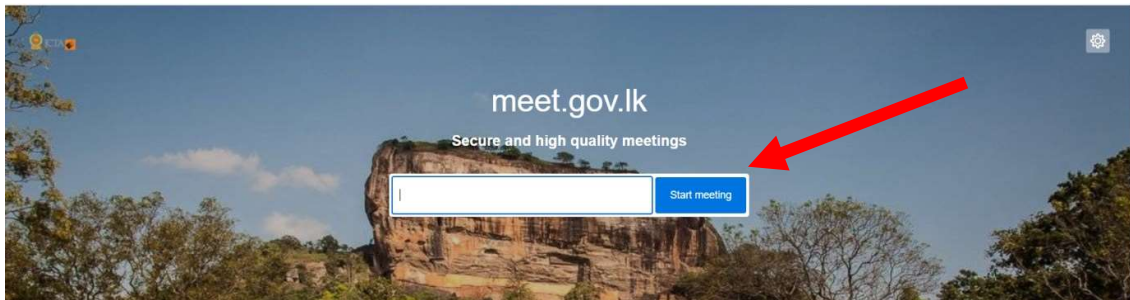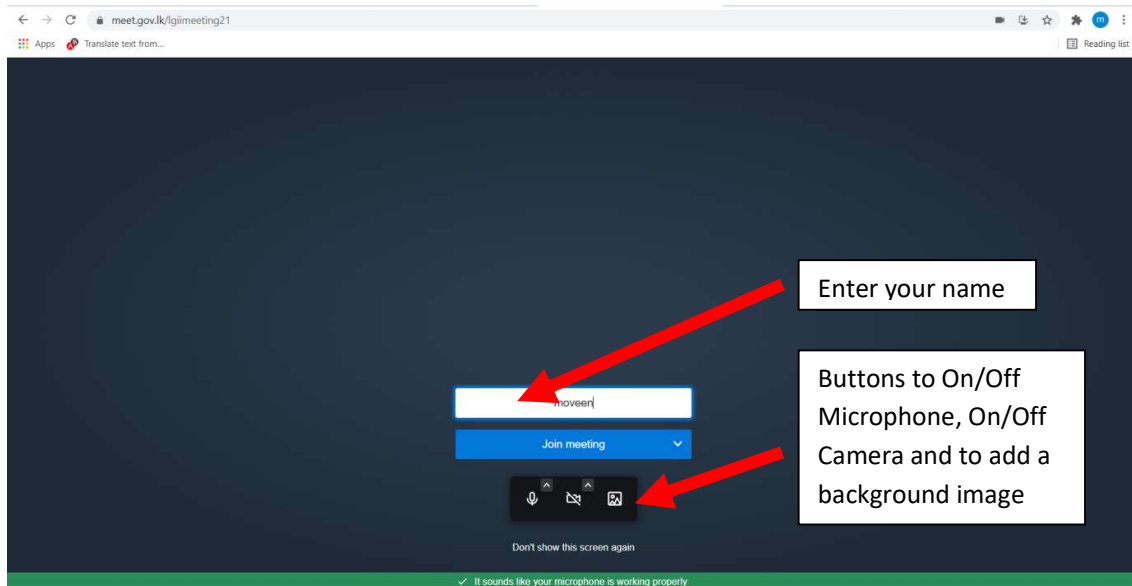
After you add a meeting and you will pop up a message called "use your microphone" click Allow.
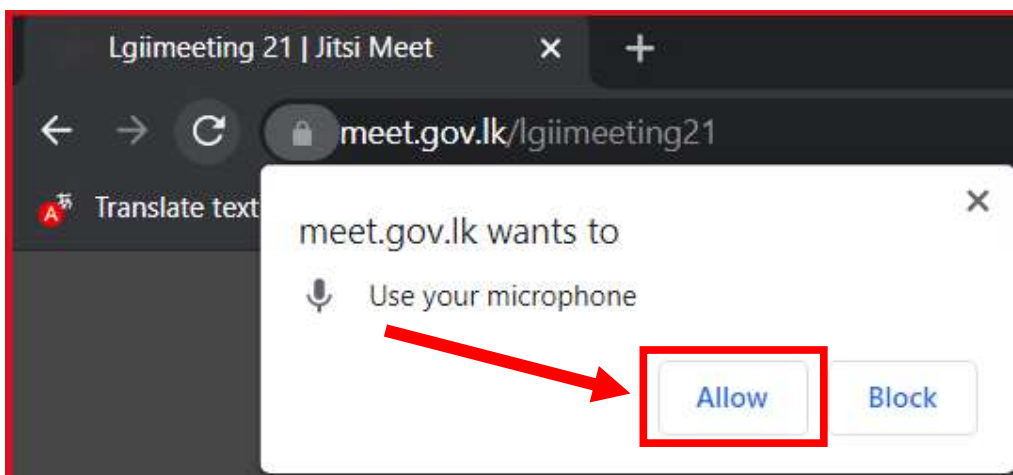


After click allow you will appear a pop up message for "use your Camera" select allow for this also
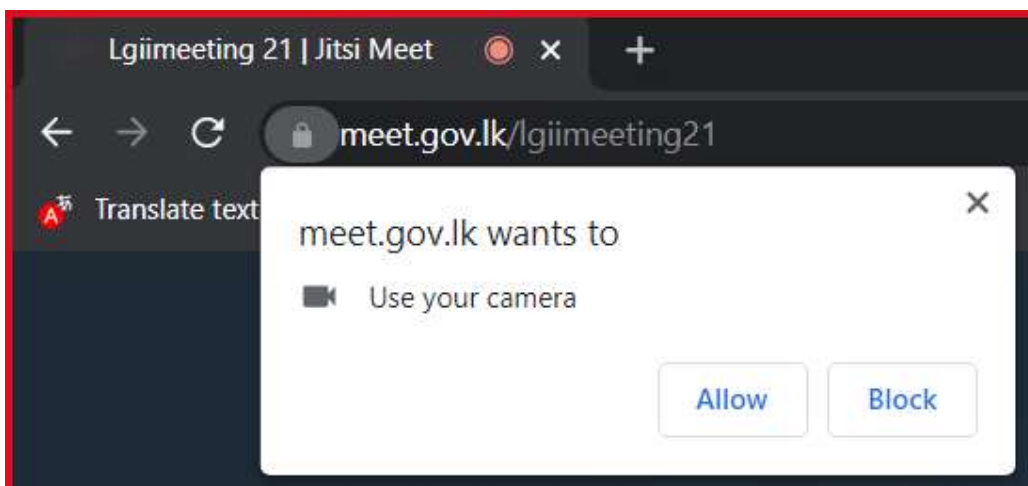
After that you will be redirected to a page where you can enter your name, turn on/off your microphone, turn on/off yourcameraand add a background image.



