APEC — Asia-Pacific Economic Cooperation | NEW ZEALAND APEC 2021
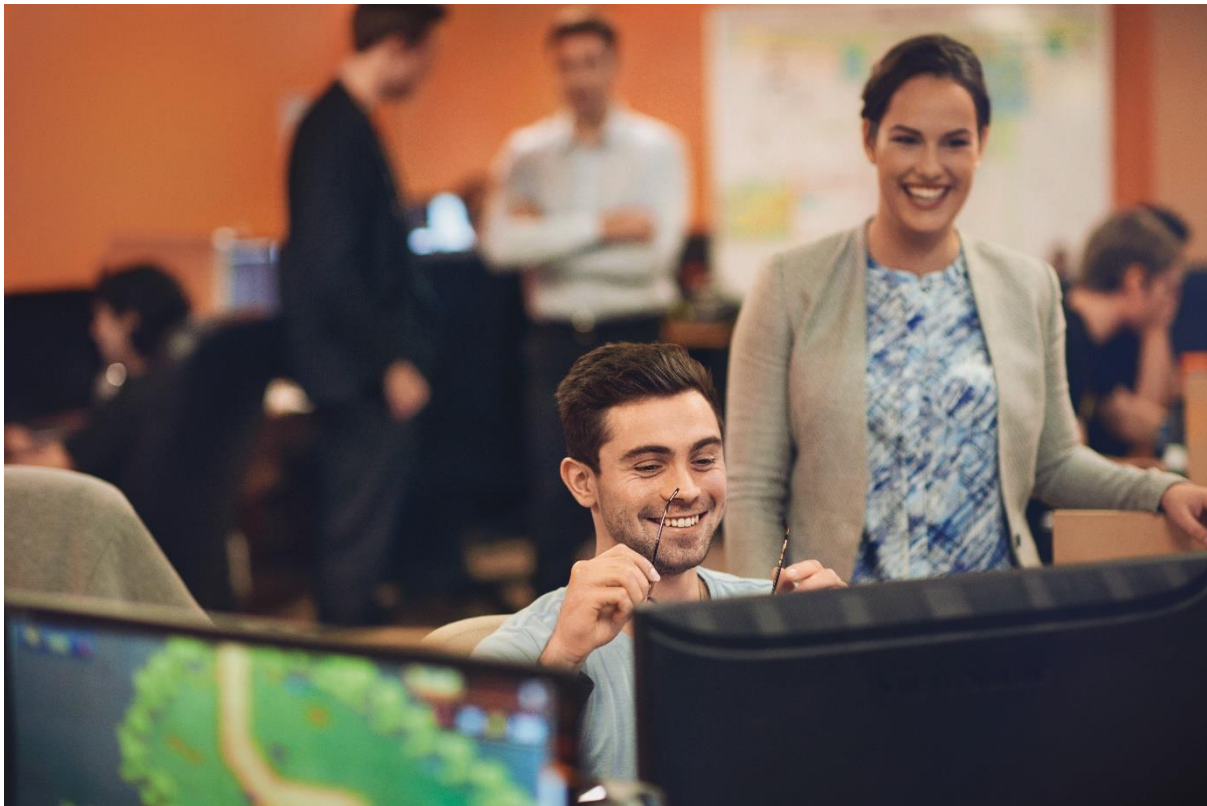
Participant Guidelines

GUIDE TO THE APEC 2021 VIRTUAL MEETING PLATFORM FOR APEC 2021 MEETINGS

As at 11 February 2021

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Haumi ē, Hui ē, Tāiki ē.

Participant Guide for APEC 2021

This guide provides Participants with step-by-step advice on using the virtual meeting platform and hints and tips for your technical set-up for the APEC 2021 meeting year.

We hope this guidance will support you and make your virtual-meeting experience stress free and enjoyable.

1. Use the table of contents to locate the task you want to carry out.

2. Follow the step-by-step instructions in the coloured boxes to complete each task.

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Contents

Welcome

For the 21 APEC economies, united by the Pacific Ocean, there has never been a more important time to join together.

We are looking forward to giving you a warm virtual welcome to New Zealand's APEC host year, and to continue working with you towards positive change.

It is our commitment to create a digital experience that will strengthen our bonds and progress APEC's important work.

These participant guidelines were put together to make your use of APEC 2021's virtual meeting platform: Microsoft Teams, as smooth and intuitive as possible. They should be read alongside the Administrative Circular ahead of the first meeting to ensure your participation is smooth.

We look forward to working with you soon.

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Māori values and practices at APEC 2021

Māori are the indigenous people of New Zealand. Māori share a Treaty Partnership with the New Zealand Government.

Throughout APEC 2021, New Zealand will reflect Māori culture in our hosting. This involves the practices of whanaungatanga (building and strengthening relationships) and kaitiakitanga (recognising our role as stewards of Asia-Pacific resources for future generations).

These practices and values, which form the basis of indigenous values and belief systems, are shared throughout APEC economies.

Some ways you'll experience these practices

Pōwhiri (welcome)
The pōwhiri is a formal ceremony, where you will be welcomed as a valued APEC 2021 delegate to New Zealand.

Karanga (call)
The karanga, by wāhine (women) begins the pōwhiri to build connection between tāngata whenua (people of the land) and manuhiri (guests), and set the agenda for the gathering.

A mihi (greeting) by a Te Atiawa kaumatua (elder)
You will experience the opening and closing words of an elder of the local Māori tribe in central Wellington – Te Atiawa.

Te reo Māori (the Māori language)
The Māori language is one of New Zealand's official languages, and considered a treasure. Throughout the year, you will hear phrases that are commonly used throughout New Zealand every day.
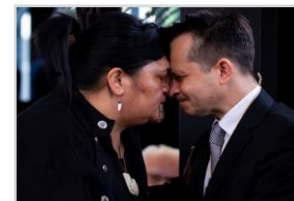
Waiata (song)
The use of song to cement relationships and embellish dialogue.

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1. Contact and support information

For questions about	Please contact	Use these email addresses
Meeting agendas or other substantive issues	SOM Chair's Office	APEC2021SOMChairoffice@mfat.govt.nz
Registration and Support Queries	Delegate Services	APEC2021Support@mfat.govt.nz **Note:** The Delegate Services team will endeavour to assist with all queries and issues. If your query or issue is on the day of your meeting, please be aware that this may not allow sufficient time to resolve the issue. We advise accessing your APEC 2021 Participant Portal account a minimum of 24hrs prior to avoid disappointment.
Media enquiries for interviews, images, or information	Media	APEC21Media@mfat.govt.nz

For all support request emails, you will receive an automatic response to note your email has been received.

1.1 Technical Support

Each economy is strongly encouraged to organise their own domestic technical support team with the appropriate technical knowledge to support your APEC 2021 experience.

1. If you have any difficulties before your meeting starts, please contact your technical support team in the first instance to confirm your equipment is working correctly.

2. A WhatsApp 'TFP Support' group has been set up and is monitored by the APEC NZ Delegate Services team, link and QR code below. It is intended that this is only used for immediate / emergency issues 1 hour prior to a meeting starting, anything outside of this please email us at APEC2021Support@mfat.govt.nz and the team will respond.

The Delegate Services team will endeavour to assist with all queries and issues. If your query or issue is on the day of your meeting, please be aware that this may not allow sufficient time to resolve the issue. We advise accessing your APEC 2021 Participant Portal account a minimum of 24hrs prior to avoid disappointment. WhatsApp Link: APEC2021 TFP Support

https://chat.whatsapp.com/BZHas19728r4xDdbtxmnmH

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2. Registration

All meeting participants must be registered by their respective Delegation Accreditation Officer (DAO) or an alternate DAO via the APEC 2021 Registration Portal.

For APEC meetings, registration needs to be completed for the Senior Official (SOM) or Head of Delegation (HOD), Technical Focal Point, and all members of the delegation that will be accessing the virtual meeting session.

Your registration will provide access to the APEC 2021 Participant Portal, which you can use to manage your schedule, see which meetings you have been registered for, access supporting information, and join meetings.

If an Accreditation Officer experiences any issues with the registration process, they should contact APEC2021Support@mfat.govt.nz.

2.1 Help with registration

Please talk to your Delegation Accreditation Officer (DAO) if you need any help with registration.

DAOs should read the DAO Guidelines, which provides advice and guidance on the registration process for APEC 2021.

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3. Preparing for a meeting

3.1 Best practice set-up and participation

We have included some best practice set-up and participation tips for Participants, to prepare for and maximise the virtual meeting experience.

3.2 Be comfortable

Find and use a comfortable chair. Meetings can be long. It is important to be comfortable and concentrate while attending the meeting.

3.3 Meeting workstation

If you are joining a meeting from an office or home, a quiet spot with minimal distractions is best. This will allow you to focus. It will also ensure you can hear and be heard.

Close all other applications such as email and work applications and remove any distractions to create the best meeting environment possible. Having your physical space ready ahead of time will help you focus on the meeting and any discussions.

If you need to step away from your workstation to attend to another matter, please turn off your camera.

3.4 APEC Conventions

Before joining and for the duration of the meeting, all participants should ensure that they are in compliance with APEC conventions. In particular, "APEC is a grouping of economies. Members of APEC should be referred to as 'member economies' or 'members' or 'economies'".

It is inappropriate to display anything, such as flags or emblems, which may imply the 'political status' of any member economy. The APEC logo is acceptable.

It is essential that APEC members use accepted APEC nomenclature (both spoken and written), during the course of the meeting and in all related documents. This is the collective responsibility of the Meeting Chair, Meeting Host, member economies and the APEC Secretariat.

3.5 Camera and microphone testing

We strongly advise that you test your equipment, in particular your camera and microphone, well before the meeting so you can ensure everything is working correctly.

We have provided information on pages 41 and 42 of this document on how to test yourself or to join a test call.

Prior testing will also allow for any technical issues to be resolved before the meeting.

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3.6 Your position on screen

Once seated comfortably, check your camera is positioned to ensure that you are clearly visible on the video screen. Try to keep your screen at eye level, and position yourself so that your face and shoulders are clearly visible.

When you join a Microsoft Teams meeting you will be in Gallery view.

You can select Large Gallery view that allows you to see more participants however all participants and content will be shown in small tiles.

3.7 Lag time

If someone does not respond immediately, give them a few seconds. The slow response may be an audio delay or participants might be facing a technical glitch.

4. Technical guidance

4.1 Internet speed – check your internet connection

The recommended speed for the video conference is equal to or more than **30 megabits per second** (Mbps) (up/down). This speed will help ensure a smooth connection, seamless video and clear audio.

Please visit www.speedtest.net to assess the speed of your internet connection.

4.2 Microsoft Teams Compatibility

Microsoft Teams desktop client	**Supported Operating Systems** • Windows 10, Windows 8.1, Windows Server 2019, Windows Server 2016 • One of the three most recent versions of macOS. • Teams desktop client version 1.3.00.30866 (64-bit) or later
Microsoft Teams mobile app	**Supported Mobile Operating Systems** • Android (Support is limited to the last four major versions of Android) • iOS/iPadOS (Support is limited to the two most recent major versions of iOS)
Microsoft Teams web	**Supported Browsers** • Microsoft Edge (Chromium-based), the latest version plus two previous versions • Google Chrome, the latest version plus two previous versions • Other browsers are not supported by Microsoft Teams and have limitations
Safari	If you want to use Teams in Safari while Safari browser support is in *preview*, go to: **Preferences** > **Privacy** and uncheck the **Prevent cross-site tracking** setting. Then, close your browser and navigate back to teams.microsoft.com in Safari. When you're done using Teams in Safari, go to **Preferences** > **Privacy** and check the **Prevent cross-site tracking** setting again.

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4.3 Use Ethernet, not Wi-Fi if possible

Try to use a wired Ethernet connection. Wi-Fi can sometimes be unreliable and drop out. Wired Ethernet is usually faster, more reliable and is considered more secure.

4.4 Equipment and background

Webcam

Adjust your webcam until the focus is on your head and shoulders. Try to position your camera so it is at eye level. When you are talking try to look deep into the camera. This makes it appear that you are meeting the eyes of your audience.

If you are using a camera that is separate from the screen that you are viewing the conference on, position the two devices as close as possible to each other. This makes it easier to make eye contact with the audience.

Microphone

It is important to make sure people can hear you clearly. If you are in a professionally set-up meeting room this should be no problem.

To ensure high-audio quality, participants are encouraged to use a headset with a built-in microphone or an external microphone.

Lighting

Placement of light sources is important. In general, you should face the strongest light source. Avoid sitting with your back to the light. Lighting should be full and even, without casting shadows. Shadows can make it hard to see you clearly on screen. If there are shadows, then you may wish to adjust your position.

Background
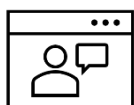
Remember to consider your background and APEC Conventions, please see page 7 of this document. A neutral background works best.

If you will only be watching a meeting and do not expect to speak, keep your video turned off by using the 'video off' option. You can turn your video back on later if you need to.

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5. Set up your account

Throughout APEC 2021, you can view and join meetings though the Participant Portal, or access Teams directly with the same username and password.

