
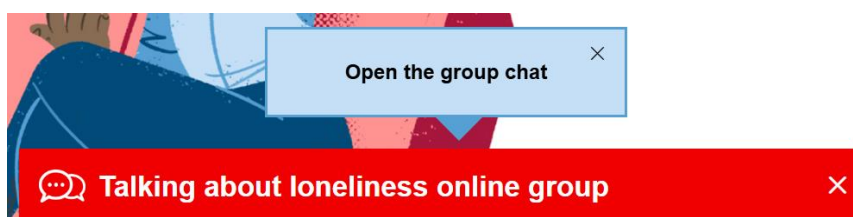


Instructions for Using the Red Cross Group Chat

Joining the meeting

1. **First, click the red bar at the bottom of the page that shows the name of the group meeting.** (Note! The name shown in the example image below is not necessarily the name of your group.) If the bar says *“The group chat is currently closed”* and the meeting should already be in progress, you can refresh the page using the refresh button next to the address bar () or open the meeting despite the text.



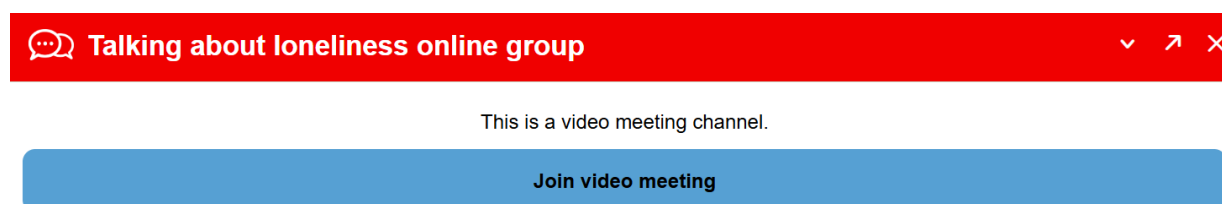
2. **Before joining the video meeting, we recommend sending a short message** by typing, for example, *“Hi”*. When you send a message, you will be able to add a username for yourself. Messages are typed and sent at the bottom of the screen.

Write your message to the group

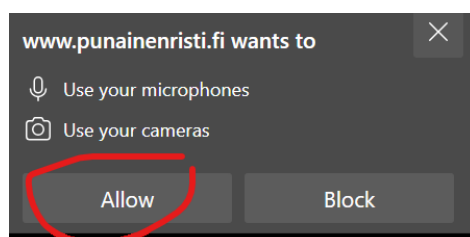


Send

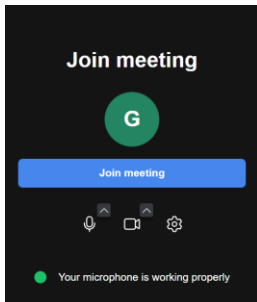
3. **Next, click the blue button that says “Join the video meeting.”**