Since you are hosting the meeting, you have to click on "I am the host" button on the popup window.
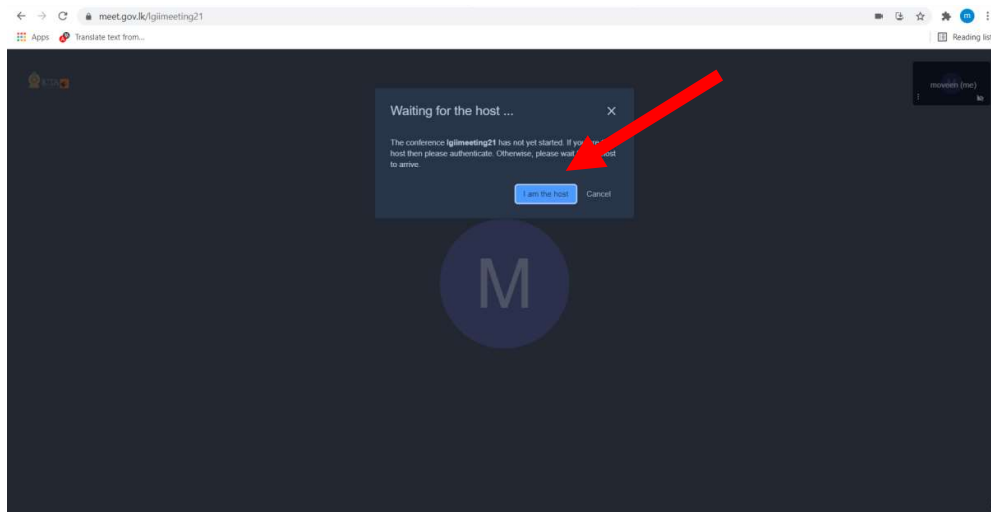


Here you must enter the username and the password, which is given by LGII / ICTA to host the meeting. Then press "Login" button to start the meeting.

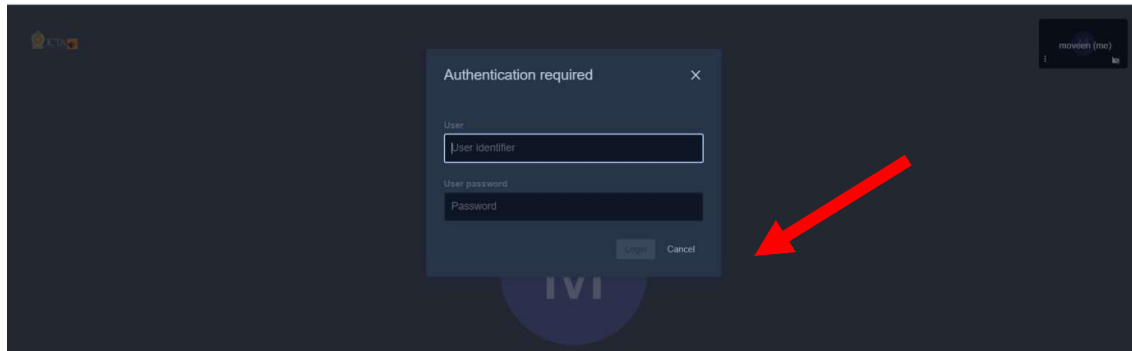After that you can share the link at the address bar (https://meet.gov.lk/lgiimeeting21) with others whom you wish to invite for this meeting (You may use SMS, email, WhatsApp, viber or any other channel to share the link).

Note: You can share only the meeting ID as well (See Section 3. How to join a meeting)

## 2.1 How to secure yourmeeting

You can further secure your meeting from unknown parties by enabling lobby feature or by adding a password tothe meeting

## 2.1.1Enable Lobby

When the "enable lobby" feature is activated each requester(request to join the meeting) should be allowed by moderator.Therefore the moderator has the option to reject any unwanted requesters for the meeting. This feature can be activated as follows;