5.1. Receive email to complete account setup (action within 24hrs)	5.2. Open the email link and complete account setup	5.3. Login to the Participant Portal	5.4. Enter your APEC 2021 username and password	5.5. Set up two-factor authentication
5.6. Setup the app on your phone	5.7. Enter the QR code from Microsoft Teams	5.8. Complete two-factor authentication setup	5.9. Access the Participant Portal	
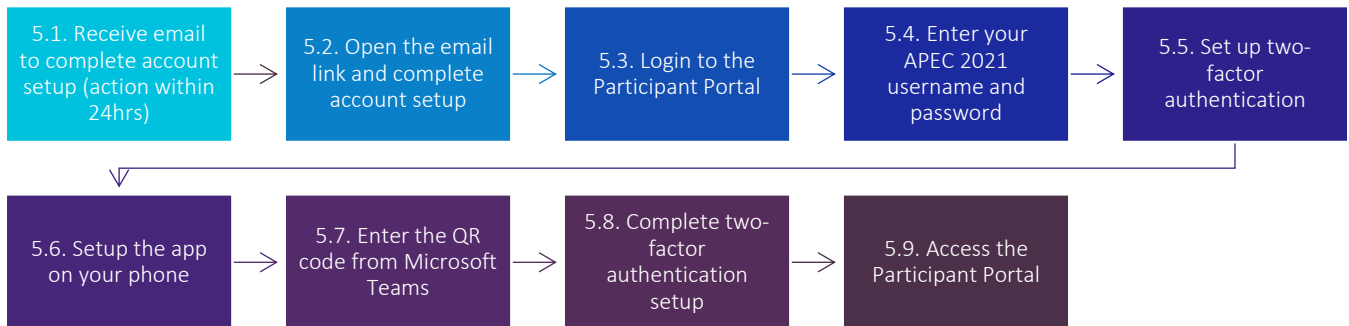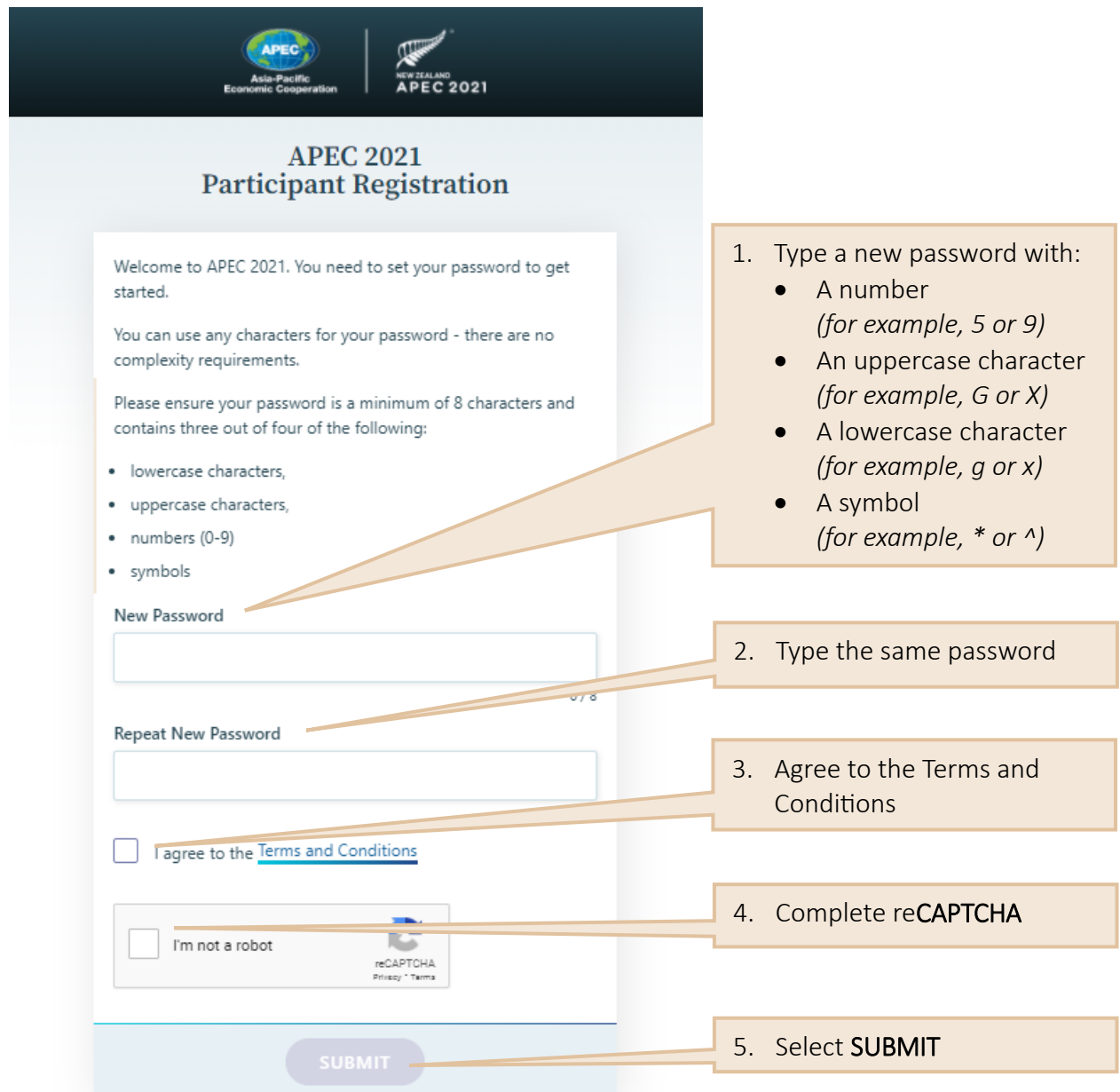
5.1 Receive email to complete account setup

When a DAO registers you as a Delegate, an APEC 2021 Participant Portal account will be created for you. This account will allow you to access meetings throughout the year. Once your account has been created, you will receive an email from us at, no-reply@apec2021nz.org. It is important that you action this email within 24 hours by selecting the link and following the instructions to complete your account setup. If this is not actioned you may not be able to attend your meeting.
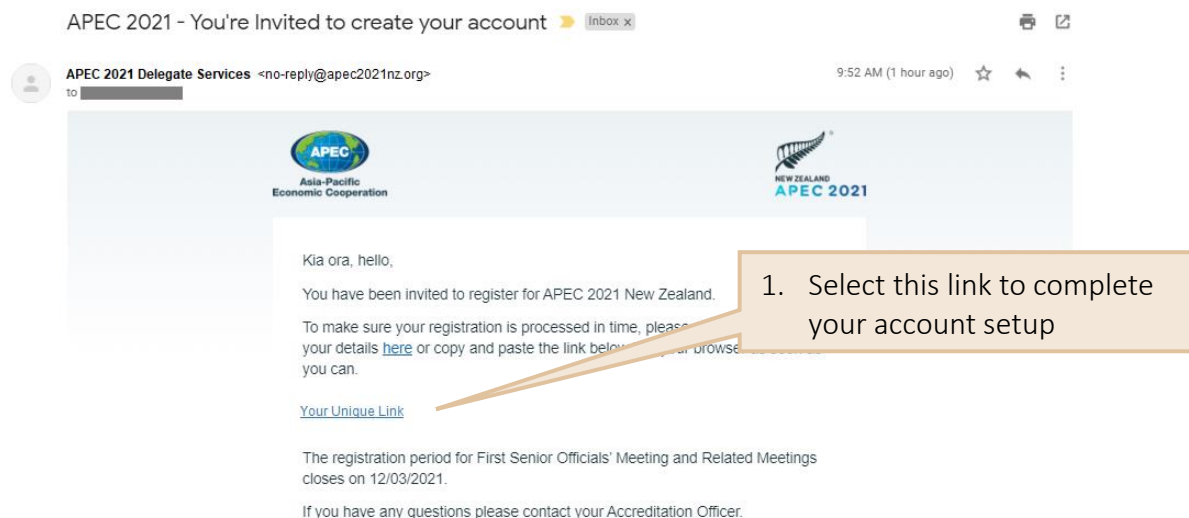
5.2 Open the email link and complete account setup

The password cannot contain easy-to-remember words. For example, if your password contains 'APEC' or your username, you will get an error. You will need this password later to log in to the Participant Portal so it is important this is set to something you will remember easily.

1. Type a new password with:
   - A number
     (for example, 5 or 9)
   - An uppercase character
     (for example, G or X)
   - A lowercase character
     (for example, g or x)
   - A symbol
     *(for example, * or ^)*

2. Type the same password

3. Agree to the Terms and Conditions

4. Complete reCAPTCHA

5. Select **SUBMIT**

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5.3 Login to the Participant Portal

Your Participant Portal username and password is also used for your APEC 2021 Microsoft Teams account. Link to the Participant Portal:
https://registration.apec2021nz.org/portal/participant/login
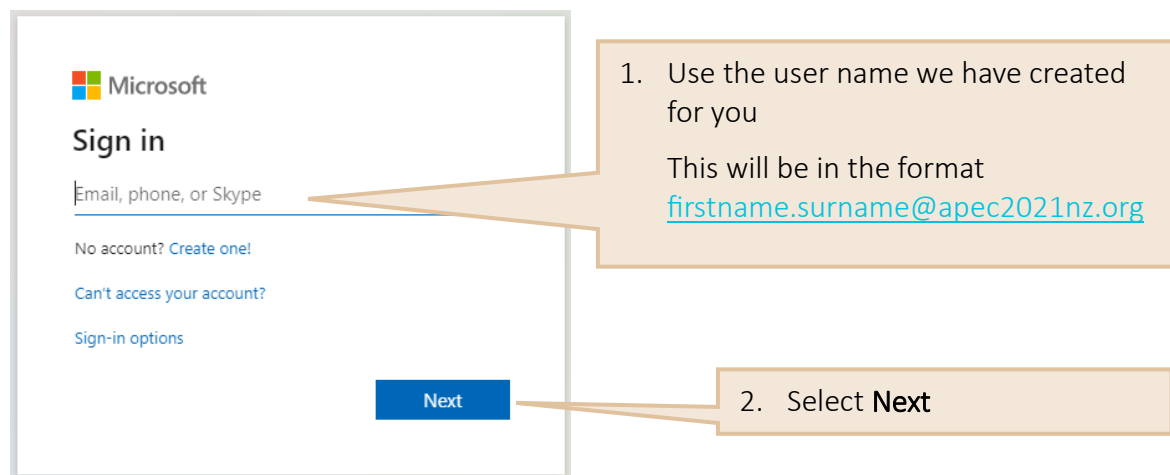
1. Note your username

2. Select **SIGN IN WITH MICROSOFT TEAMS**

5.4 Enter your APEC 2021 username and password

Enter your username. Your APEC 2021 username was displayed onscreen and in the "APEC 2021 – Participant Portal Login" email when you registered.

1. Use the user name we have created for you

   This will be in the format firstname.surname@apec2021nz.org

2. Select **Next**

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1. Enter your APEC 2021 password that you created as part of the account setup above

2. Select **Sign in**

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5.5 Set up two-factor authentication

Once you have logged in, you will need to set up two-factor authentication before you can access the Participant Portal. We recommend authenticating via the Microsoft Authenticator app, however it is possible to use any time-based one-time password (TOTP) compliant app (for example, Google Authenticator, Microsoft Authenticator, or Authy.). If you are having issues with setting up two-factor authentication please refer to Troubleshooting section 13.2 in this document.

Note: two-factor authentication is not required for Senior Officials, Ministers and Leader accounts.

