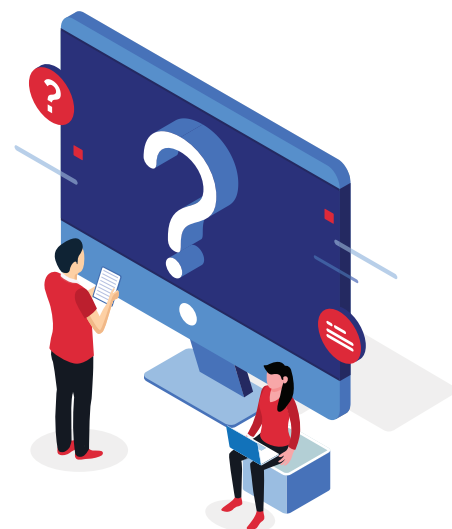


# KUDO PLATFORM USER GUIDE



## ▶ FREQUENTLY ASKED QUESTIONS

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# HOW DO I CREATE MY KUDO ACCOUNT?



▶ **4-STEP GUIDE TO CREATING** your username on the KUDO platform **SO YOU CAN LOG ON TO MEETINGS** of the fiftieth regular session of the General Assembly.

## BEFORE YOU START,

Be sure **TO USE** Chrome or Firefox browsers to access virtual meetings on KUDO.



### CHROME OR FIREFOX



---

We recommend that you **NOT USE** other browsers (Safari, Explorer, or others) for virtual meetings on KUDO.



### SAFARI, EXPLORER, OR OTHERS



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If you have a VPN connection, please **DISCONNECT IT** and connect from your local PC.

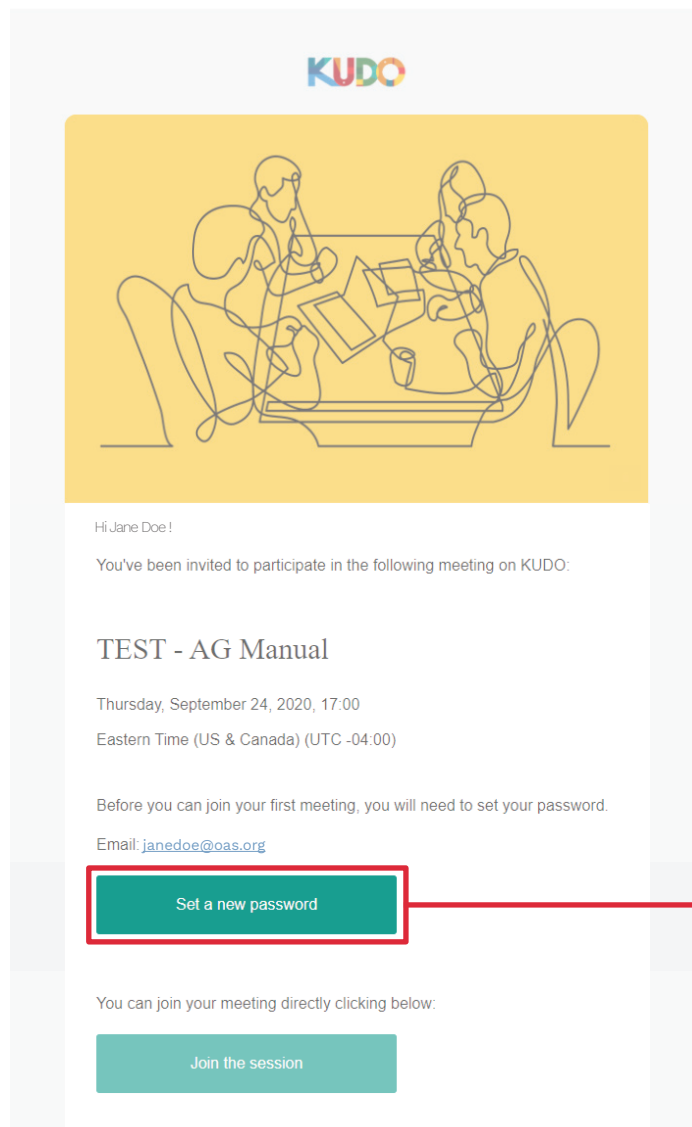


▶ **STEPS TO CREATE YOUR USERNAME ON KUDO SO YOU CAN LOG ON TO VIRTUAL MEETINGS OF THE FIFTIETH REGULAR SESSION OF THE GENERAL ASSEMBLY**

