

User Guide



Connecting with WebRTC

Participating in a meeting

This guide was created for participants who join a web conference using WebRTC. Keep reading for tips and best practices to optimize the quality of your meetings.

Requirements

- Make sure no other videoconferencing application is running on your computer (e.g.: Skype, Jabber, Webex, Zoom, etc.). Some of these applications can launch automatically on startup.
- Make sure you have a high-speed Internet connection (high bandwidth). Your connection speed must be greater than 10Mb/s.
- Connect to the network using an Ethernet cable instead of Wi-Fi.
- Use one of the supported browsers: Chrome, Firefox and Safari.
- Use a headset. A headset can prevent sound problems.
- Use a webcam. Most webcams provide decent video quality.

Environment

- Avoid direct sunlight. Make sure your webcam is not facing a window. If that's not possible, close the curtains or blinds.
- Mute yourself. Make sure to mute your microphone when you're not speaking. If you don't, it can be very disruptive for other participants. The judge will tell you when you're allowed to speak.
- **Making audio or video recordings or taking screenshots is strictly prohibited.**

Before joining a meeting

You must first receive a meeting ID. It will be sent to you by the court office.

Before connecting for the first time, **in the days before your hearing or at the latest one hour before it starts, you must conduct a connection test** with the Ministère de la Justice du Québec's audiovisual and electronic services division (*Service des ressources audiovisuelles et électroniques* or SRAVE):

SRAVE 

Pour toutes questions concernant la visioconférence, un technicien est à l'écoute pour vous répondre.

Du Lundi au Vendredi
08h00 à 17h00

Vous pouvez le rejoindre via [WebRTC](#) ou via téléphone.