1. Select **Next**

2. If you do not already have the app on your phone, install it now

3. Use this link if you wish to use a different authenticator app

4. Select this link if you would prefer to receive a text or phone call to your mobile number (instead of using an app)

5. Finally click **Next** when you've got the app
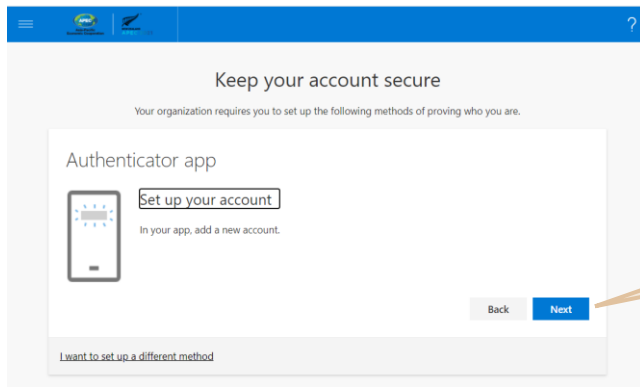
5. Click **Next**

5.6 Setup the app on your phone

Phone screen

1. Select the **+** to add an account

2. Select **Work or school account**

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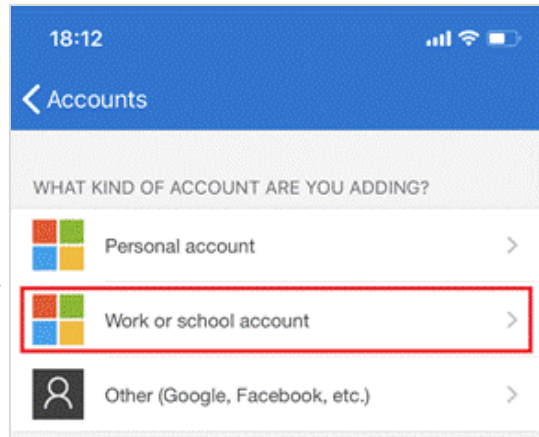
5.7 Enter the QR code from Microsoft Teams

Phone screen
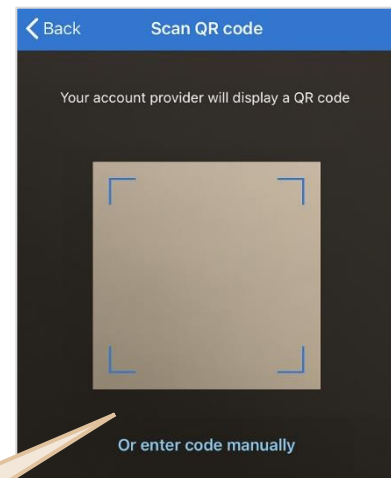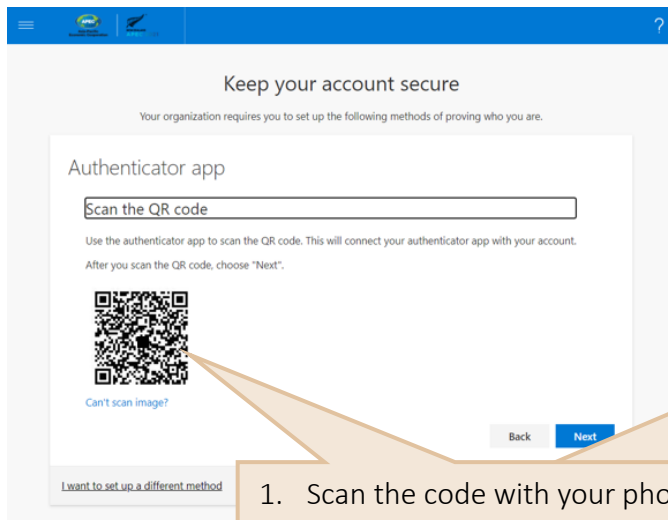
1. Scan the code with your phone by pointing the phone camera at the QR code

2. Select **Next**

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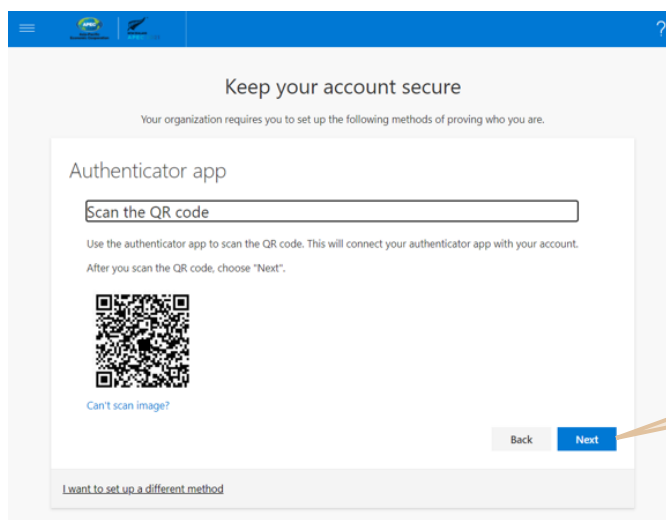
5.8 Complete two-factor authentication setup
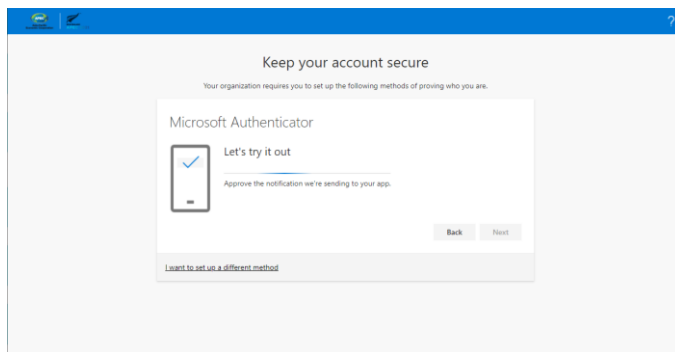
1. Teams will send a notification to your phone

2. Approve the notification on your phone
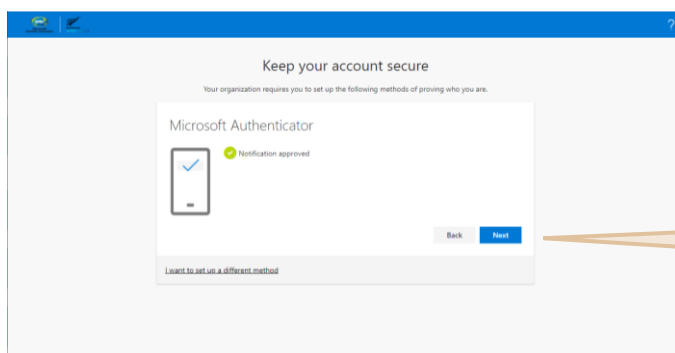
3. Select **Next**

4. Select **Done**
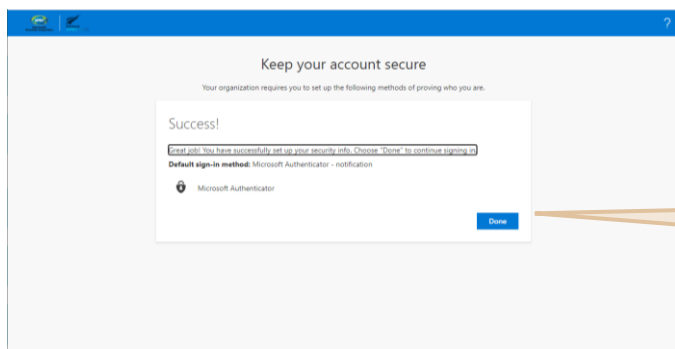
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5.9 Access the Participant Portal

You now have access to your Participant Portal.

4. Select **FINISH**

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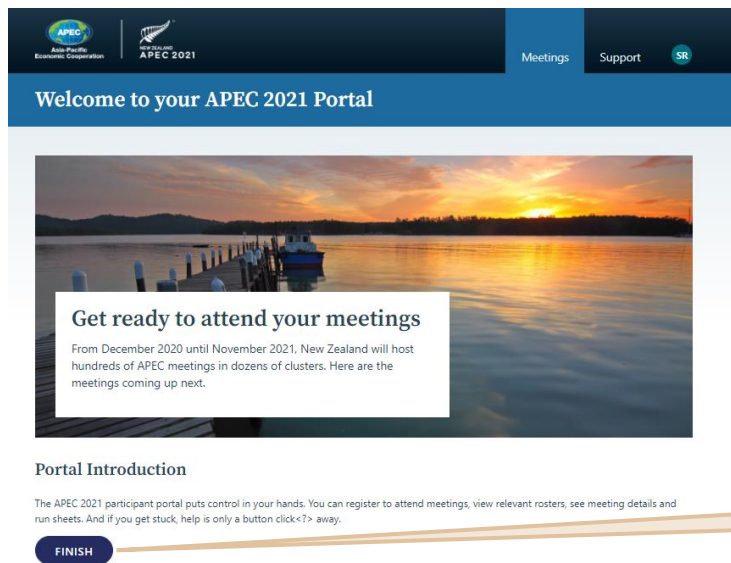
6. Using the Participant Portal

Link to the Participant Portal: https://registration.apec2021nz.org/portal/participant/login
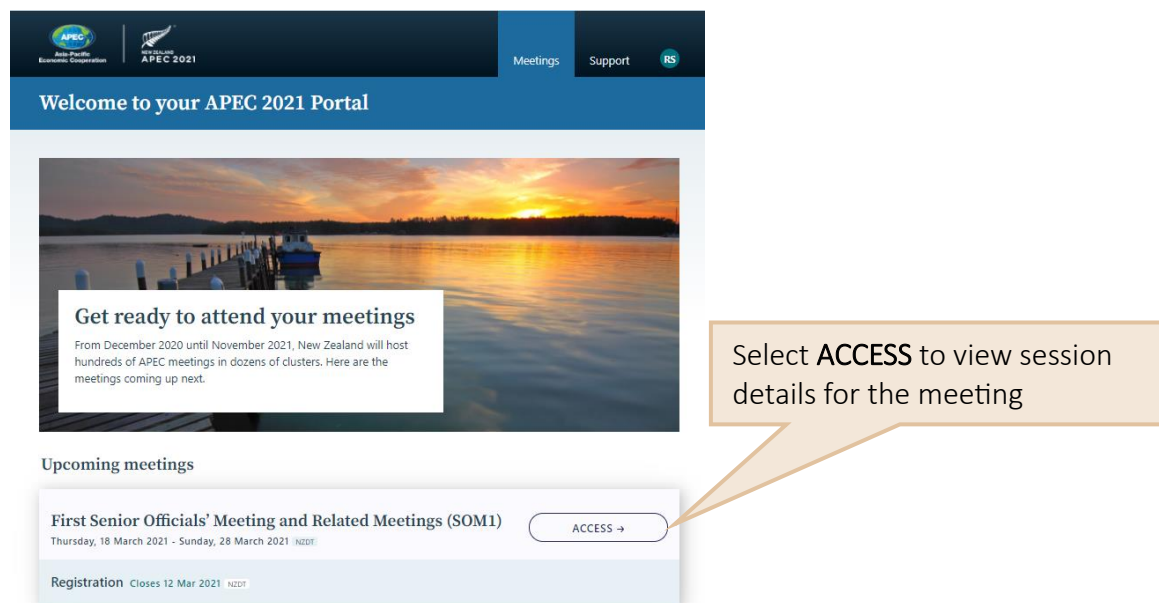
Within the Participant Portal you can:

- View meeting Schedule

- Access Meeting details

- Join a Meeting

- Cancel attendance

- Access APEC Secretariat document management system

- Access Support information

- Register for a meeting (Delegates only)

6.1 View meeting Schedule

This screen will display the meetings you have been registered for.

Meeting Schedule Screen
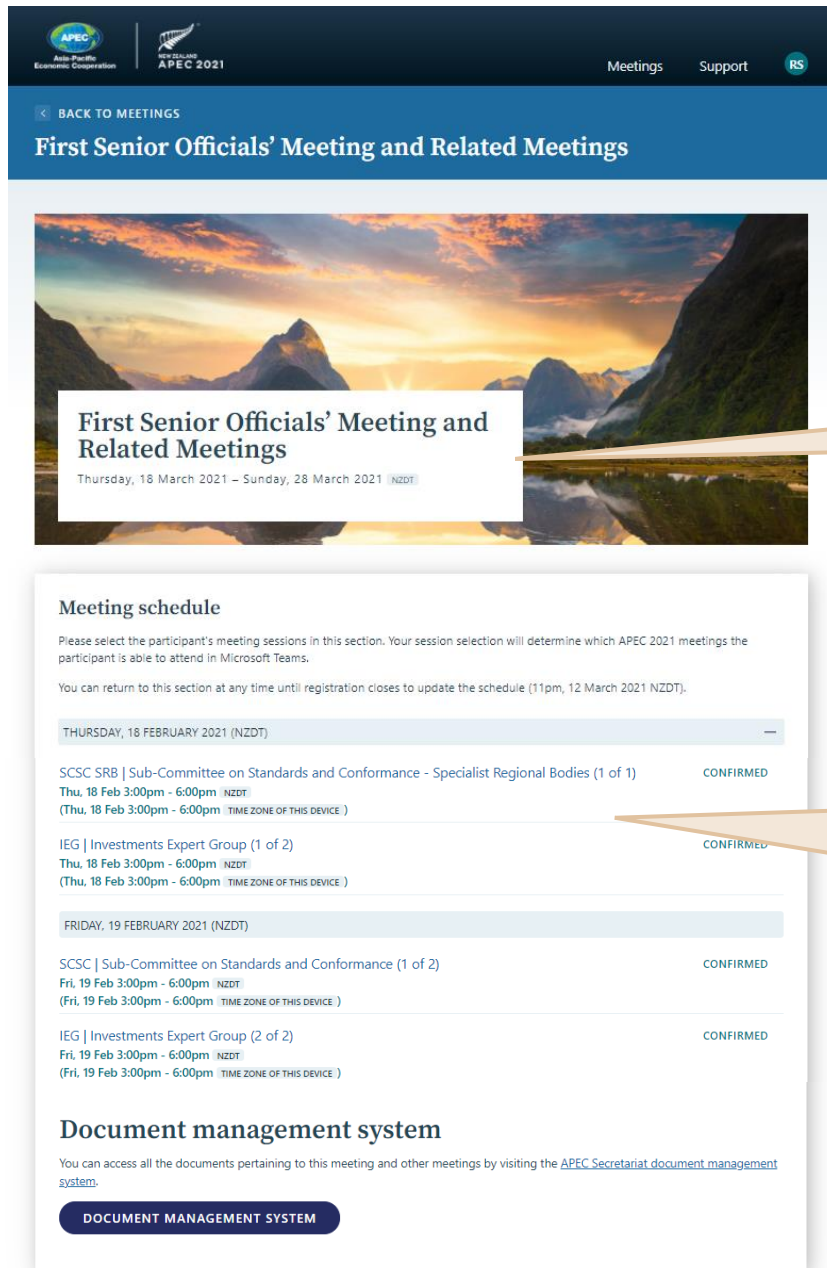
Select **ACCESS** to view session details for the meeting

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6.2 Access Meeting details

This screen shows the meeting sessions that you have been registered for and are able to attend. This screen can be accessed anytime until registration closes.