First click on'more actions' icon (3 dots) in the menu bar at bottom. In the popup menu, click on 'Security Options'(amber color shield). Then you will get the popup window to enable lobby feature. Please note that you can enable or disable this feature in an ongoing meeting as well.
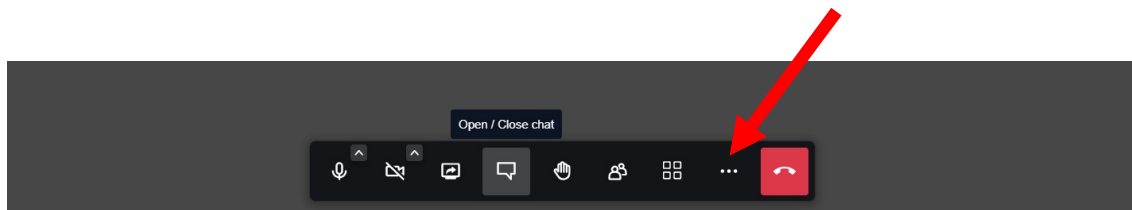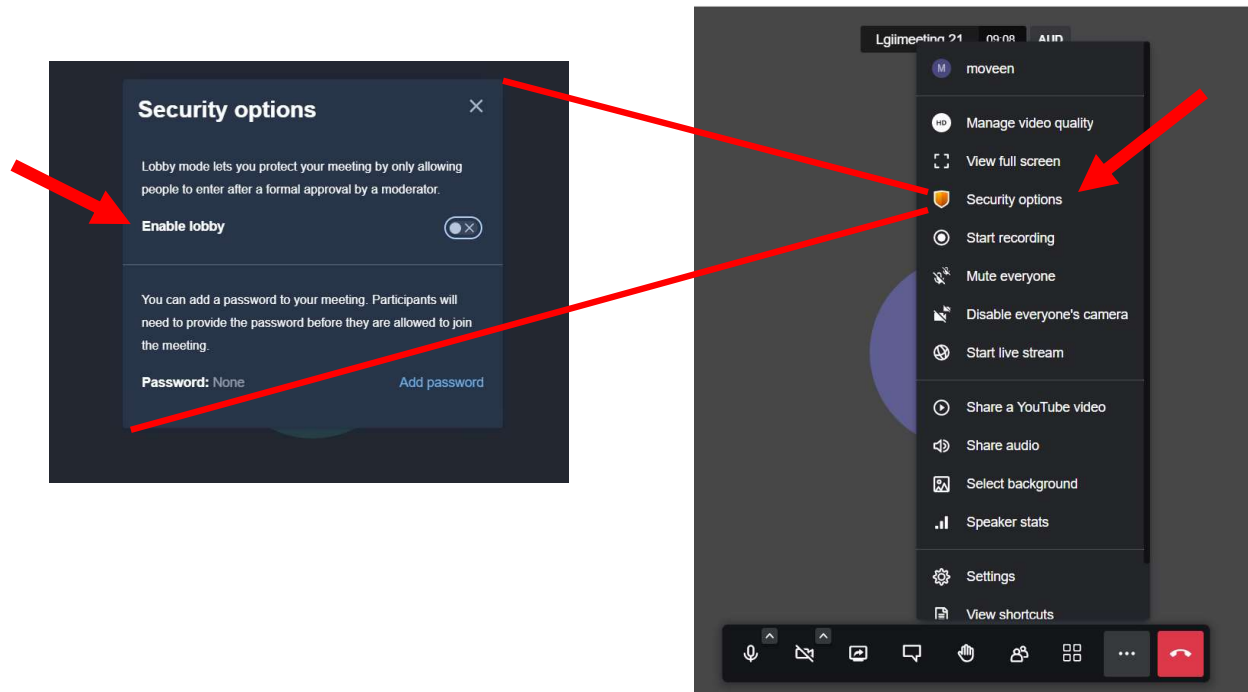
Whena participant requeststo join for the meeting you (moderator) will get a popup window as shown in the picturebelow. You can allow or reject the request by clicking on "Allow" or "Reject".
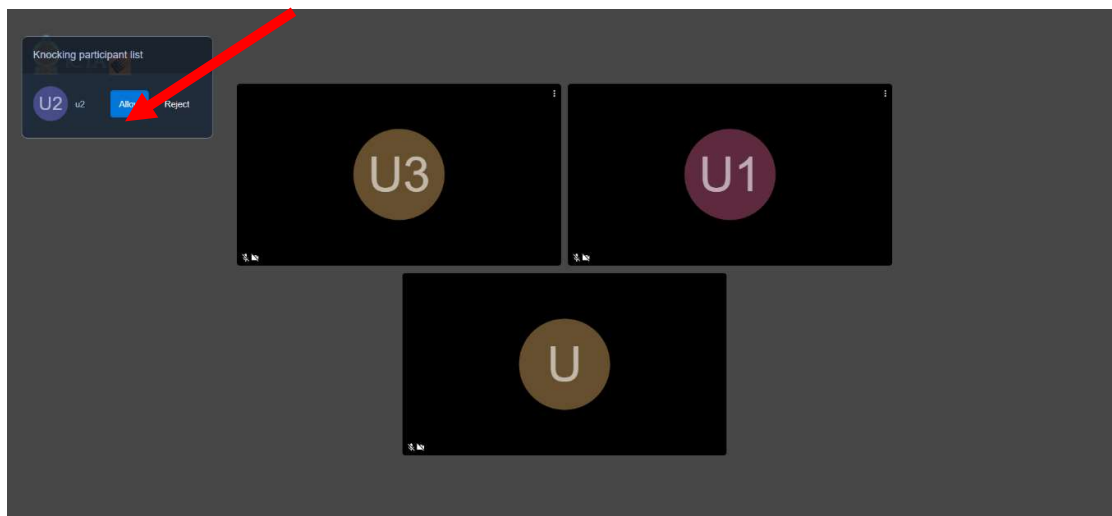


## 2.1.2Add Password

By adding a password for a meeting, each participant should enter the password to join the session. Youmust share both link and the password with participants prior to the meeting. This feature can be activated as follows;

First click on 'more actions' icon (3 dots) in the menu bar at bottom. In the popup menu, click on 'Security Options' (amber color shield). Then you will get the popup window to add

password feature. Then click on "Add password",.Once the passwordis entered, the icon will turn to green. Please note that you can add, change or remove a password in an ongoing meeting as well.
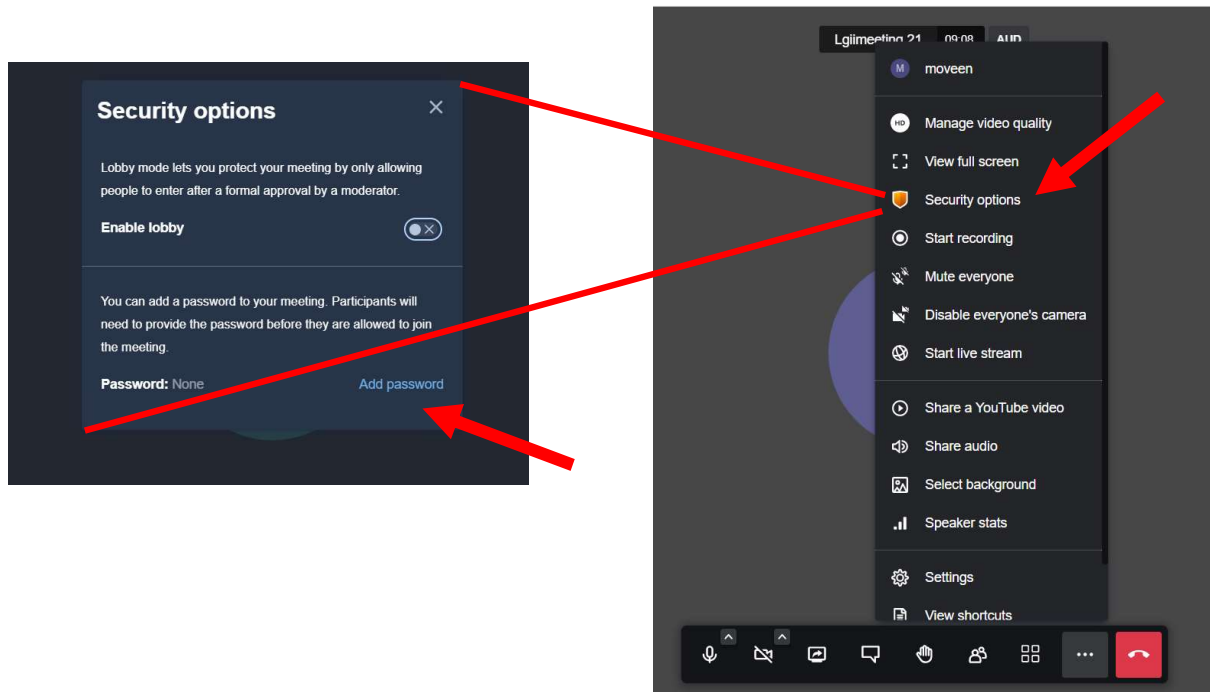