- 1** YOU WILL RECEIVE AN EMAIL ASKING YOU TO CREATE A PASSWORD

**From:** KUDO Support  
**Subject:** Welcome to KUDO!

- 2** ENTER YOUR EMAIL ADDRESS AND CLICK THE “SET NEW PASSWORD” BUTTON



### 3

## CREATE YOUR PASSWORD

A

The screenshot shows the KUDO website's password creation interface. At the top is the KUDO logo. Below it is the heading "Set a new password" followed by the requirement: "Password must be 10 characters long and must contain 1 uppercase, 1 lowercase, 1 digit and 1 special character." There are two input fields: "New Password \*" and "Confirm New Password \*", both with eye icons for toggling visibility. Below these is a reCAPTCHA widget with the text "No soy un robot" and a "reCAPTCHA" logo. At the bottom is a "SAVE" button. Red arrows point from the input fields to numbered callouts: "1 Enter your password" points to the first field, and "2 Enter your password again" points to the second field. A red asterisk callout (\*) points to the reCAPTCHA area.

**1**  
Enter your password

**2**  
Enter your password again

**(\*)**  
If you get "Request Password Reset," please go to page 7.

**(!)**

To **CREATE YOUR PASSWORD** on KUDO, **YOU MUST HAVE THE FOLLOWING:**

- At least one letter
- At least one upper case letter
- At least one number
- At least 10 characters
- Use at least one of the following symbols #,?,!,@,\$,%^^,\*,-

A callout box titled "Password must contain" lists the requirements with checkmarks:

- ✓ At least one letter
- ✓ At least one capital letter
- ✓ At least one number
- ✓ Be at least 10 characters
- ✓ use [#?!@,\$%^\*,-]

**EXAMPLE** of a correct password  
(please **do not** use)

**Asamblea5@**

B

**KUDO**

## Set a new password

Password must be 10 characters long and must contain 1 uppercase, 1 lowercase, 1 digit and 1 special character.

**New Password \***

**Confirm New Password \***

Password match!

I'm not a robot

reCAPTCHA  
Privacy - Terms

SAVE

3

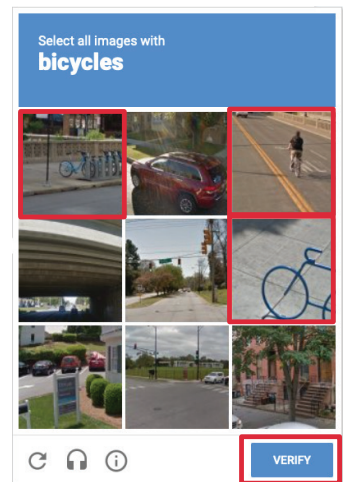
Check the "I'm not a robot" box



4

Select the images and then click "VERIFY"

**FOR EXAMPLE**, in this case we are asked to select images of bicycles



C

**KUDO**

## Set a new password

Password must be 10 characters long and must contain 1 uppercase, 1 lowercase, 1 digit and 1 special character.

**New Password \***

**Confirm New Password \***

Password match!

I'm not a robot

reCAPTCHA  
Privacy - Terms

SAVE

5

Click "SAVE"

4

## YOU ARE NOW READY TO LOG ON TO MEETINGS OF THE FIFTIETH REGULAR SESSION OF THE GENERAL ASSEMBLY

The image shows a screenshot of the KUDO login interface. At the top center is the KUDO logo. Below it are two input fields: 'Email \*' and 'Password \*'. The 'Password \*' field has a toggle icon for visibility. Below the password field are two links: 'Remember me' (with an unchecked checkbox) and 'Forgot password?'. A line of text reads: 'By clicking on Sign in, you agree to our [Terms of Service](#), [Cookie Policy](#), [Privacy Policy](#).' Below this is a prominent green 'SIGN IN' button. Underneath are two grey buttons: 'Join with meeting ID' and 'Sign in with SSO'. At the bottom, there is a link: 'Don't Have an account? [Contact Us](#)'. Three red arrows point from the input fields and the 'SIGN IN' button to numbered instructions on the right: 1. Enter your email address, 2. Enter your password, and 3. Click "SIGN IN".