Name and scheduled date/time of meeting

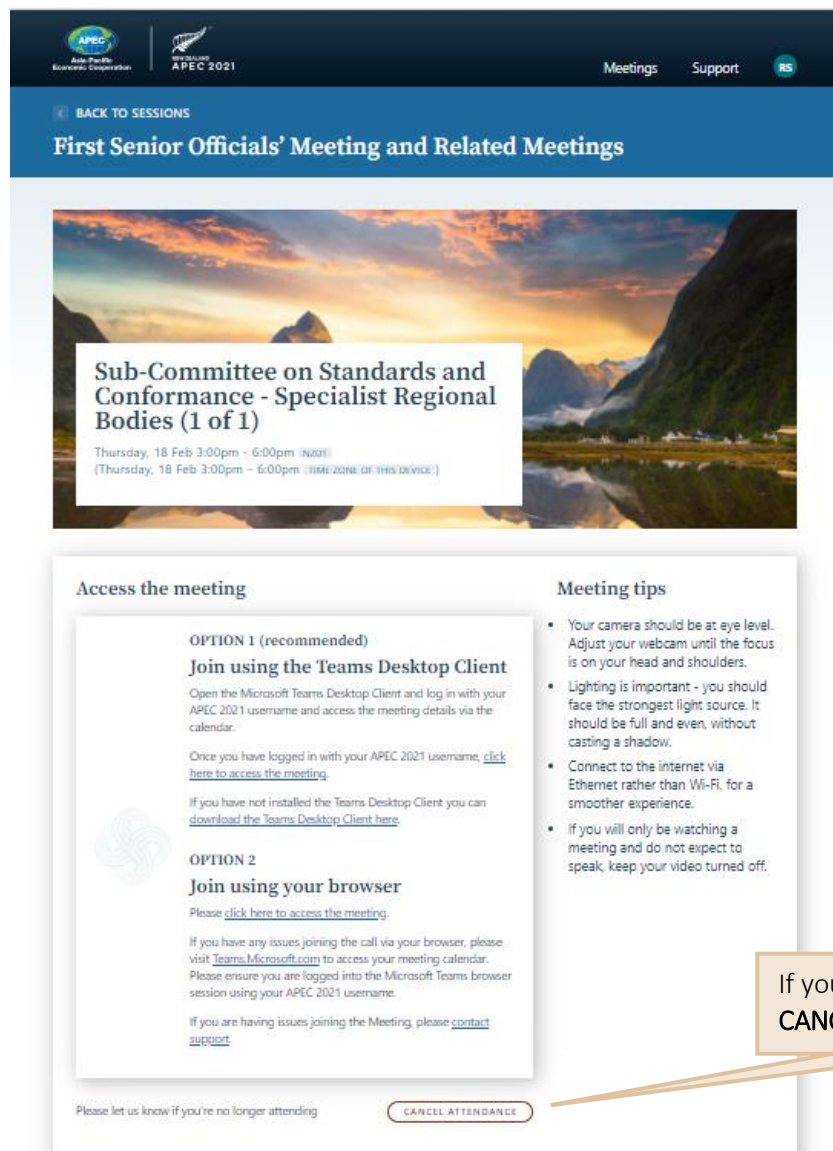Name and scheduled date/time of meeting session – Select Session title to view session details

6.3 Cancel attendance

If you are unable to attend a session you have been registered for we recommend you cancel your attendance, this can easily be achieved through the Participant Portal.

From the Meeting Details screen, click on the session title for the session you are unable to attend, this will display the below Session Details screen.

Session Details Screen

6.4 Access additional documentation

You can access the APEC Secretariat document management system (APEC Collaboration System, ACS) from the Participant Portal via the Meeting Details Screen.

Meeting Details Screen

Link to APEC Secretariat document management system (ACS)

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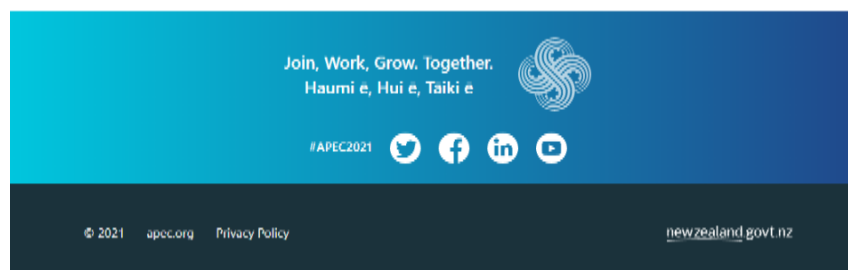
6.5 Access support information

Support information, including frequently asked questions (FAQs) and contact information is located on the support tab.

Support Screen

Click this tab to view the Support Screen

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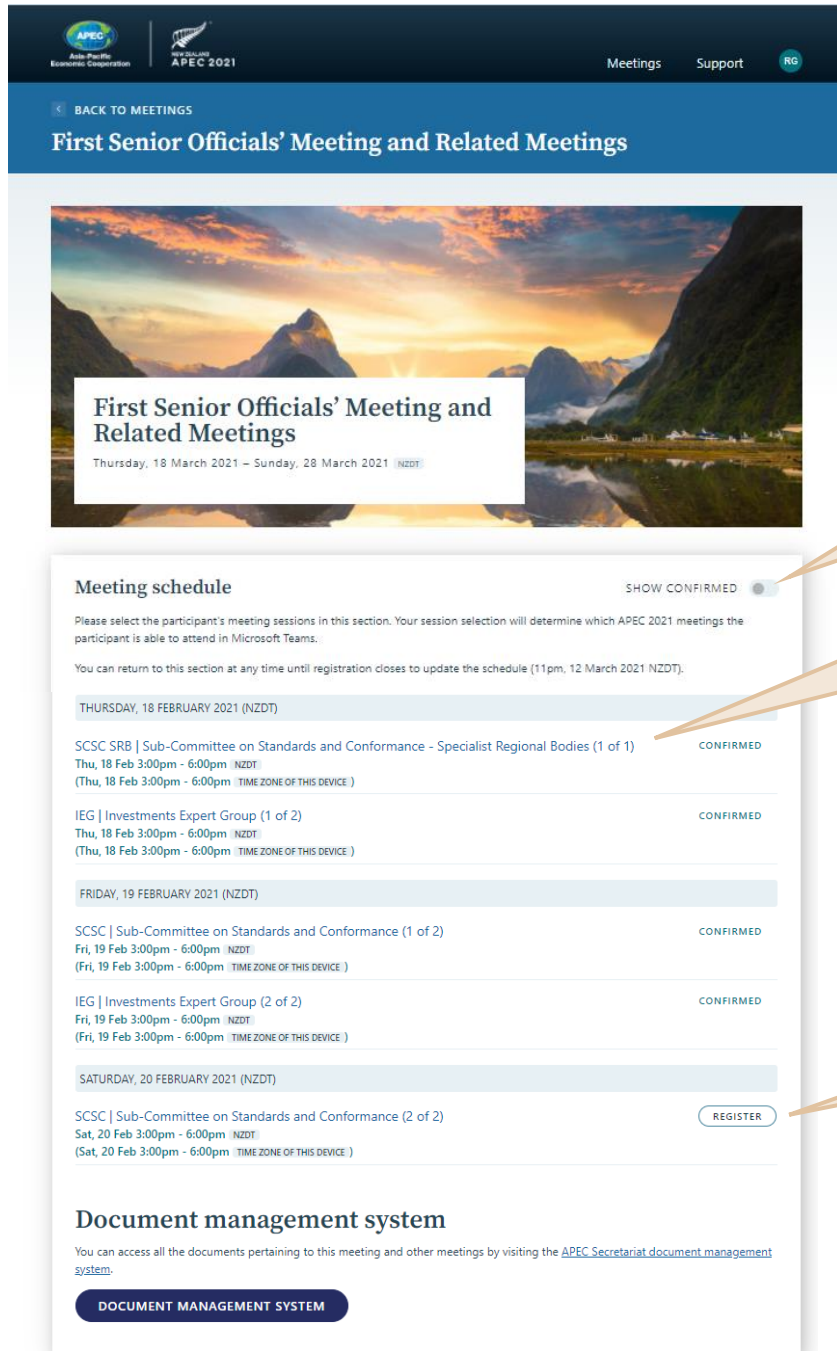
6.6 Register for a meeting

Participants are able to register themselves for meeting sessions they are eligible to attend within the Participant Portal.

To register for a session simply click **Register** next to the session name, the status will automatically change to Confirmed and you will be able to attend the session.

Meeting Details Screen

Toggle on/off to show all sessions or only show confirmed sessions

Select Session title to see additional details regarding the session

Select **REGISTER** to register yourself for a session

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Session Details Screen

Select **Register to Attend** from this screen to register for a session

7. Install Microsoft Teams (Recommended)

We recommend installing the Microsoft Teams desktop client so you have the best experience. This enables you to view up to 49 cameras at once and to make use of additional features like making a test call.

However, this is optional. You can participate in APEC 2021 meetings using either the web browser or the Microsoft Teams Desktop Client on your PC, laptop or mobile device.

7.1 Download Microsoft Teams

1. Open this link: https://www.microsoft.com/microsoft-365/microsoft-teams/download-app.
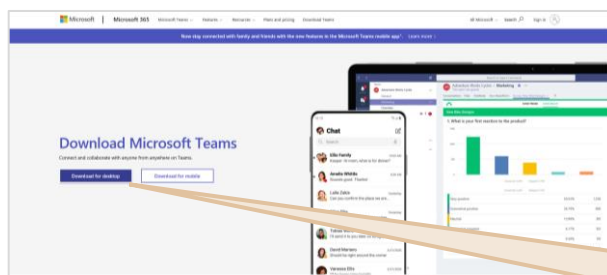
2. Select **Download for desktop** to get the best Microsoft Teams experience
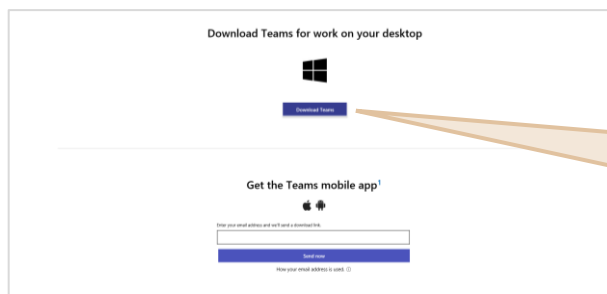
3. Select **Download Microsoft Teams** and follow your usual process for installing a new desktop client

7.2 Troubleshooting

If you are unable to install the desktop version of Microsoft Teams, you may need to contact your organisation's technical support team for help.

If you still cannot install the client, don't worry, you can still participate in meetings by using the web version or mobile app.

7.3 App for mobile devices

The Microsoft Teams app is available for Apple and Android devices in their respective app stores. Search for 'Microsoft Teams'. Log into the app using your firstname.surname@apec2021nz.org account.

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8. Join a Session

8.1 Join a session via Microsoft Teams Desktop Client (Recommended)

We recommend joining a session using the Microsoft Teams Desktop Client as this will provide the best experience.

If you have any issues joining a session please refer to the [Technical Support](#) section for contact details.
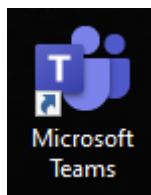
 Open the Microsoft Teams Desktop Client by locating this icon on your desktop.

If you already use the Teams Desktop Client with another account please ensure you sign out of this account before logging in with your APEC 2021 account.
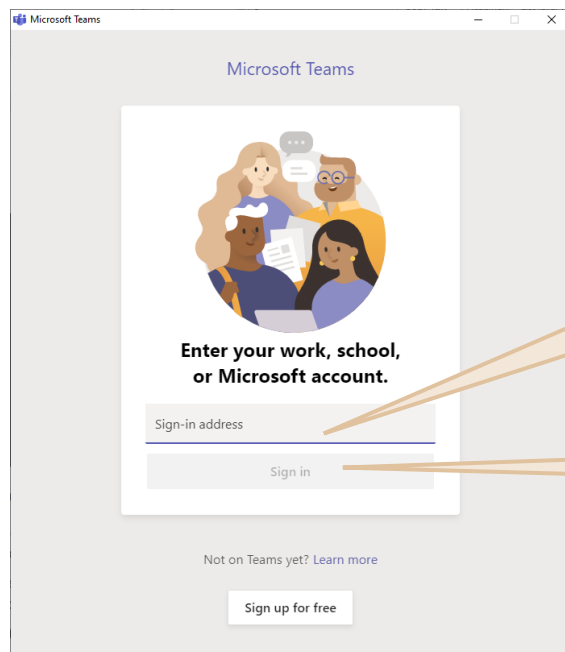
1. Enter your APEC 2021 username

This will be in the format:
firstname.surname@apec2021nz.org

2. Click **Sign in**

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3. Enter your APEC 2021 password

peter.parker@apec2021.live

Enter password

Password

Forgot my password

Sign in with another account

Sign in

Please sign in using your APEC 2021 login details

Terms of use   Privacy & cookies

4. Click **Sign in**

peter.parker@apec2021.live

Approve sign in request

We've sent a notification to your mobile device. Please open the Microsoft Authenticator app to respond.