You can remove the password by clicking on "Remove" in security options.
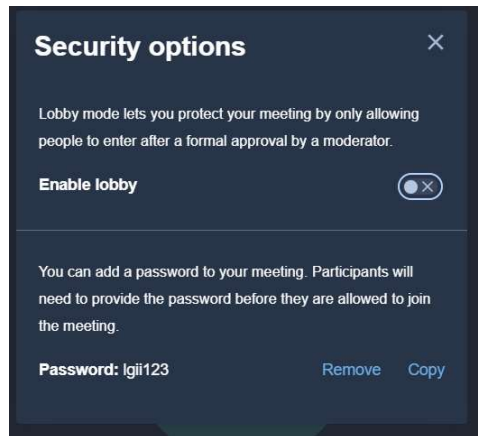


## 3. How to join a meeting

To join a **"meet.gov.lk"**meeting, the host should share the meeting link or the meeting ID and password (if already configured) with you. For example,"lgiimeeting21" as the meeting ID. Then you can simply enter the link (https://meet.gov.lk/lgiimeeting21) in the address bar of your internet browser and connect to the meeting;oryou can get the page by

https://meet.gov.lkby enter the meeting ID "lgiimeeting21" and press "GO" to join the meeting.
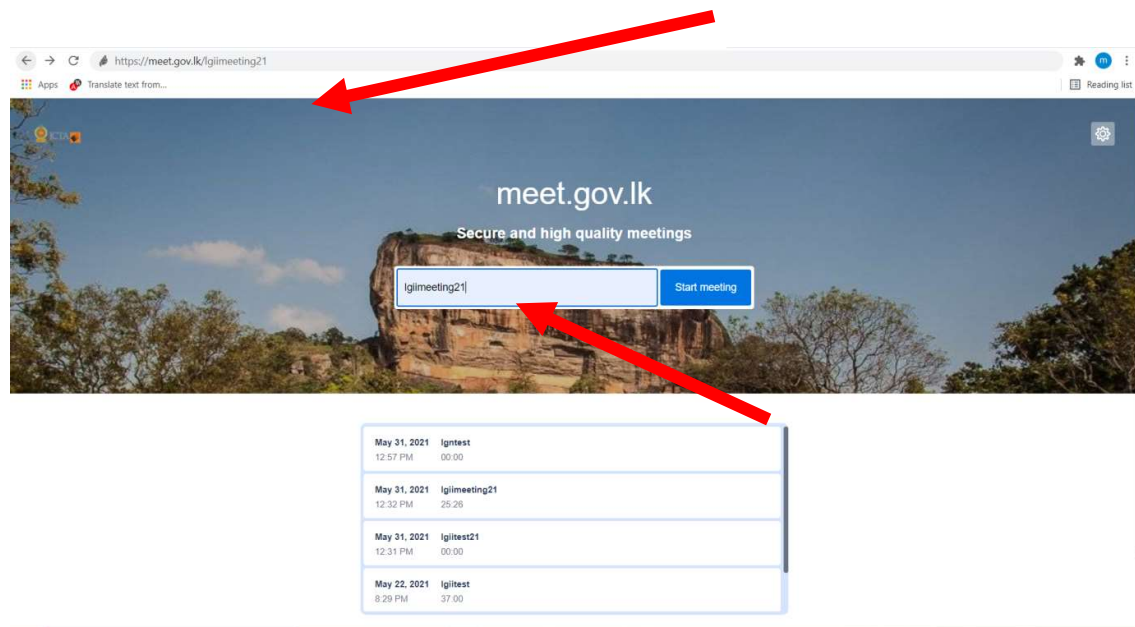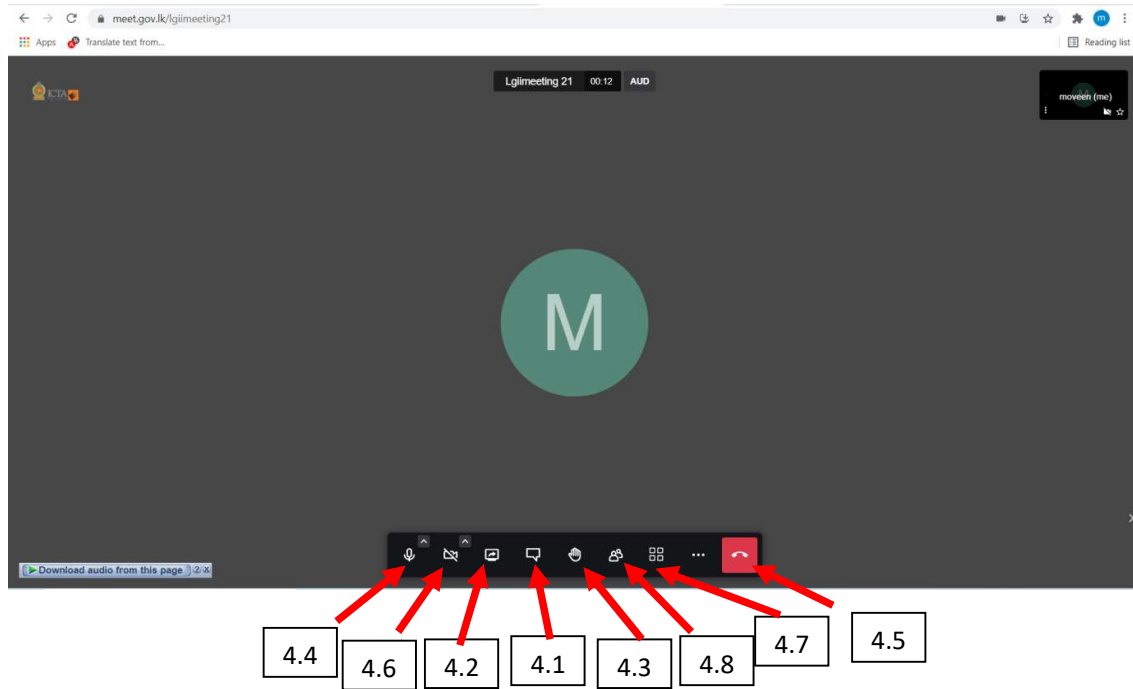