**CONGRATULATIONS! YOU HAVE CREATED YOUR USERNAME ON KUDO**

# HOW DO I RESET MY PASSWORD?



## ▶ STEPS TO RESET YOUR PASSWORD ON KUDO

- 1 YOU WILL RECEIVE AN EMAIL ASKING YOU TO CREATE A PASSWORD

**From:** KUDO Support  
**Subject:** Welcome to KUDO!

- 2 ENTER YOUR EMAIL ADDRESS AND CLICK THE “SET NEW PASSWORD” BUTTON

KUDO

Hi Jane Doe!

You've been invited to participate in the following meeting on KUDO:

**TEST - AG Manual**

Thursday, September 24, 2020, 17:00  
Eastern Time (US & Canada) (UTC -04:00)

Before you can join your first meeting, you will need to set your password.  
Email: [janedoe@oas.org](mailto:janedoe@oas.org)

**Set a new password**

Click “Set a new password”

You can join your meeting directly clicking below:

**Join the session**

3

## THE "REQUEST PASSWORD RESET" WINDOW WILL OPEN

A

KUDO

### Request Password Reset

Please enter your email address to have your password reset. \*

I'm not a robot

reCAPTCHA  
Privacy - Terms

RESET PASSWORD

1

Enter your email address (Enter the same email address to which KUDO had sent you the invitation)

B

KUDO

### Request Password Reset

Please enter your email address to have your password reset. \*

I'm not a robot

reCAPTCHA  
Privacy - Terms

RESET PASSWORD

3

Check the "I'm not a robot" box

4

Select the images and then click "VERIFY"

**FOR EXAMPLE,** in this case we are asked to select images of bicycles

Select all images with bicycles

VERIFY




C

**KUDO**

## Request Password Reset

Please enter your email address to have your password reset. \*

I'm not a robot  reCAPTCHA  
Privacy - Terms

**RESET PASSWORD**

3

Click “**RESET  
PASSWORD**”

4

**AFTER YOU CLICK “RESET PASSWORD,” THE FOLLOWING IMAGE WILL APPEAR, INDICATING YOU WILL GET AN EMAIL**

**KUDO**

## Reset your password

If account exists, an email will be sent with further instructions.

If you didn't receive the email yet please check your spam folder.  
Don't find it anywhere? [Try again](#)

(\*)

If you do not receive the KUDO email, please contact the meeting specialist.

5

PLEASE OPEN YOUR EMAIL AND CLICK ON “RESET PASSWORD”

**From:** KUDO Support

**Subject:** KUDO Password Reset

KUDO



### Reset Your Password

Hi Jane Doe!

We've received a request to reset your password. Click the button below to continue. If you did not make this request, please ignore this email and no changes will be made.

Reset password

Click “Reset Password”

Thank you for using KUDO!

# 6

## CREATE YOUR NEW PASSWORD

A

**KUDO**

### Set a new password

Password must be 10 characters long and must contain 1 uppercase, 1 lowercase, 1 digit and 1 special character.

New Password \*

New Password

Confirm New Password \*

Confirm New Password

I'm not a robot

reCAPTCHA  
Privacy - Terms

SAVE

1 Enter your new password

2 Enter your new password again

(!)

To **CREATE YOUR PASSWORD** on KUDO, **YOU MUST HAVE THE FOLLOWING:**

- At least one letter
- At least one upper case letter
- At least one number
- At least 10 characters
- Use at least one of the following symbols #,?,!,@,\$,%^,\*,-

Password must contain

- ✓ At least one letter
- ✓ At least one capital letter
- ✓ At least one number
- ✓ Be at least 10 characters
- ✓ use [#,?,!,@,\$,%^,\*,-]

**EXAMPLE** of a correct password  
(please **do not** use)

**Asamble5@**

B




## Set a new password

Password must be 10 characters long and must contain 1 uppercase, 1 lowercase, 1 digit and 1 special character.

New Password \*

Confirm New Password \*

I'm not a robot  reCAPTCHA  
Privacy - Terms

3

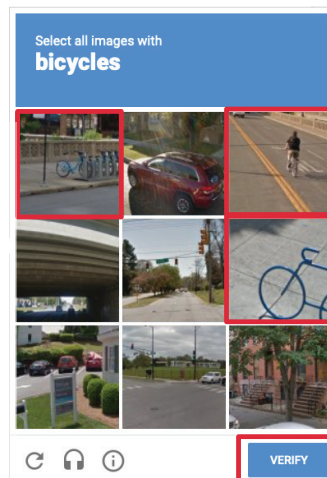
Check the "I'm not a robot" box



4

Select the images and then click "VERIFY"

**FOR EXAMPLE,** in this case we are asked to select images of bicycles



C




## Set a new password

Password must be 10 characters long and must contain 1 uppercase, 1 lowercase, 1 digit and 1 special character.