Having trouble? Sign in another way

Please sign in using your APEC 2021 login details

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5. Approve the two-factor authentication via the app on your phone

Stay signed in to all your apps

Windows will remember your account and automatically sign you in to your apps and websites on this device. You may need to let your organization manage some settings on your device.

☑ **Allow my organization to manage my device**

No, sign in to this app only

OK
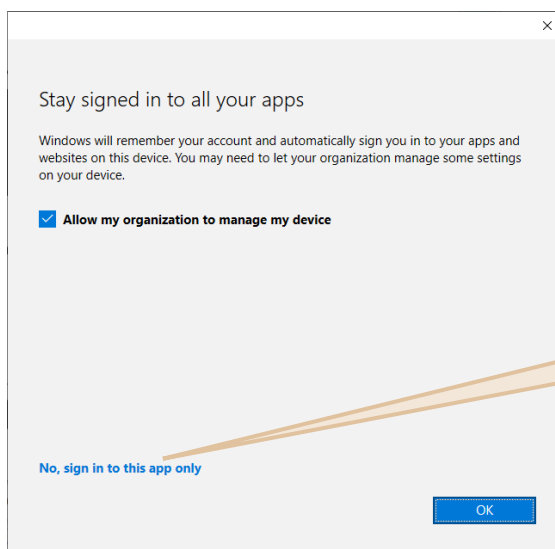
6. Select **No, sign in to this app only**

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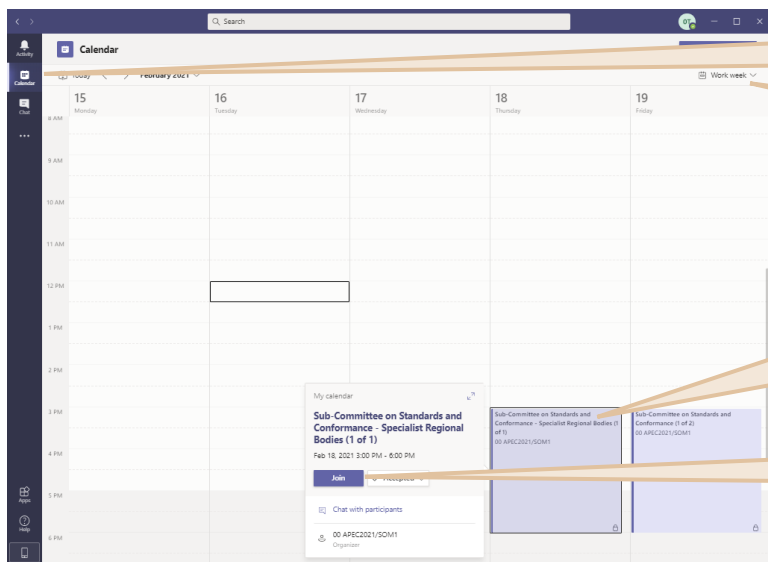
7. Select **Calendar** icon

8. Change to Week if there are meetings held on a weekend

9. Select the meeting you wish to join to display additional details

10. Select **Join**
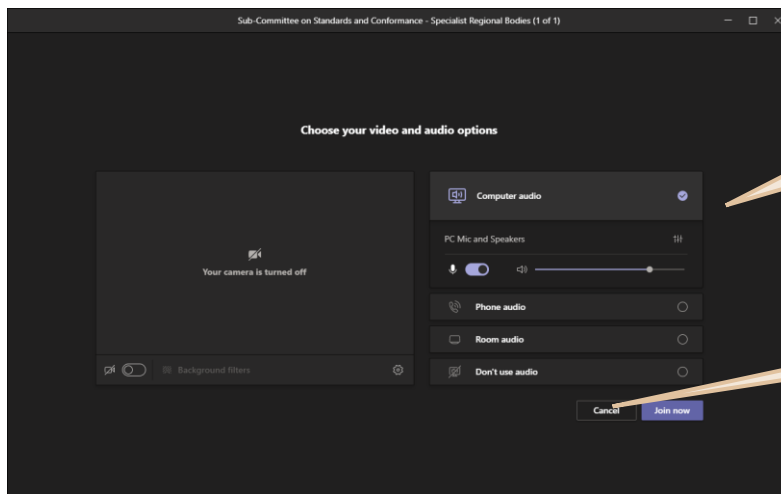
11. Check Setting

12. Select **Join Now**

8.2 Join a Meeting via a Browser

If you cannot download the Microsoft Teams Desktop Client on your PC you will be able to join the session via a browser.

In the Participant Portal select the session you wish to join to open the session details screen.

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1. Select Click here to access the meeting

2. Select **Continue on this browser**

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3. Select **Join Now**

8.3 Teams Lobby

There will be some meetings that will be restricted and the Teams Lobby feature enabled. This means that when you join a meeting you will see the following screen, and someone from the meeting will admit you manually.

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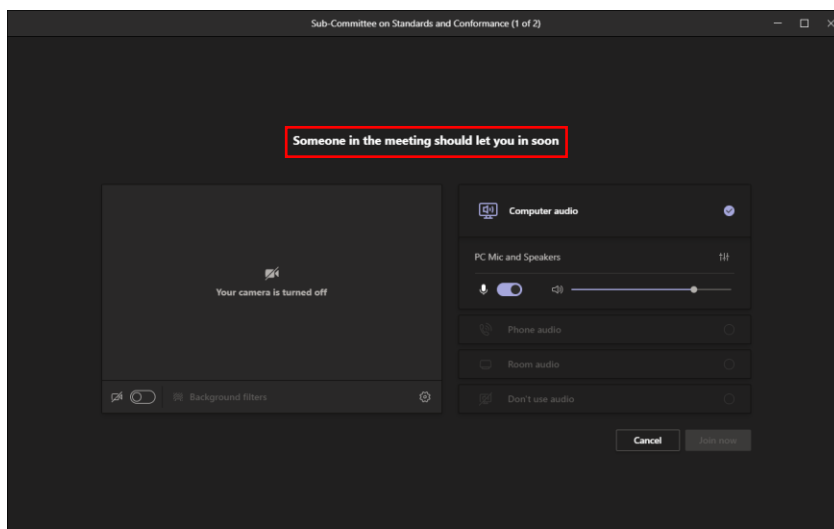
9. Using Microsoft Teams

9.1 How to navigate using the Microsoft Teams control bar

Microsoft Teams has some useful features that will help you participate in a virtual meetings.
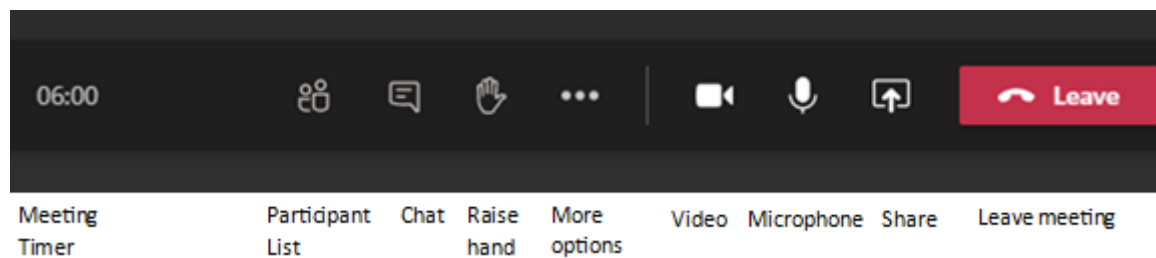
The control bar allows you to turn your video and microphone on and off. You can open the chat function or view a list of participants.

9.2 How to make an intervention

If you want to make an intervention, please signal your desire through the chat function of Microsoft Teams.

Use the chat function to signal your desire to make an intervention.
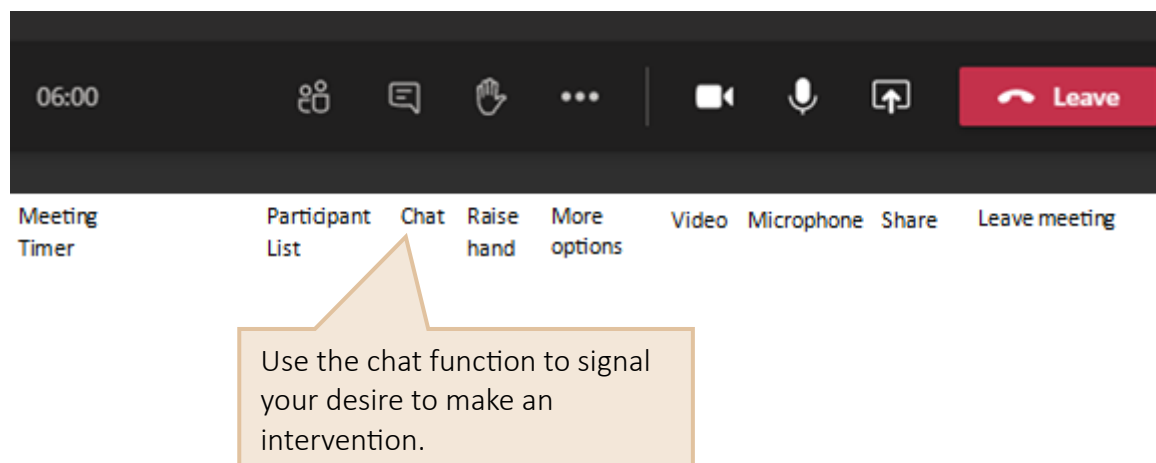
When the Chair has opened the floor for interventions after each Agenda item, please click on the chat icon and write your Economy's name for example "New Zealand" or Organisation's name (ABAC, PECC, ASEAN, PIF). The Chair will then invite Delegations to speak.

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| Meeting Timer | | Participant List | Chat | Raise hand | More options | | Video | Microphone | Share | | Leave meeting |

> Once the Chair has called upon a Delegation to intervene, please unmute your microphone and ensure your video is on
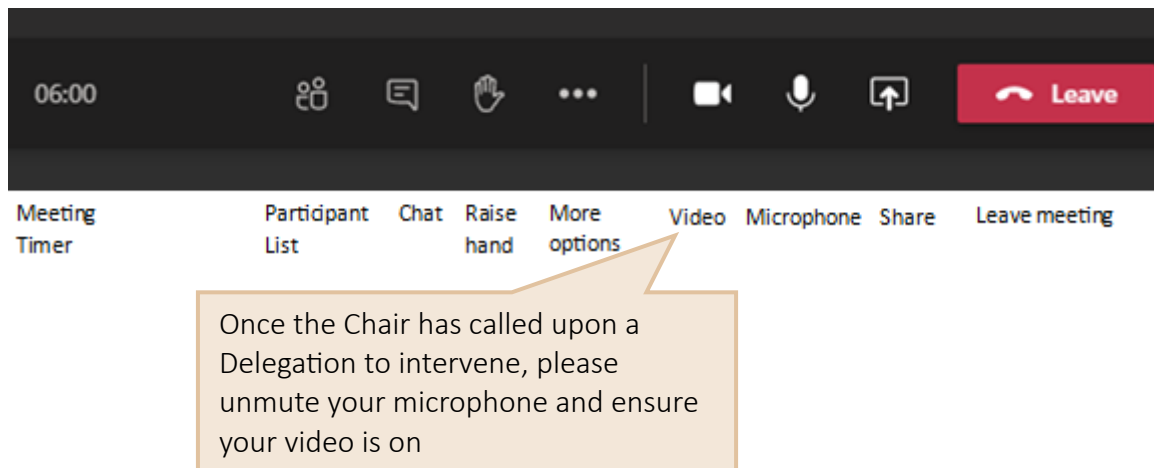
Kindly keep interventions within the allocated time-limit for every session as indicated in the Agenda or by the Chair.
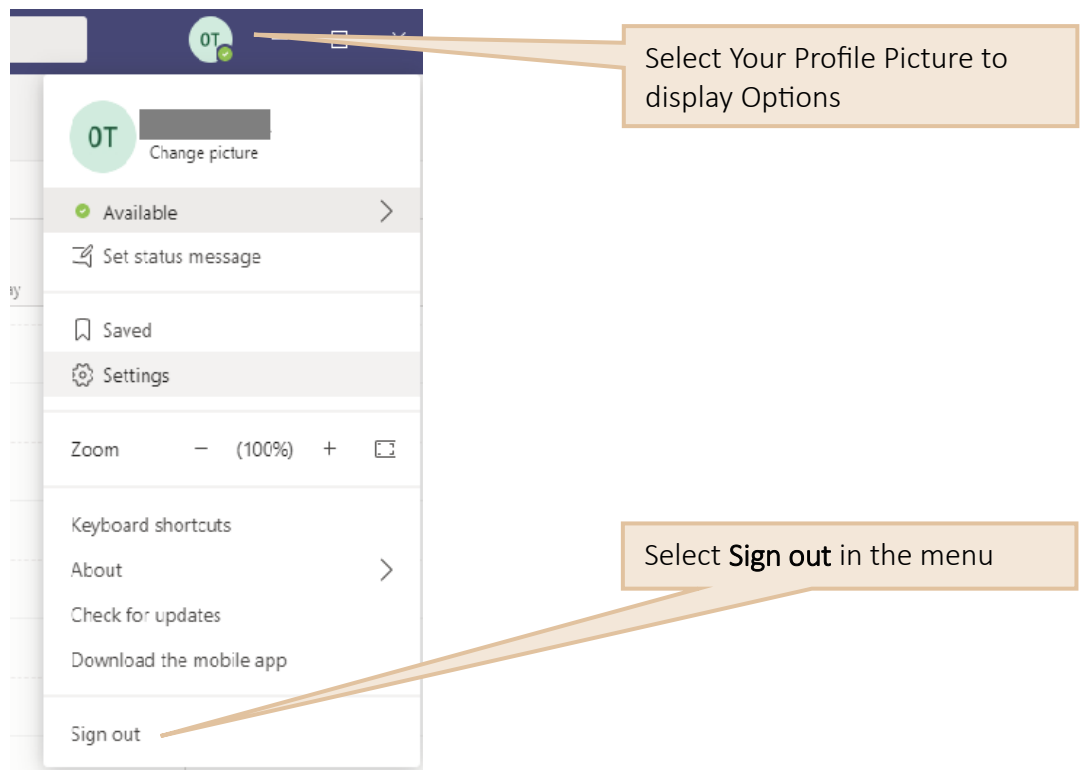
If a delegate has a technical difficulty during the intervention period, the Chair will proceed to the next Economy/Delegation in queue. Once the technical issue has been resolved, the Economy/Delegation will be invited to make their intervention before moving on to the next Economy/Delegation.