If a password is configured, you must enter password at the popup window and press "Ok".
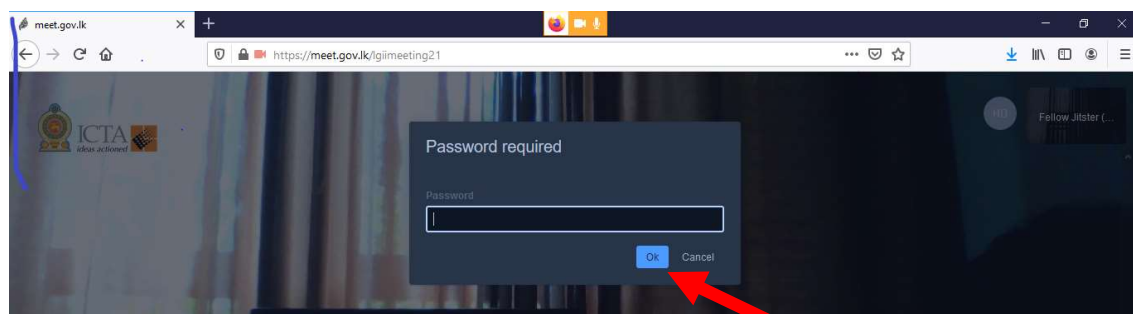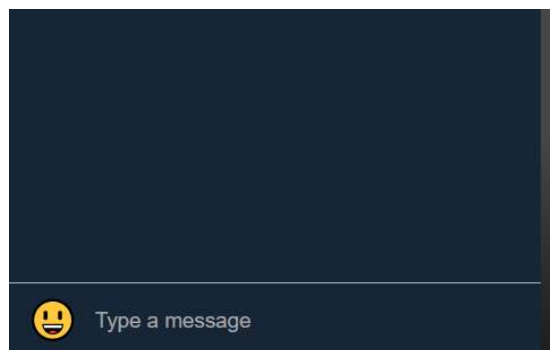
# 4. Other options

**meet.gov.lk** is complete video conferencing application derives with many features. You can get the menu in "more actions" by click on three vertical white dots at the rightbottom of the page.



## 4.1 Open/Close chat

You can chat with participants while you are on the meeting by using this chat option.

## 4.2 Share your screen

You can use "Share your screen" icon to share the screen with other participants. Here you will get an option to share entire screen or a particular application/window.Depend on the internet browser you are using; you will be directed to one of thefollowing methods.
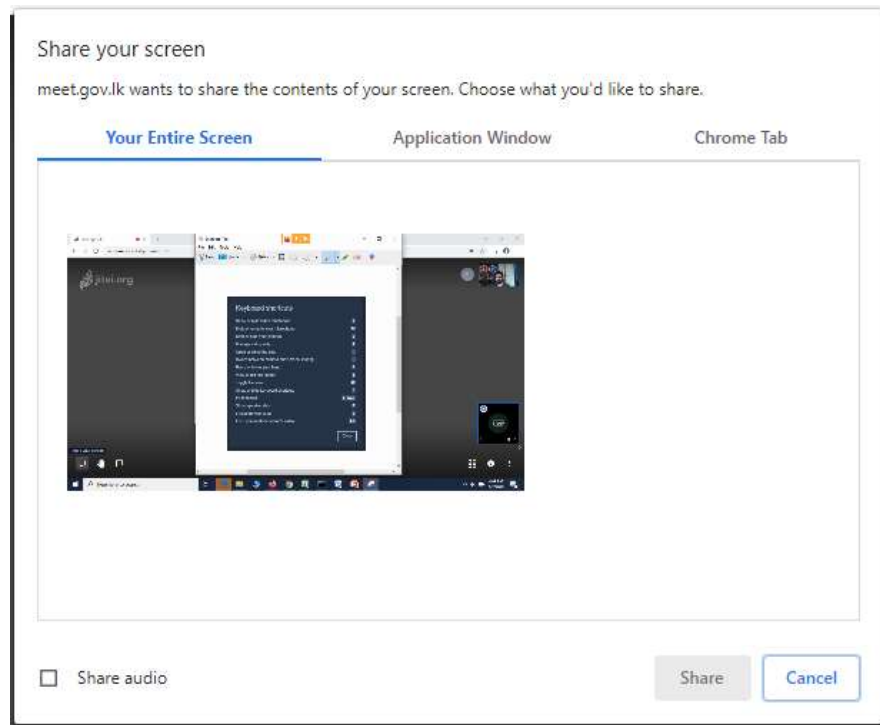




## 4.3Raise/Lower your hand

You can click the "Raise your hand" icon to get the attention of others to say that you need to talk. Sign of a blue hand will appear at top left-side corner of your view.

## 4.4 Mute /Unmute button

You can use mute / unmute icon to mute your microphone while you are at the meeting. If you have multiple audio input devices (microphones) connected to your device, you can switch between them by clicking on the arrow head of this icon.
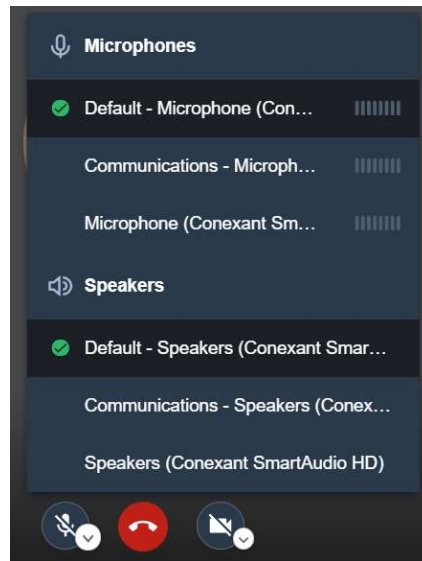


## 4.5 Leave button

By clicking on the red colored icon, you will leave the meeting.

## 4.6 Start/Stop camera button

Using this option, you can stop your camera while you are connected to the meeting. When you have a poor internet connection, this will help you to maintain your connectivity stable. If you have multiple video input devices (cameras) connected to your device, you can switch between them by clicking on the arrow head of this icon.
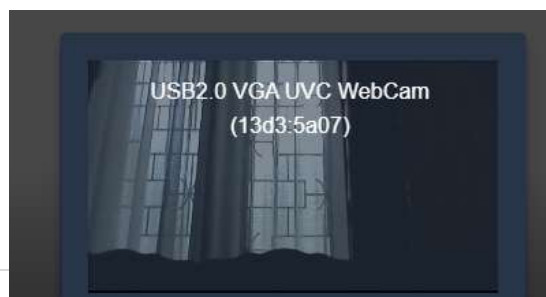
## 4.7 Toggle tile view