New Password \*

Confirm New Password \*

I'm not a robot  reCAPTCHA  
Privacy - Terms

5

Click "SAVE"

7

## YOU ARE NOW READY TO LOG ON TO MEETINGS OF THE FIFTIETH REGULAR SESSION OF THE GENERAL ASSEMBLY

The image shows a screenshot of the KUDO login interface. The KUDO logo is at the top center. Below it are two input fields: 'Email \*' and 'Password \*'. The 'Password \*' field has an eye icon to its right. Below the password field are two links: 'Remember me' (with an unchecked checkbox) and 'Forgot password?'. A line of text reads: 'By clicking on Sign In, you agree to our [Terms of Service](#), [Cookie Policy](#), [Privacy Policy](#).' Below this is a large green 'SIGN IN' button. Underneath are three options: 'Join with meeting ID', 'Sign in with SSO', and 'Don't Have an account? [Contact Us](#)'. Three red arrows point from the right side of the page to the input fields and the 'SIGN IN' button, each accompanied by a numbered instruction: 1. Enter your email address, 2. Enter your password, and 3. Click "SIGN IN".

**1**  
Enter your email address

**2**  
Enter your password

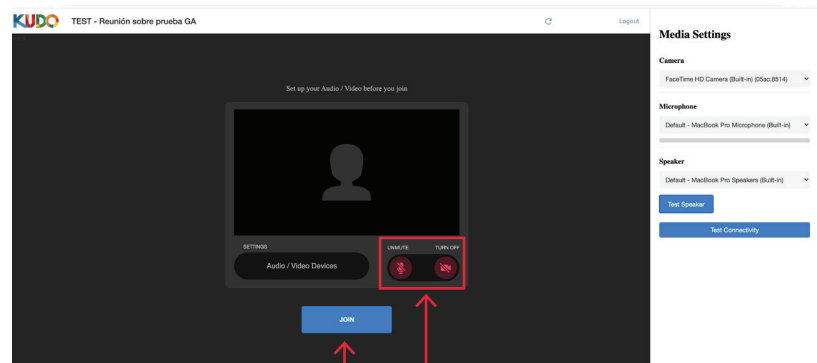
**3**  
Click "SIGN IN"

**CONGRATULATIONS! YOU HAVE CHANGED YOUR PASSWORD**

# HOW DO I TURN ON MY MICROPHONE AND CAMERA BEFORE JOINING A MEETING?



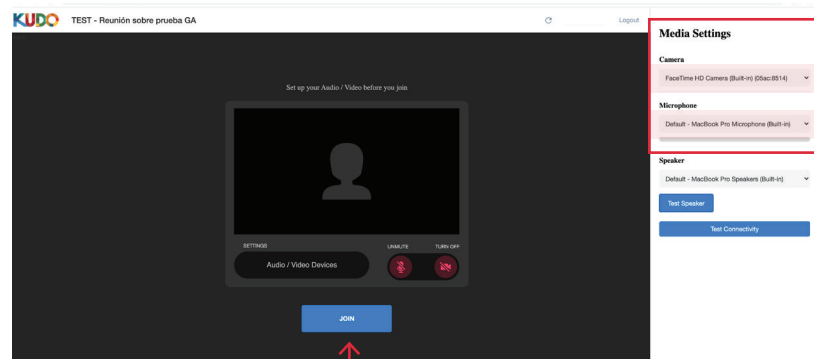
▶ Before entering a meeting room, you must activate your microphone and camera as shown in the image below. Then click “Join.”



1 ACTIVATE BY CLICKING THE **MICROPHONE AND CAMERA** ICONS.

2 CLICK **JOIN** TO ENTER THE MEETING ROOM.

▶ If clicking the icons doesn't activate your camera and/or microphone, go to the “Media Settings” menu on the right of your screen. In the drop-down menu, select the camera and microphone you want to use. Then click “Join.”

