Frequently Asked Questions

Portal

1. A new password is not accepted/Password too trivial

Passwords should be 8 characters long, including 1 number and 1 symbol.

2. I have forgotten my password or my password is invalid / incorrect.

Sent a message to support@sedmprocess.org and ask for a password reset. Do not forget to include your account info and position in the message. You will receive a new password as soon as possible.

3. Some functions are not available.

Check that you have signed-in in successfully. To verify, check if the sign-in function exists in the top menu (if yes, then you need to sign-in again).

Also, not all functions are available to all users. For example, only authorized personnel have access to VTC.

E-mail

1. A new password is not accepted.

Passwords should be 8 characters long, including 1 number and 1 symbol.

2. I have forgotten my password or my password is invalid / incorrect.

Ask your CIS personnel or another colleague for send a message requesting password reset. Do not forget to include your account info and position in the message. This person will receive a new

password as soon as possible and he will inform you about the new credentials.

3. I cannot send an e-mail from webmail (Error 501, Failed to set sender)

Make sure that you have logged in with full username (including @sedmprocess.org). If needed, relog with full username.

4. My e-mail has not been received by national e-mail accounts (outside participants).

Please, ask them to check their spam/junk folders.

VTC

1. My microphone is not working.

a. Leave Audio and Join Audio. Please perform the echo test and speak when the test message is displayed. Please, note that your voice is only heard during this echo test.

b. Check your microphone with another application.

2. The sound has low volume or bad quality.

Check and adjust, if needed, your microphone settings. Also, try to reconnect (Leave and Join Audio) and perform the echo test.

3. Others do not hear me.

Check if you are muted. The moderator may have muted your microphone to avoid noise in the channel.

4. When I share my camera, an error is produced.

Please check the following:

a. The camera is not shared by another application (for example skype)

b. You have given permission to the browser to access the camera. If not allow access, or inform the CIS personnel to provide permissions.

c. Check your camera with another application (for example Camera app in Windows 8/10). Please note that you have to close the application in order to share your camera.