Usually participant who is talking at the moment will be displayed on the screen.By using **"Toggle tile view"**icon you can see all participants in a single window.By clicking on three dots at top right-side of each view, youwill get the options to sending private messages and controlling volume of a participant. Only moderator will get more options to mute or kick out a participant.
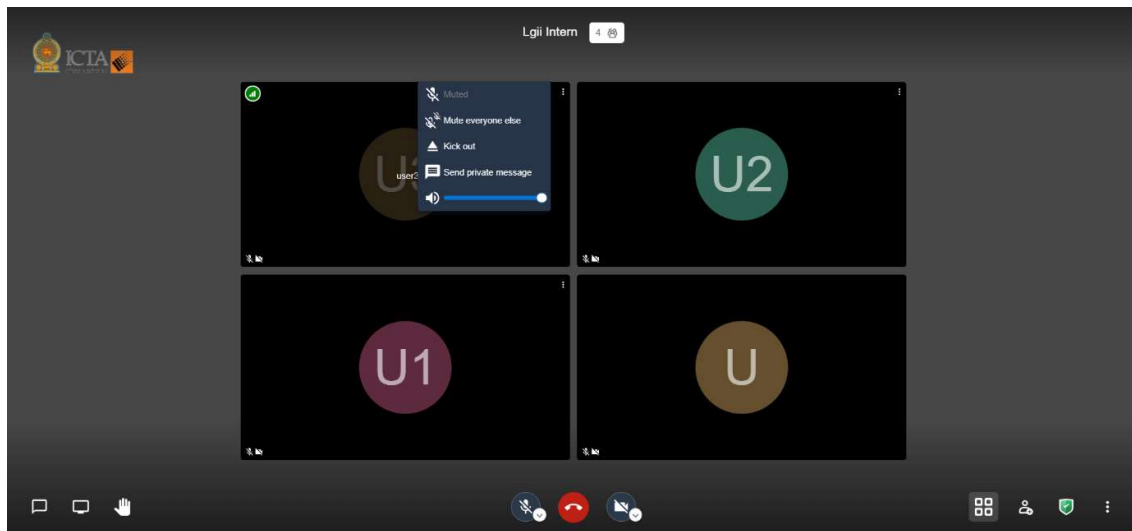


Also signal strength of each participant is shown at top left-side corner with differentcolors.
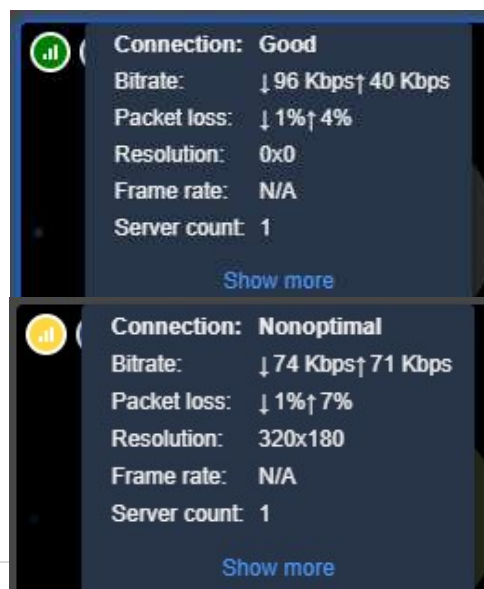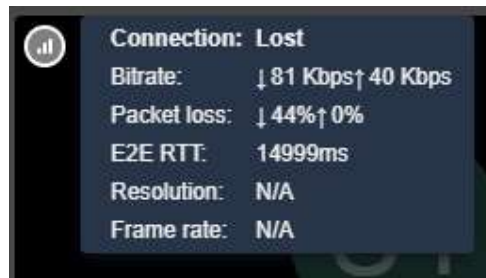
## 4.8 Participant

By clicking"participant" icon at the bottom, you can invite people  share meeting invitation via email(Gmail, outlook,Yahoomail,etc.) or embed a meeting.

Or you can see the participants which are connected to the meeting.

Another option is you can mute all the peoples at on by clicking mute all button in the bottom of the participant.
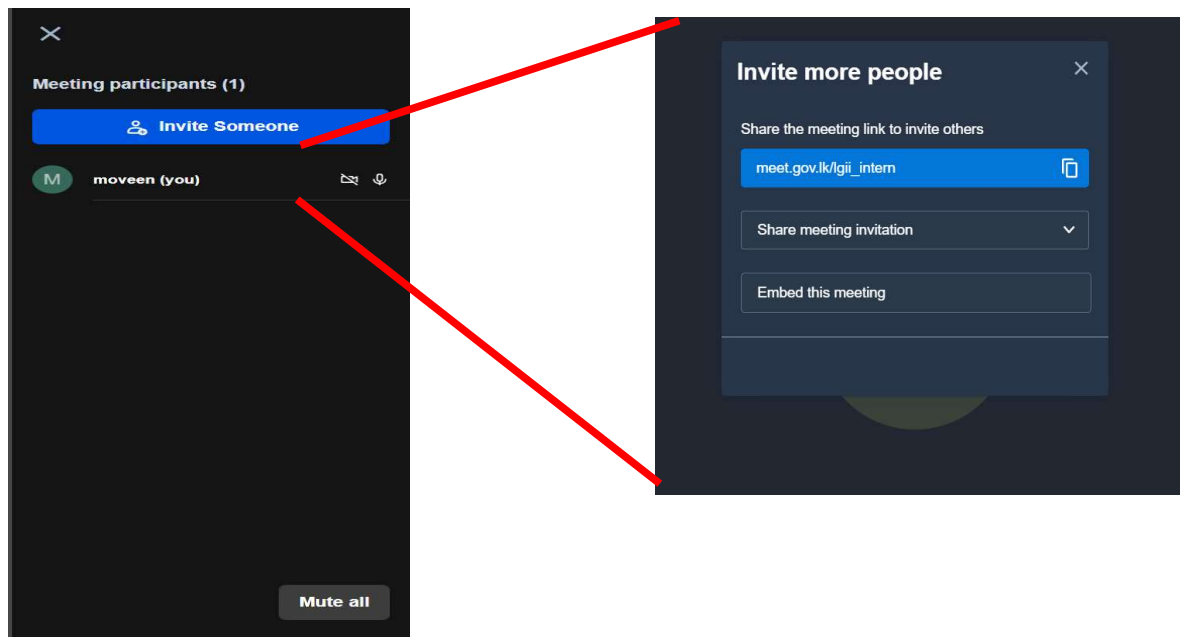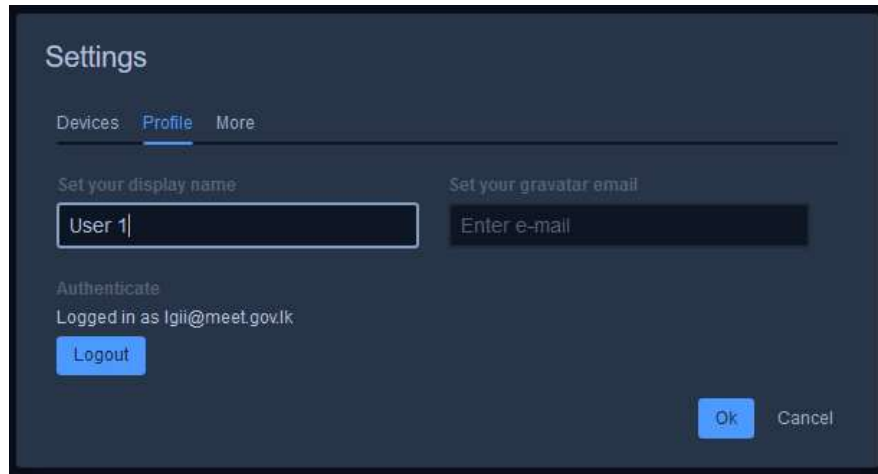
## 5. Other features and functionalities

**meet.gov.lk** is a complete video conferencing application derives with many features. You can get the menu in "More actions" by click on three vertical white dots at bottomof the page.