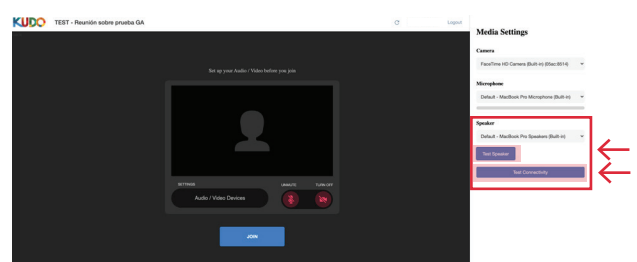


1 SELECT **CAMERA AND MICROPHONE.**

2 CLICK **JOIN** TO ENTER THE MEETING ROOM.

▶ **WE RECOMMEND:**

Testing your speakers and your connection before joining the meeting.

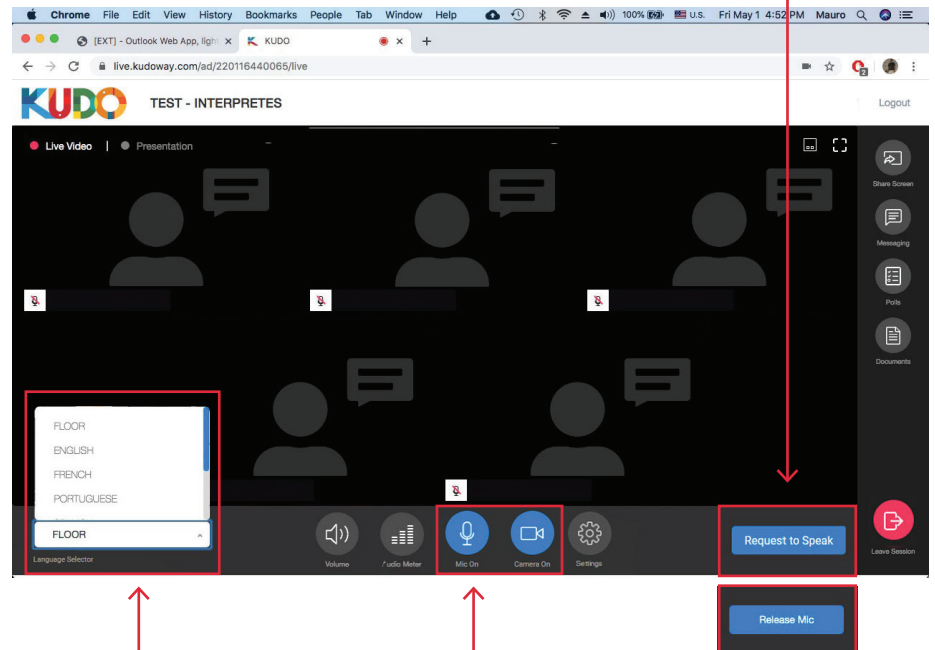


# HOW DO I ASK TO SPEAK?



Once in the meeting room, you will see the following image with different selectable options: ask to speak, select language, share screen, and others that are detailed below. Please follow these steps in the indicated numerical order.

Click the blue **“REQUEST TO SPEAK”** button to ask to speak. Requests to speak will be processed in the order they are received.



3

On the lower left-hand part of your screen, you can select the **LANGUAGE** you want from the drop-down menu.

2

Once you have been given the floor, you must activate your **MICROPHONE AND CAMERA**.

 **RED:** Off

 **BLUE:** On

4

Click **RELEASE MIC** to cancel your request to speak. Please note that canceling your request to speak will cost you your place on the request-to-speak list.

## WE RECOMMEND:



Aiming the camera to frame your head and shoulders.



Choosing a space without a source of light behind you.