Please remember to **mute your microphone** at the end of your intervention.

9.3 How to exit a meeting

| Meeting Timer | | Participant List | Chat | Raise hand | More options | | Video | Microphone | Share | | eeting |

> Once the meeting has concluded, select **Leave meeting** to exit the meeting
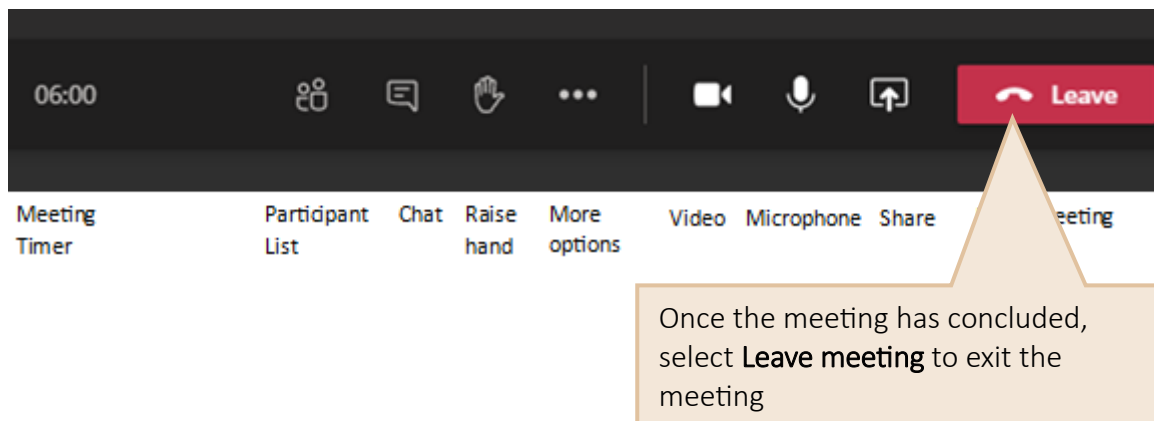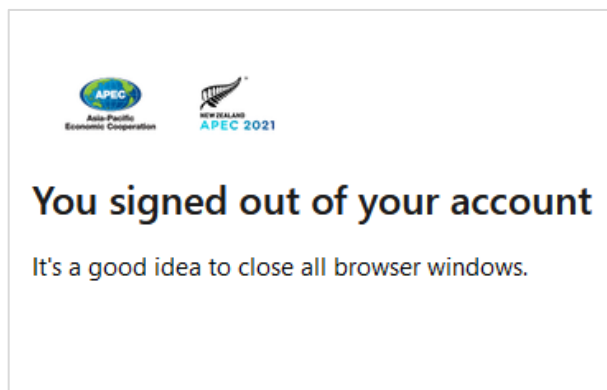
If you are using a web browser, then please ensure you Sign out when you finish using Microsoft Teams.

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Select Your Profile Picture to display Options

Select **Sign out** in the menu

You will then see this message:

You signed out of your account

It's a good idea to close all browser windows.

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9.4 How to manage notifications

You can manage your notifications in Microsoft Teams by selecting your profile picture in the top right corner of Teams, then Select Settings.

1. Select Your Profile Picture to display Options

2. Select **Settings**

3. Select **Notifications**

4. You can turn off sound notifications here

5. You can control where notifications are viewed for Chat, Meetings, People and Other here

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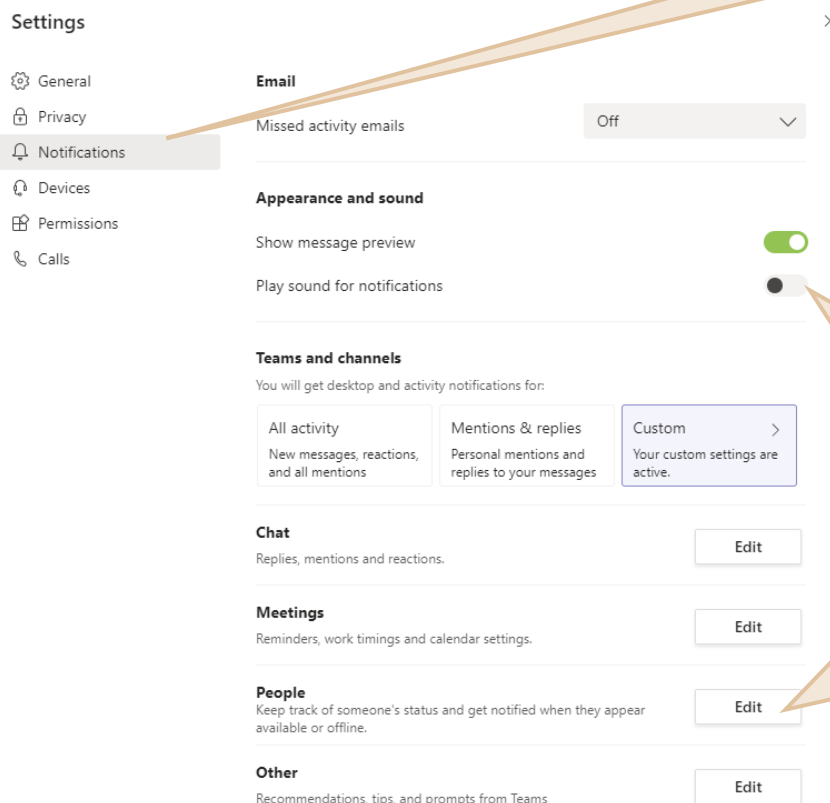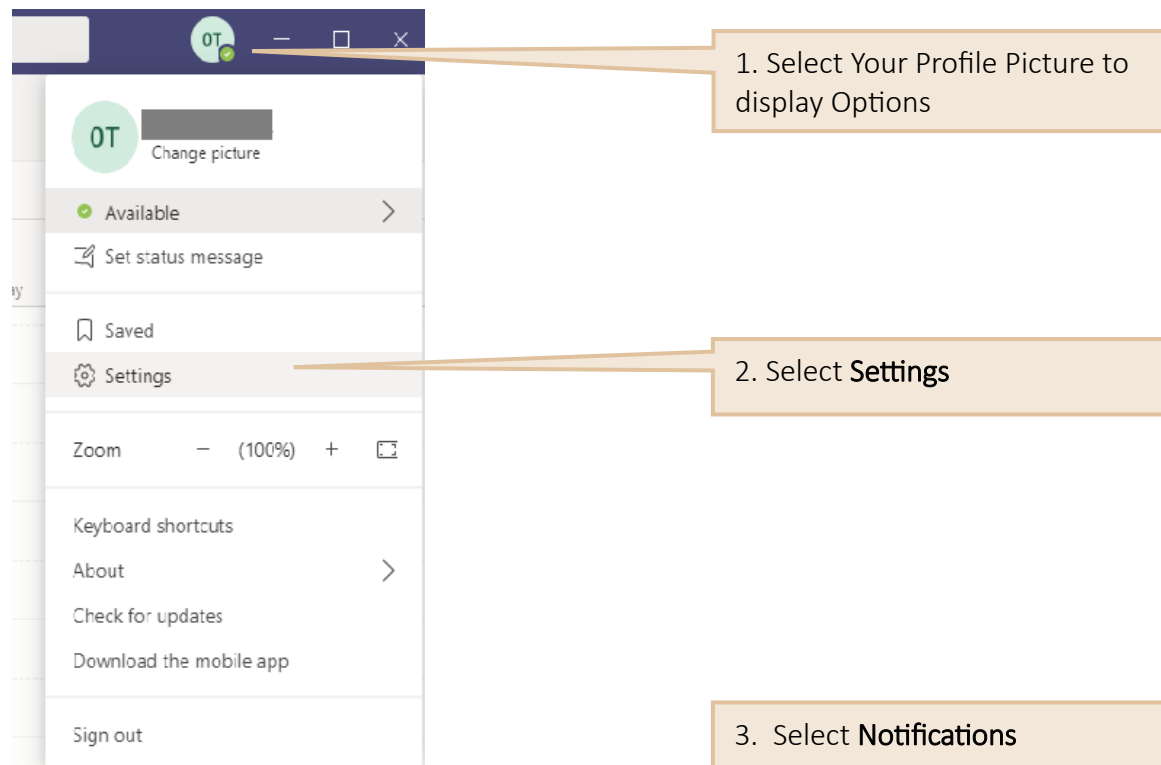
9.5 How to change your profile picture

In Microsoft Teams you are able to change your profile picture

1. Select **Profile icon**

2. Select **Change picture**

3. Select **Upload picture**

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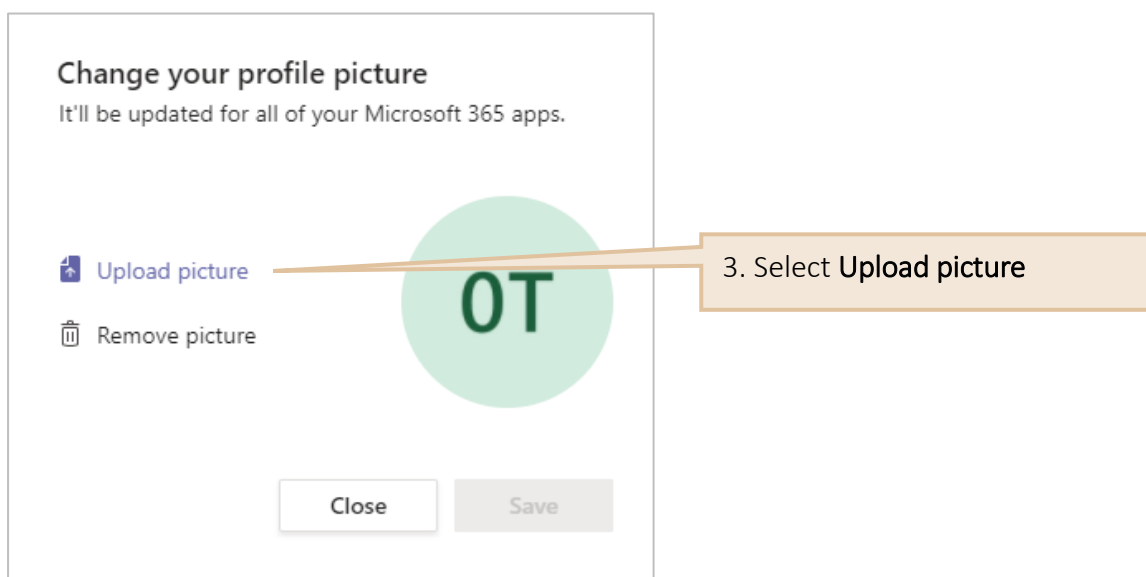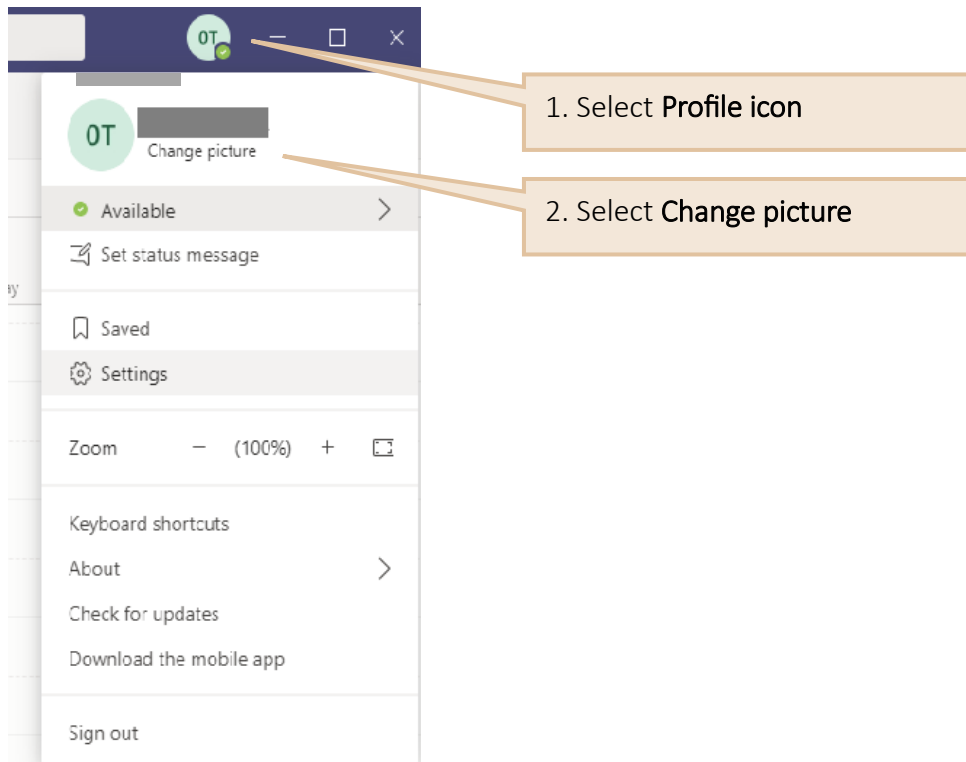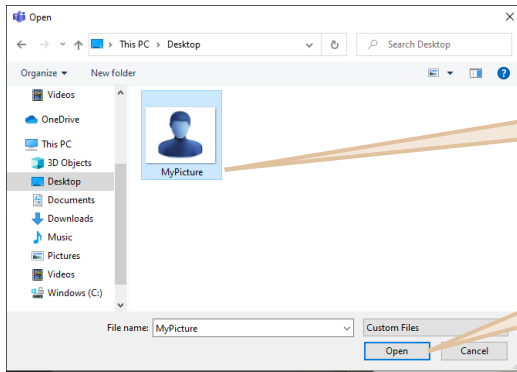
4. Locate your image