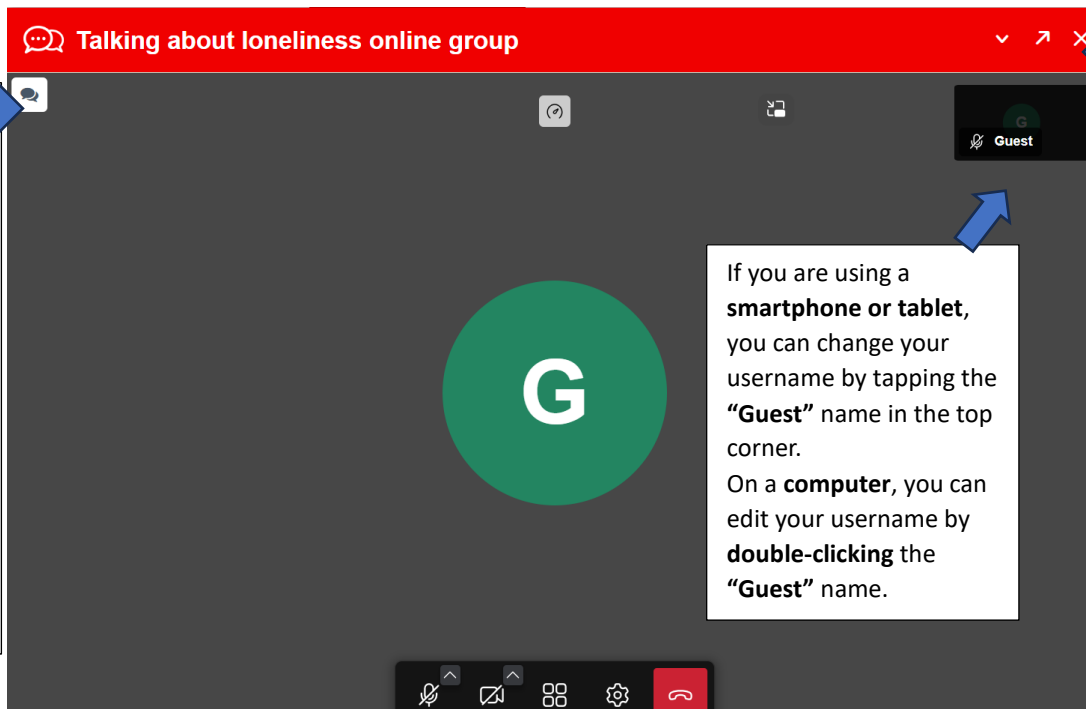
4. **Allow access to your microphone and camera by clicking “Allow”.**



5. You can also turn your microphone and camera on or off before joining the actual video meeting.



6. The video meeting view and settings are shown below.



You can open the meeting chat by clicking the **white speech bubble icon**. You can also hide the chat using the same icon.

The arrow in the **top right corner** opens the video meeting in **full-screen mode**. The **small caret icon** minimizes the video call/chat to the bottom of the screen. Click the **X** to leave the meeting. You can reopen the meeting by **refreshing the page**.

You can display the bottom menu by moving your mouse to the **bottom of the screen**. From the bottom bar, you can **turn the microphone and camera on or off**. By clicking the **grid view icon**, you can change the layout of the participants' video feeds. When you leave the video meeting by clicking the **red phone icon**, the chat will also close. You can make it visible again by **refreshing the page**.

7. Changing Your Username

The easiest way to change your username is to send a message in the chat before joining the video meeting. When you send your first message, you will be prompted to enter a username. This username will also be displayed as your name in the video meeting. If you join the video meeting before sending your first message, your name in the video meeting will remain "visitor" or "guest". You can change your name during the video

meeting by double-clicking the “guest” name and typing a new name.
(See image above.)

8. Leaving the Meeting

After the meeting has ended, you can leave the group meeting by clicking the X in the top right corner of the chat or simply by closing your browser. If you want to rejoin the meeting, refresh the browser tab.

Notes on browser use

On both computers and Android devices, we recommend using the **Chrome browser**, as it provides the best performance for both video and audio.
However, other browsers can also be used with certain limitations.
Please see the mobile device limitations below.

Mobile Devices (Smartphones and Tablets)

- If you are using an Android phone or tablet, you can use the following browsers:
Google Chrome, Mozilla Firefox, or Microsoft Edge.
- If you are using an Apple device (iPhone or iPad), please use Apple Safari as your browser.

Possible Issues When Joining a Video Meeting

The most common issues are related to the browser not allowing access to your camera or microphone. Below are a few tips:

1. Check your **device settings** (select *Apps* and find the browser you are using) to ensure that **microphone and camera access** are allowed for that browser.
2. You may also need to adjust your **browser settings while on the Finnish Red Cross website** to allow access to the microphone and camera.
You can find the browser settings in the address bar by clicking either the **three dots** or the **lock icon**
(*Site settings* → *Camera and Microphone*).
3. The **green icon that looks like a paint palette** is related to the site’s **cookie settings**.
Make sure that cookies are enabled on the site. At minimum, “**Functional cookies**” must be accepted.



If you have any questions about using the group chat, you can ask the volunteers via the group chat or send an email to:

verkkotoiminta@punainenristi.fi