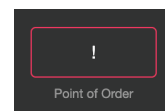
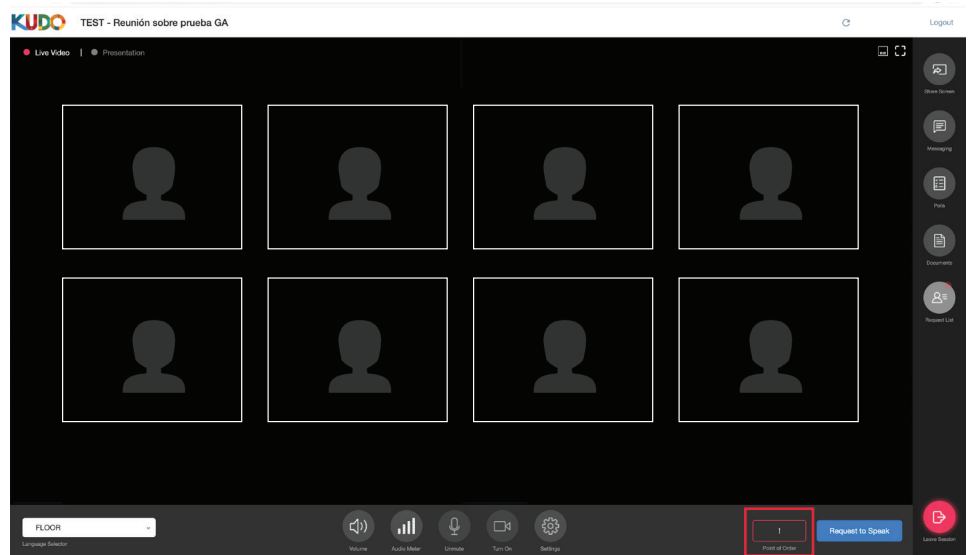


Using headphones---connected by USB, minijack, or Bluetooth---will give you clearer and more distortion-free audio.

# HOW DO I MAKE A POINT OF ORDER?

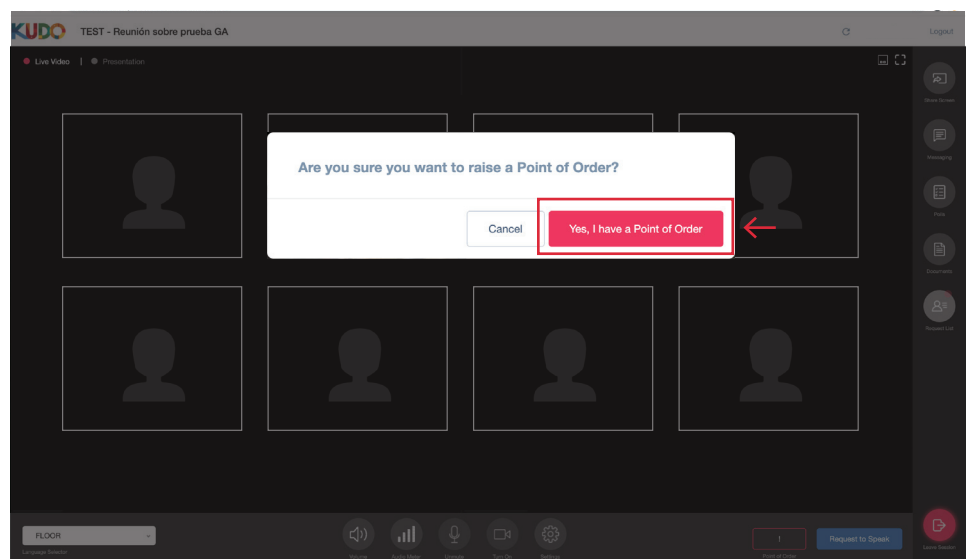


▶ If you want to make a point of order, go to the right side of your screen's bottom bar and click the "Point of Order" button.



CLICK **POINT OF ORDER**

▶ Kudo will ask you to confirm that you want to make a point of order. To continue, click the red "Yes, I have a Point of Order" button.