## 5.1 Profile

Here you can add a name or rename to your profile. This will be shown to others after you connected to a meeting.



## 5.2 Manage video quality

Here there are four options "Low bandwidth", "Low definition", "Standard definition" and "High definition". You can reduce video quality to make the connectivity more stable.



## 5.3 View full screen

You can change to full screen view by clicking on this option. You have to press escape key to return to normal view.

## 5.4 Security Options

This was talking already in section 2.1.1

## 5.5 Start recording

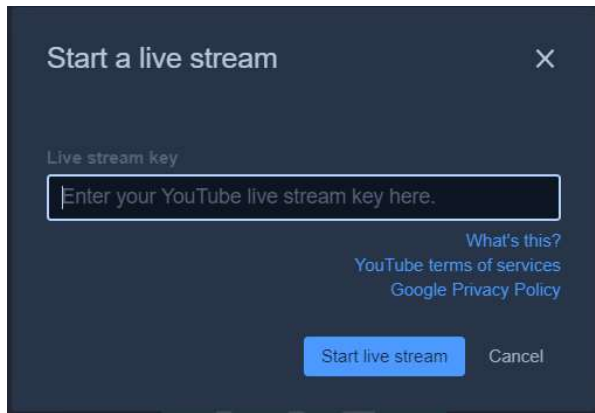This feature is disabled at the moment.

## 5.6 Mute everyone

You can use this option to mute everyone. Please note that this option is enabled only for the moderator (host).

## 5.7 Disable everyone's camera

You can use this option to disable cameras of everyone. Please note that this option is enabled only for the moderator (host).
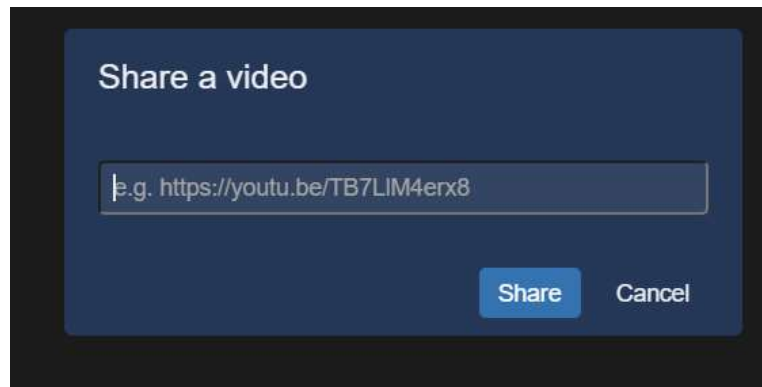
## 5.8 Live Stream

You can stream your meeting by enter the link here



## 5.9 Share a YouTube video

You can share a video by entering video link here.

## 5.10 share audio

By clicking this you can share you screen and audio to all of the participant.
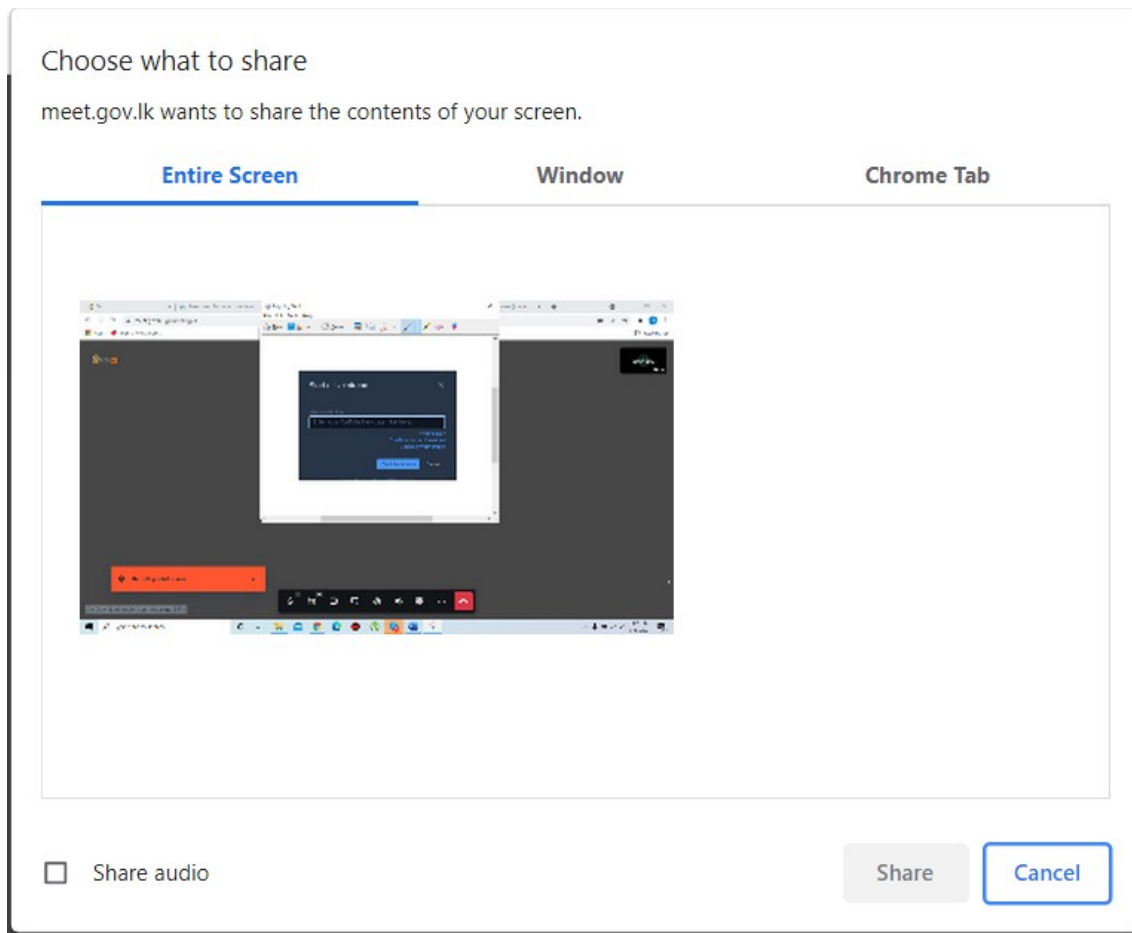