WebRTC : <https://webrtc.scvc.gouv.qc.ca/?lang=fr-FR>

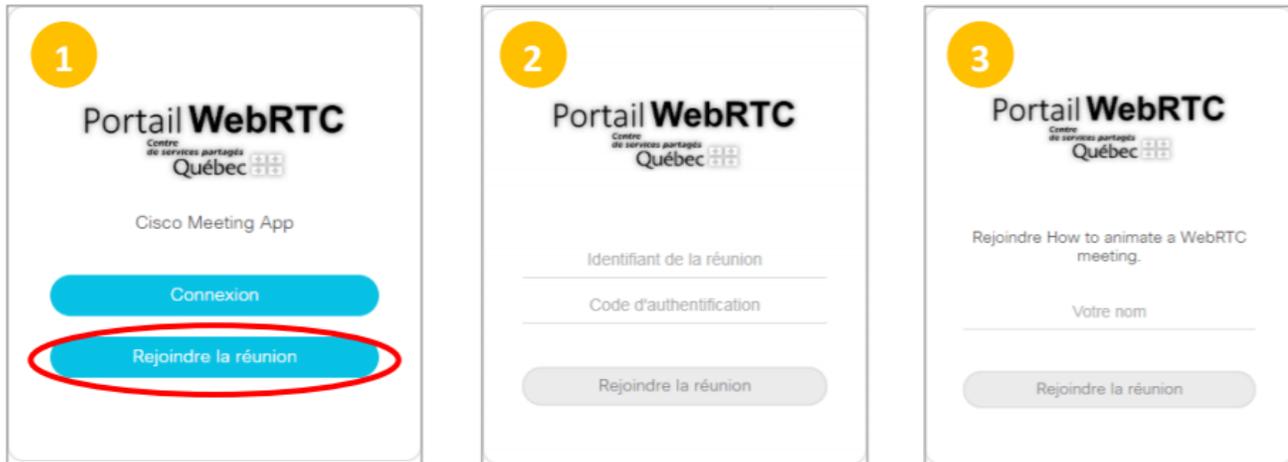
Entrez le ID de réunion **335169**

Téléphone : (514) 335-1080 ou (418) 478-3293

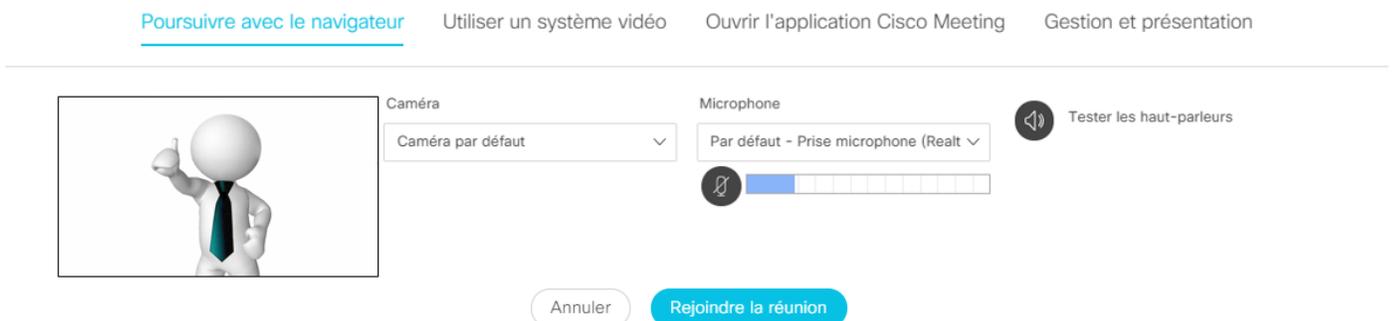
Entrez le ID de réunion **335169#**

Joining a meeting – Identification

Open the WebRTC site by copying this link <https://webrtc.scvc.gouv.qc.ca> and pasting it in one of the abovementioned browsers. Don't use Internet Explorer.



1. Once you have opened the WebRTC portal, click on “Join meeting.”
2. On the next screen, enter the meeting ID and authentication code (if required) sent to you by the court office. Click “Join meeting” to move to the next step.
3. Enter your name as shown below to make sure you are easily identifiable during the hearing.
 - Lawyers: M^{re} Name (party you’re representing)
 - Parties: First and last name (specify: applicant, defendant, other)
 - Other participants: First and last name (specify if you are: public, journalist, lawyer, student-at-law)
4. Click “Join meeting” again.

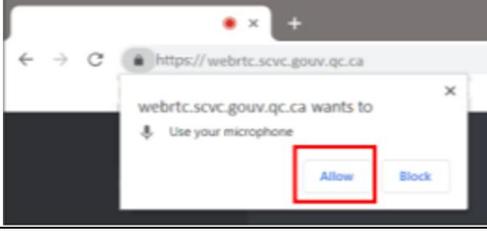


5. On this screen, you can check if your webcam and microphone are working properly.

- Make sure to test your microphone by speaking and checking if the blue sound bar reacts to your voice.
- Make sure to test your camera by checking if you can see yourself on the screen. If you have several camera options, you'll see them in the drop-down menu.
- Make sure to test your speakers by clicking on the loudspeaker icon to produce a sound. If you can't hear the sound, check the volume on your device.
- Click "Join meeting" again to connect to the virtual hearing room.

Troubleshooting

This section lists some of the problems that can occur during a web conference and suggested solutions.

Problems with the WebRTC portal		
Problem	Possible cause(s)	Solution
"I can't connect" or "The connect button is greyed out"		When you're on the homepage, click on "Join meeting" and not "Connect"
"Meeting not found"	The meeting you are trying to join does not start in the next 10 minutes	Try again 10 or fewer minutes before the meeting starts
"I managed to connect to the meeting, but was suddenly disconnected"	Your network connection lagged or was interrupted	Try connecting again
"The video and sound keep cutting out"	Your network connection is too slow	Try to connect to the network using an Ethernet cable instead of Wi-Fi Make sure you're not connected to a VPN Check that your connection speed is greater than 10Mb/s
Sound issues		
Problem	Possible cause(s)	Solution
"There's an echo"	A participant's speaker is too close to their microphone	Participants should move their speakers away from their microphones
"There's background noise"	A participant did not mute their microphone	Participants must make sure to mute their microphones when they aren't speaking
"Participants can't hear me."	The Mute button is activated in the application The Mute button is activated on your headset	Make sure to unmute the application or the headset
	You did not allow the web page to access your microphone	Make sure you clicked "Allow" when the web page asked you for permission to use the microphone. 
	A background application is already using the microphone	Close any other application that could be using the microphone. Refresh the WebRTC page and connect again
	The microphone cable is disconnected or damaged	Connect the microphone cable and wait for the computer to finish installing the USB drivers. Refresh the WebRTC page and connect again