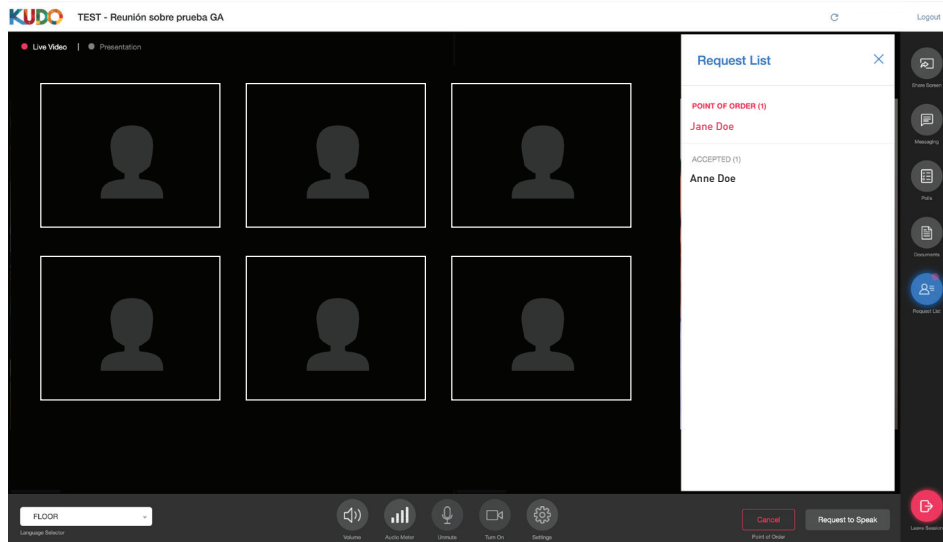




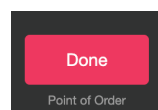
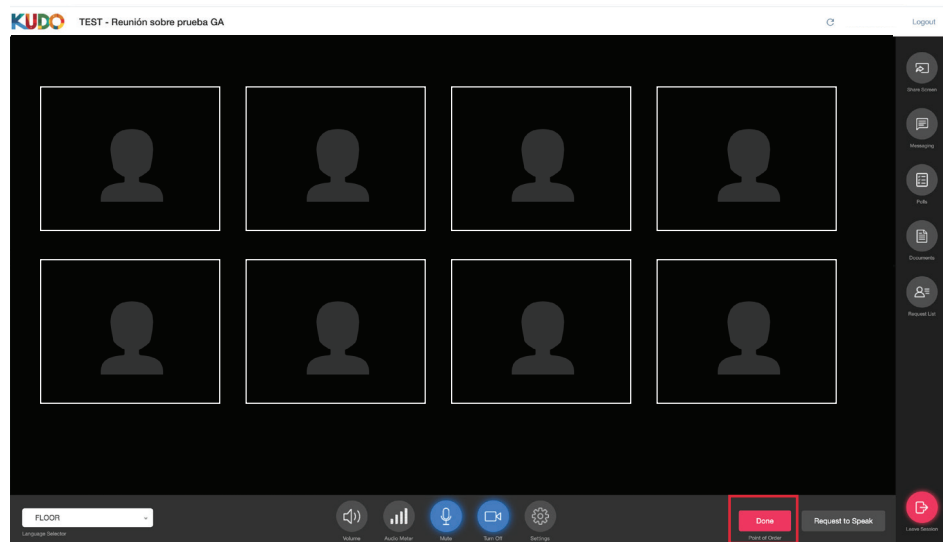
- ▶ After confirmation, you will be placed at the top of the request-to-speak list.



Make sure this icon is blue in the right-hand bar, indicating that you are already on the list. Clicking it will display the request-to-speak list.



- ▶ When you finish your Point of Order, be sure to click the “Done” button.



CLICK **DONE**

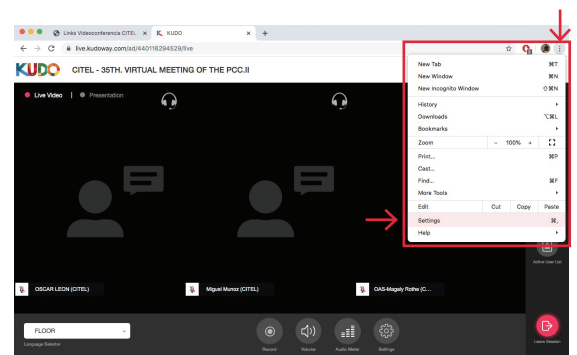
# TROUBLESHOOTING



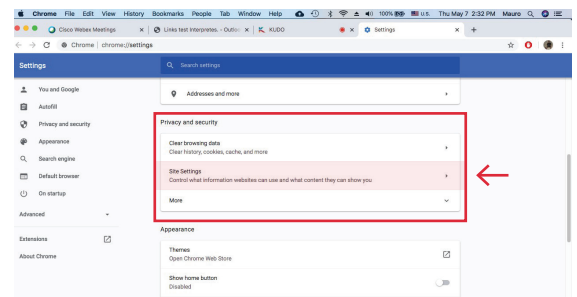
## I CAN'T SEE THE VIDEO OR HEAR THE AUDIO

If you are using Google Chrome as your videoconferencing browser and your microphone or camera is not working, please follow these steps:

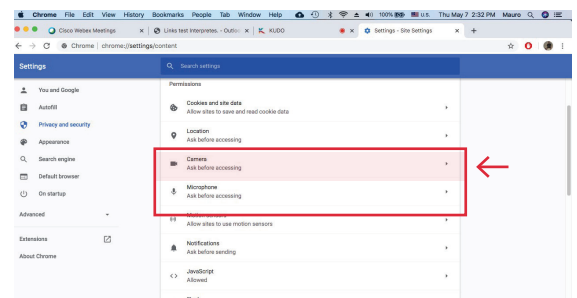
- ▶ At the top of the Chrome browser, click on the **3 VERTICAL DOTS** and select **SETTINGS**.