5. Select **Open**

Change your profile picture
It'll be updated for all of your Microsoft 365 apps.

Upload picture
Remove picture

Close   Save

6. Select **Save**

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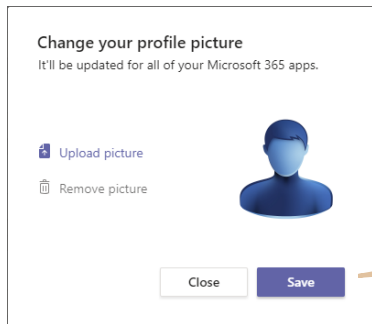
9.6 How to change the meeting view

We recommend using the Large Gallery view that lets you see up to 49 video feeds at once. Note that 10 or more attendees must be sharing their video for Large Gallery view to be available.
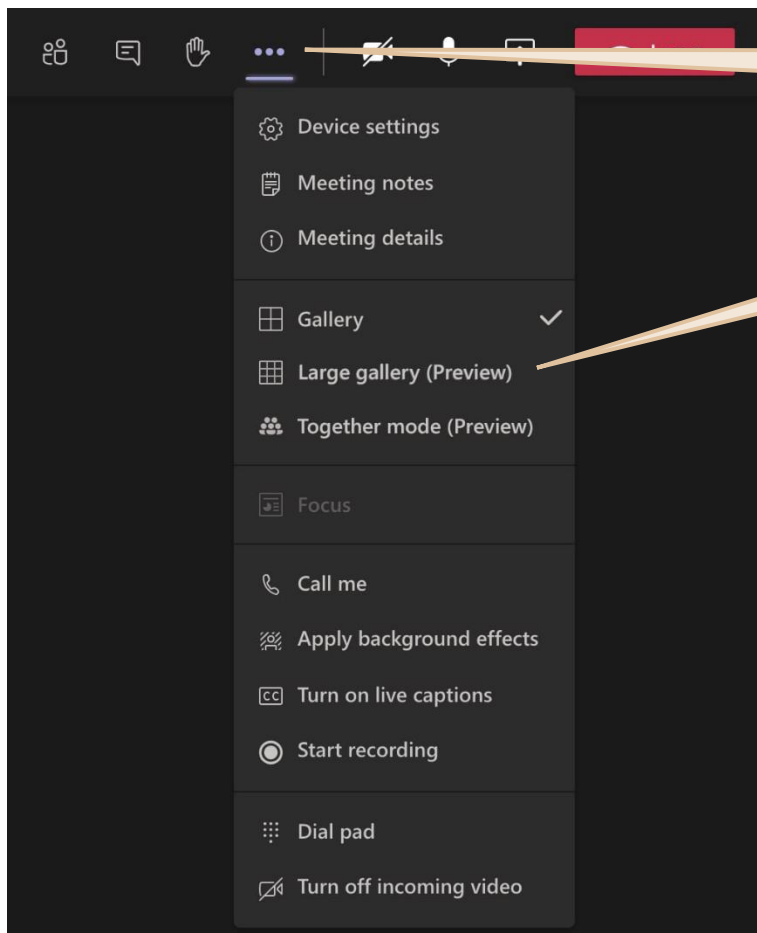
1. Select **Ellipsis icon** ··· to display options

2. Select **Large gallery (preview)**

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9.7 How to change your virtual background

Only official SOM, Ministerial and Leaders photos will use a virtual background. New Zealand will supply two virtual backgrounds, they have the same design, in two different colour options.

Backgrounds will be circulated ahead of time via DAO's, with instructions for use.

Please only apply this virtual background when directed by the meeting chair.
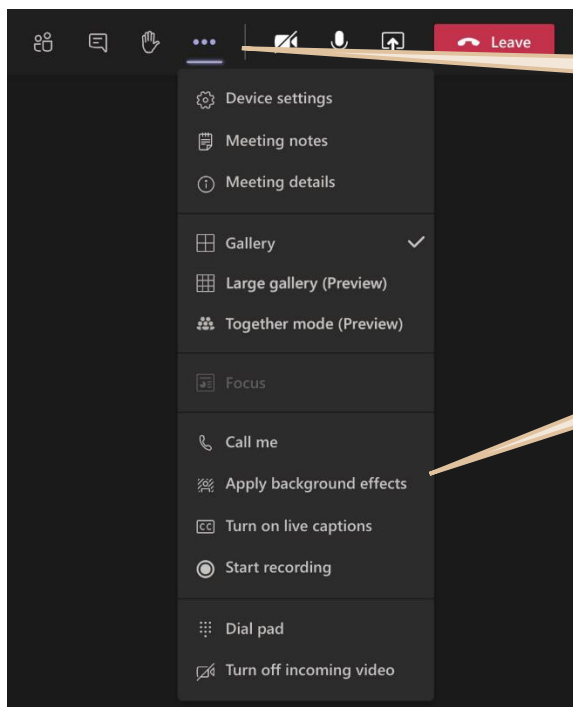
1. Select **Ellipsis icon** ⋯ to display options

2. Select **Apply background effects**
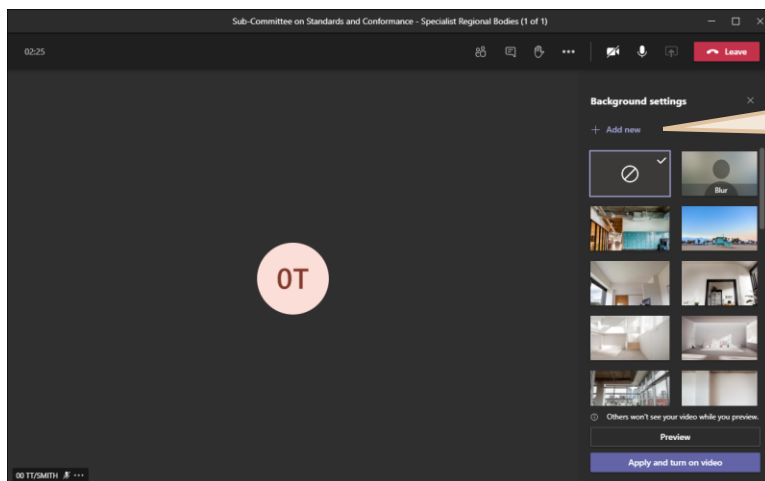
3. Select **Add New,** you will only need to add the background once

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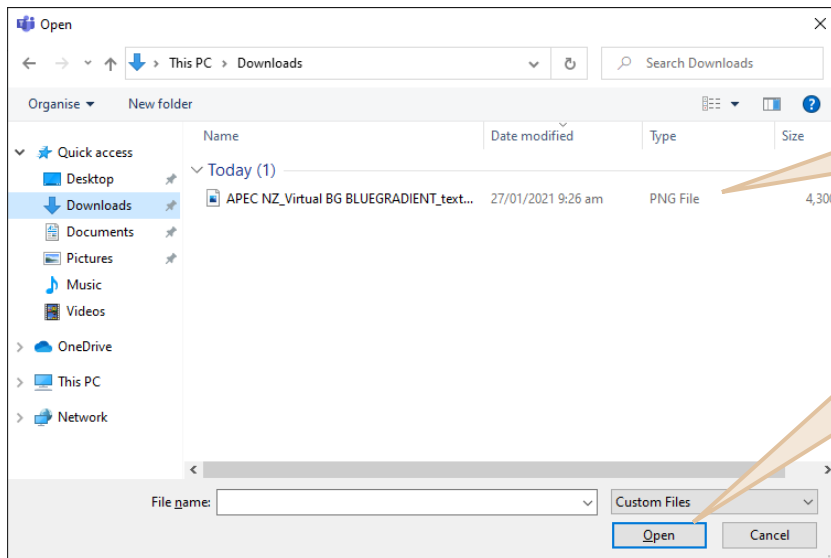
4. Locate and select the background file

5. Select **Open**
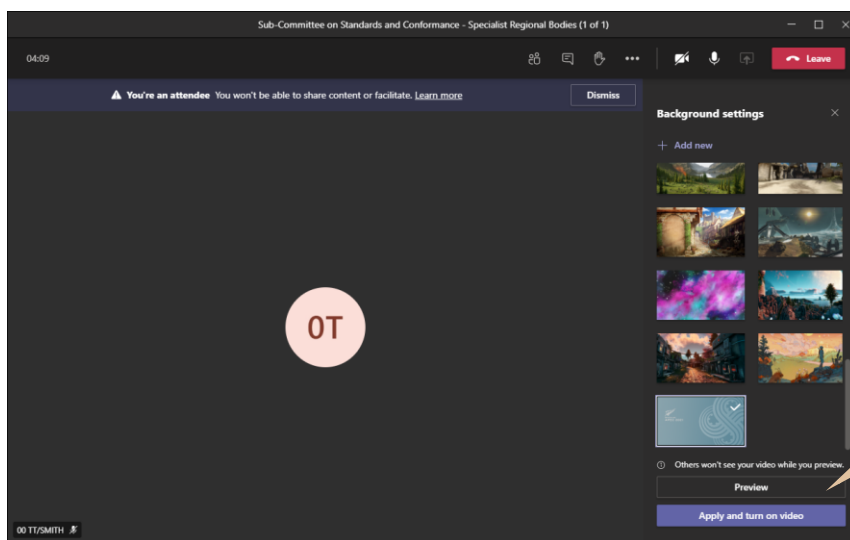
6. Select **Preview** to see the background before sharing with other participants
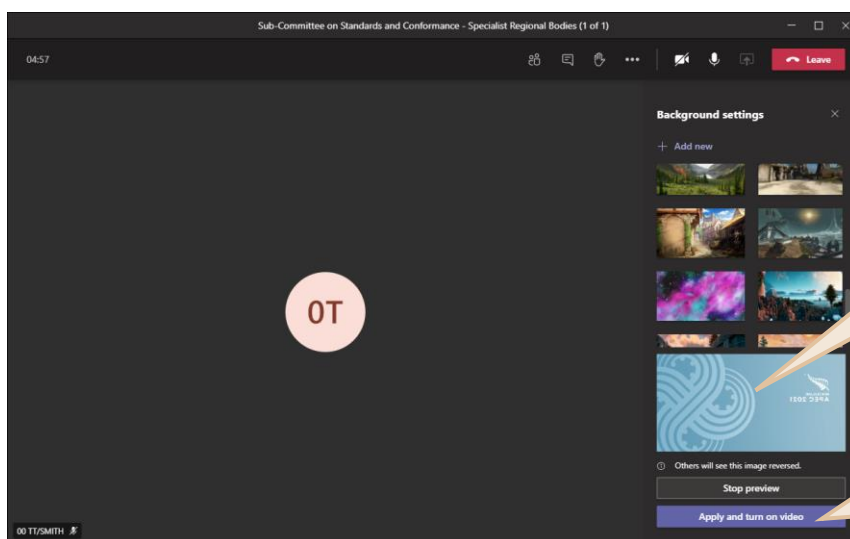
Note: the background will be displayed in reverse in the preview, however it will display correctly to other participants.