## 5.11 Select background
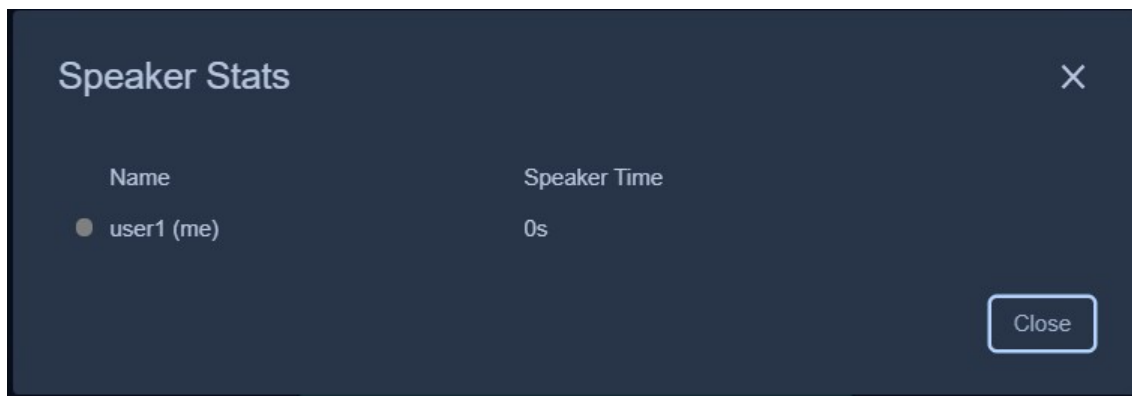By clicking Select background, you can set a background to your video
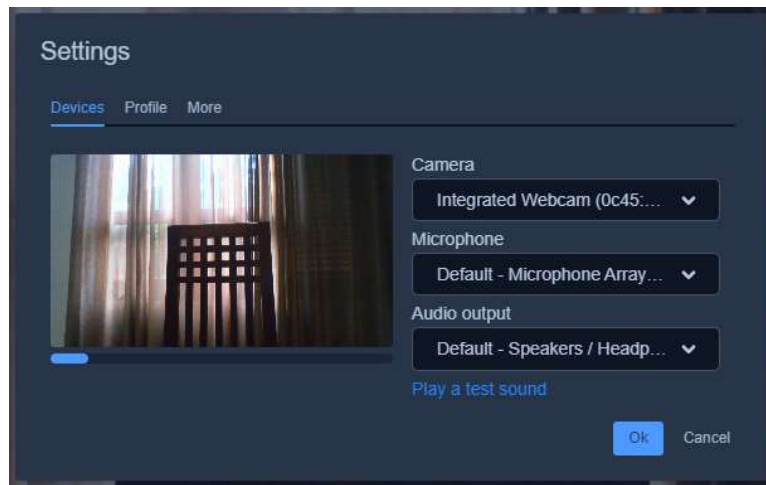
## 5.12 Speaker Stats
Here you can see the active speaker and a summary of active time.
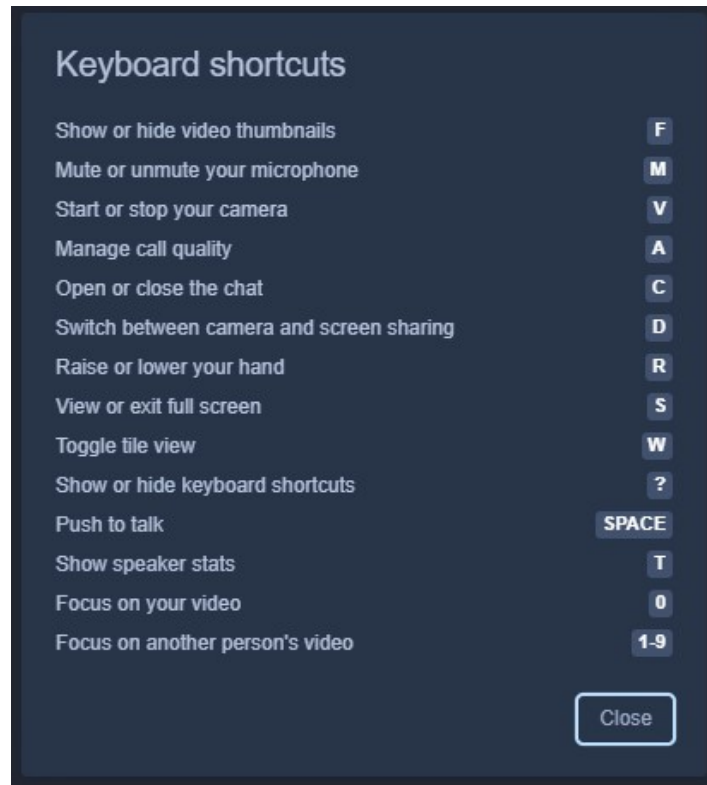
## 5.13 Settings

You can change input and output devices using this feature.



## 5.14 View shortcuts

You can view the list of shortcuts using this option.

## 6. Troubleshooting Tips

### 6.1 Blank remote video (black screen)
- Refresh your internet browser or restart the browser
- Try with a different browser (Firefox, Chrome, etc.)
- Upgrade your browser if you are using an old version

### 6.2 No video/audio
- Check whether you have not allowed to share your mic/camera with the application
- Check whether your mic / speakers / camera is disabled from the system.
- Contact your network administrator / LGII Helpdesk to check whether relevant communication ports are blocked in the network.

### 6.3 Poor video quality
- Reduce video quality through manage video quality option.

### 6.4 Missing desktop sharing icon on the lower left
- Use Firefox or install Jitsi desktop sharing plugging if it is available for your browser

## 7. Best Practices

- Use a good internet connection (stay closer to the Wi-Fi access point)
- Use earphones / headphones when connecting.
- Try to select a less noisy place with good lighting.
- Be on mute when others are talking.
- Use raise your hand option to get attention.
- Turn off video when participants have connectivity

For further assistance or share your experience, please contactLGII **helpdesk 0112 497900** or email**helpdesk@noc.gov.lk**