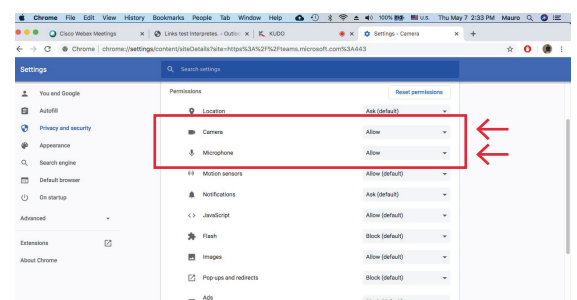
- ▶ Select **PRIVACY AND SECURITY** from the left-hand side menu. To the right, select **SITE SETTINGS**.



- ▶ Select where it says **CAMERA** and/or **MICROPHONE**.



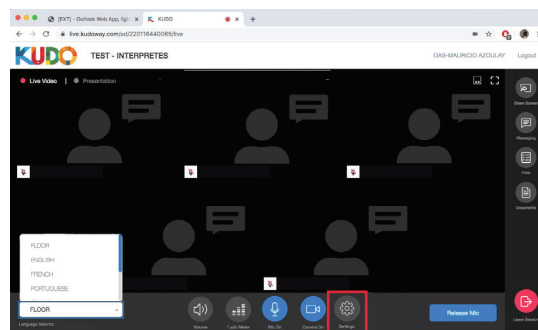
- ▶ Select **ALLOW** under both options.



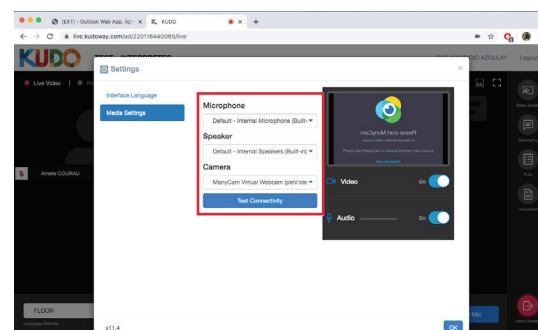
## I CAN'T SEE THE VIDEO OR HEAR THE AUDIO

Using the KUDO settings button, you can select your camera, microphone, and headphones or perform a connection test.

▶ Select the **SETTINGS** **BUTTON**.

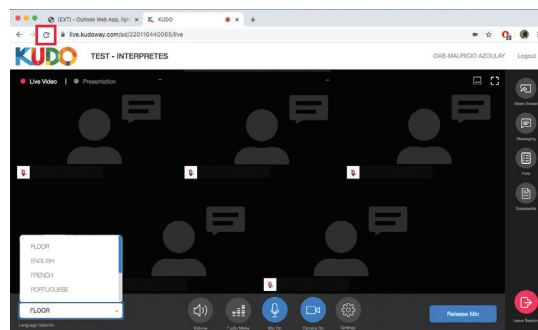


▶ Select the appropriate microphone, headset, or camera, and then click OK. This will switch to the right device so you can be heard and so you can hear and see. If the problem persists, try the listed devices one by one until you find the one that works properly.



## MY SCREEN FROZE

▶ Click the **REFRESH** button or press the **F5** key (if using Windows) or **COMMAND+R** (if using a Mac).



## I HAVE PROBLEMS WITH MY INTERNET CONNECTION

▶ We recommend using a **5.0 GHZ** Wi-Fi connection or, if possible, a wired network connection.

▶ The recommended browsers are **GOOGLE CHROME** and **FIREFOX** (make sure one or the other is the default).

▶ Because of high internet traffic, it is advisable **TO REBOOT YOUR ROUTER** at least once a week: this will allow it to search for a less congested channel.

# HOW CAN I CONTACT A TECHNICIAN?

Technical support can be requested via **WHATSAPP TO THE SPECIALIST** assigned to the meeting, whose phone number will appear on the meeting notice. If you have managed to join the meeting, you can request tech support by sending a message over the **KUDO PLATFORM CHAT FUNCTION**.