7. Select **Apply and turn on video** to apply the background for the family photo correctly to other participants

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10. Microsoft Teams test sessions

10.1 Test calls for Chairs / Senior Officials / Heads of Delegation / Panellists / Speakers

DAOs may register Chairs, Senior Officials, Heads of Delegation, Panellists or Speakers for a test window at the same time as they register them for the APEC 2021 meetings.

Please refer to the Administrative Circular for test session options. It is OK for the Senior Officials/Head of Delegation's support person/team to run the test on their behalf, using the equipment that will be used for the APEC 2021 meetings. It will take approximately five minutes per person.

All other participants are encouraged to use the Microsoft Teams self-test function which is described below.

10.2 Joining the test window

When you join your test window, please use the same equipment you will use to participate in the APEC 2021 meetings.

During the test, an APEC NZ team member will work through a basic equipment check. The Microsoft Teams controls and features will also be introduced to help you feel more comfortable using them.

Senior Officials/Heads of Delegation or their support person/team are strongly encouraged to participate in a test window to address any technical or equipment issues before the meeting, and to familiarise yourself with the platform, and source any additional equipment required.

If you are unable to join a test window, you can nominate a local support person to attend in your place. It is recommended they use the same equipment you would use in the meeting.

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10.3 Self-testing on Microsoft Teams

If you have chosen to install Microsoft Teams, check that it is set up correctly with a test call. The test call will let you see how your microphone, speaker, and camera are working.

1. Select your profile picture, then **Settings > Devices.**

2. Choose **Audio devices > Make a test call.**

3. Follow the instructions from Test Call Bot and record a short message. The message will play back for you so you can hear if your audio is clear.

4. You will be sent a summary of the test call. Use the summary to decide if you need to adjust your equipment.

5. Microsoft will delete your test recording immediately after the call. It will not be retained or used by Microsoft.

   Test calls are currently only available in English on Microsoft Teams.

   Test calls are not currently available for Microsoft Teams on the web. They are only available if you have installed the Microsoft Teams Desktop Client.

10.4 24 hours before your meeting

A minimum of 24 hours before you are due to join your first APEC 2021 meeting, we would highly advise accessing your APEC 2021 Participant Portal account to make sure you have no access issues, can view your meeting and are ready to attend. If you encounter any issues, please email the Delegate Services team (APEC2021Support@mfat.govt.nz), providing details and screenshots of the issue you are experiencing.

Link to the APEC 2021 Participant Portal:
https://registration.apec2021nz.org/portal/participant/login

Link directly to MS Teams: https://teams.microsoft.com

10.5 Pre-meeting check

Each session will start one hour before the start time of the meeting to allow time for testing. All participants are encouraged to join the session during this time to spot and fix last minute technical issues.

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11. Reset your Password

If you forget your password, it's easy to reset.

You can get to this from either the enter password screen when trying to access either Microsoft Teams https://teams.microsoft.com or the Participant Portal https://passwordreset.microsoftonline.com
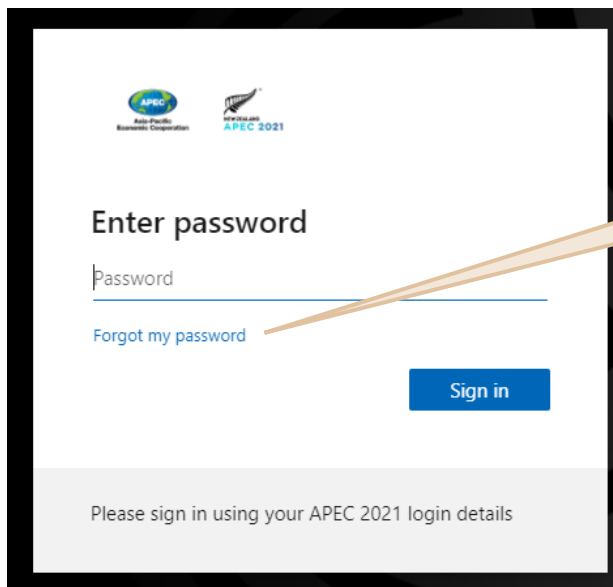
1. Select **Forgot my password**

https://passwordreset.microsoftonline.com
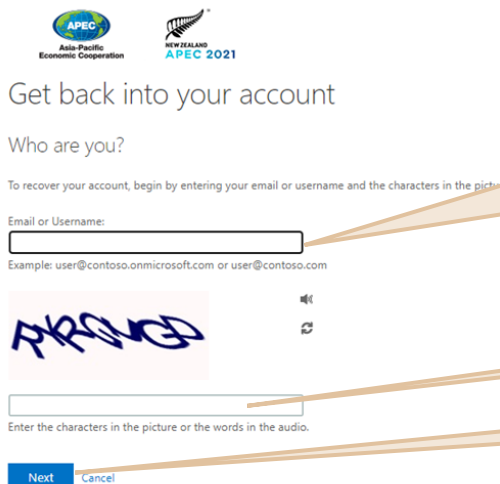
2. Enter your APEC 2021 **Username** (firstname.surname@apec2021nz.org)

This is specific to APEC 2021. Do not use anything other than an '@apec2021nz.org'

3. Enter **CAPTCHA** characters

4. Select **Next**

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5. **Enter your phone number** your DAO used to register your account

6. **Enter your verification code**

7. **Enter your new password**

8. **Enter your new password again**

9. Select **Finish**

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12. On-screen naming conventions

Your on-screen display name is set automatically as part of the registration process and will be consistent with current APEC practices.

| Economy/Organisation	Economy code	Display Name
CHAIR	01 CHAIR	01 CHAIR/SURNAME
AUSTRALIA	02 AUS	02 AUS/SURNAME
BRUNEI DARUSSALAM	03 BD	03 BD/SURNAME
CANADA	04 CDA	04 CDA/SURNAME
CHILE	05 CHL	05 CHL/SURNAME
PEOPLE'S REPUBLIC OF CHINA	06 PRC	06 PRC/SURNAME
HONG KONG, CHINA	07 HKC	07 HKC/SURNAME
INDONESIA	08 INA	08 INA/SURNAME
JAPAN*	09 JPN	09 JPN/SURNAME
REPUBLIC OF KOREA	10 ROK	10 ROK/SURNAME
MALAYSIA	11 MAS	11 MAS/SURNAME
MEXICO	12 MEX	12 MEX/SURNAME
NEW ZEALAND	13 NZ	13 NZ/SURNAME
PAPUA NEW GUINEA	14 PNG	14 PNG/SURNAME
PERU	15 PE	15 PE/SURNAME
THE PHILIPPINES	16 PHL	16 PHL/SURNAME
THE RUSSIAN FEDERATION	17 RUS	17 RUS/SURNAME
SINGAPORE	18 SGP	18 SGP/SURNAME
CHINESE TAIPEI	19 CT	19 CT/SURNAME
THAILAND	20 THA	20 THA/SURNAME
UNITED STATES	21 US	21 US/SURNAME
VIET NAM	22 VN	22 VN/SURNAME
APEC SECRETARIAT	23 APECSEC	23 APECSEC/SURNAME
ABAC	24 ABAC	24 ABAC/SURNAME
OBSERVERS (PECC, PIF, ASEAN)	25 PECC OR PIF OR ASEAN	25 PECC **OR** PIF **OR** ASEAN/SURNAME
GUESTS	26 GUESTS	26 GUESTS/SURNAME

*Please note, for Senior Officials, *09 JPN METI* and *09 JPN MOFA* will be used as appropriate.

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13. Troubleshooting

13.1 Registration

I am unable to register my account. Instead I see the message shown here
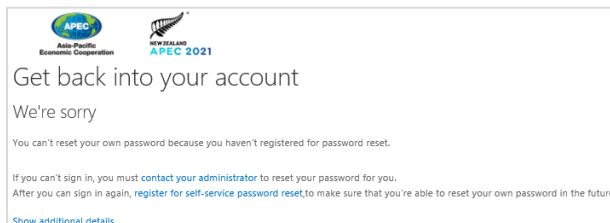
Ensure you are using the same mobile phone number provided by your DAO. This is the number that was used as part of the account creation. If you are using the correct phone number, you can update your MFA by going to https://aka.ms/MFASetup and follow the steps at the link below:

https://docs.microsoft.com/en-us/azure/active-directory/user-help/security-info-setup-auth-app#change-your-default-security-info-method

If you continue to receive the above message, your number may not have been set correctly on your account. Please contact APEC NZ Delegates Services APEC2021Support@mfat.govt.nz, providing details and screenshots of the issue you are experiencing.

13.2 Logging in and authentication

I cannot log in. I think I may have incorrect credentials

First, confirm that your username is correct (this will be in the format firstname.surname@apec2021nz.org). If your password isn't working, use the Self-Service Password Reset. Refer to **Section 11 Reset your Password** in this document, for a step by step guide to resetting your password. If you are unable to resolve the issue, please contact APEC NZ Delegate Services on APEC2021Support@mfat.govt.nz and include screenshots and details of the issue you are experiencing.

My two-factor authentication (MFA) is not working

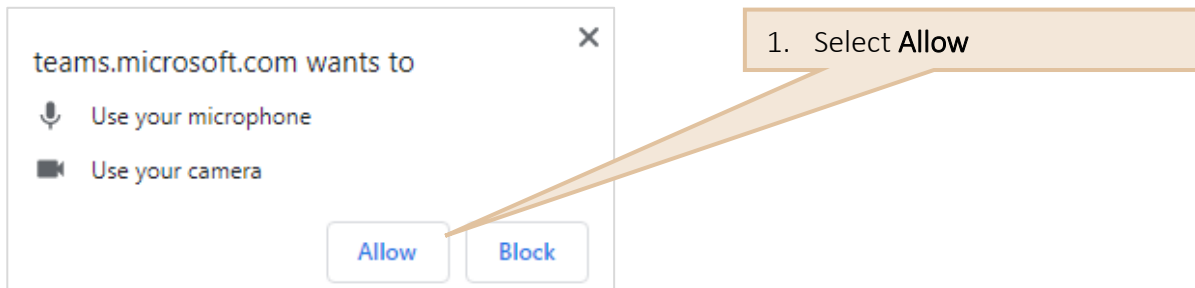If you need to update your MFA you can do this by going to https://aka.ms/MFASetup and follow the steps below:

https://docs.microsoft.com/en-us/azure/active-directory/user-help/security-info-setup-auth-app#change-your-default-security-info-method

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13.3 Microphone and camera

My microphone and camera are not working

The web browser you are using may need to enable the camera and microphone. You should see a pop-up message if this is the case.
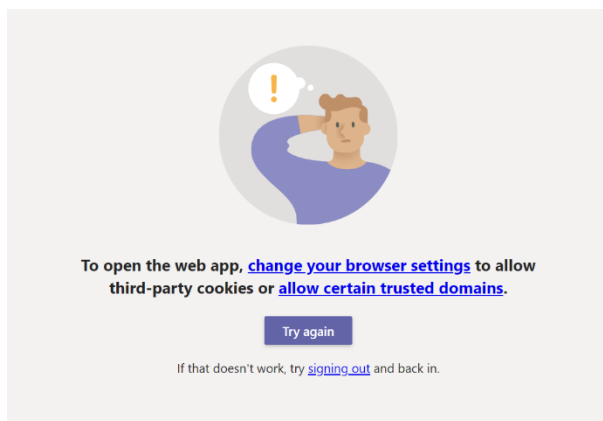

1. Select **Allow**

The following link provides a great 'How To' guide for Microsoft Teams: https://support.microsoft.com/en-us/office/meetings-and-calls-d92432d5-dd0f-4d17-8f69-06096b6b48a8?ui=en-US&rs=en-US&ad=US#ID0EAABAAA=Basics

13.4 Microsoft Teams

I am seeing the below error message and I cannot access Microsoft Teams

You may see this message if your organization uses **Trusted Sites** in Internet Explorer and does not enable the URLs for Microsoft Teams.

The following link provides some useful steps to resolve the issue: https://docs.microsoft.com/en-us/microsoftteams/troubleshoot/teams-sign-in/sign-in-loop#resolution

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I cannot access my APEC 2021 Microsoft Teams account using a browser because I am already registered for Microsoft Teams or Office 365

If you already use Microsoft Teams or Office 365 Online you can use Incognito mode to access your APEC Microsoft Teams account without logging out of your existing accounts.
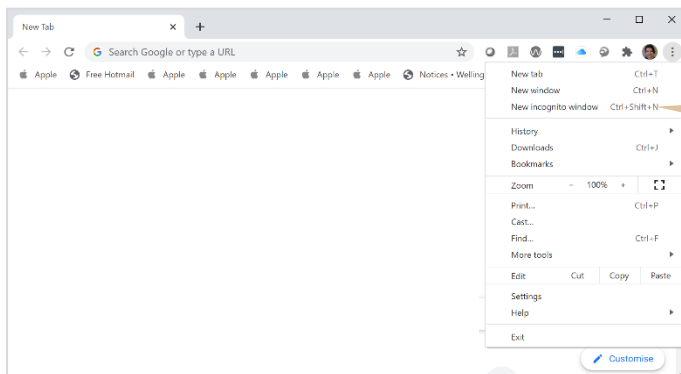
In Microsoft Edge
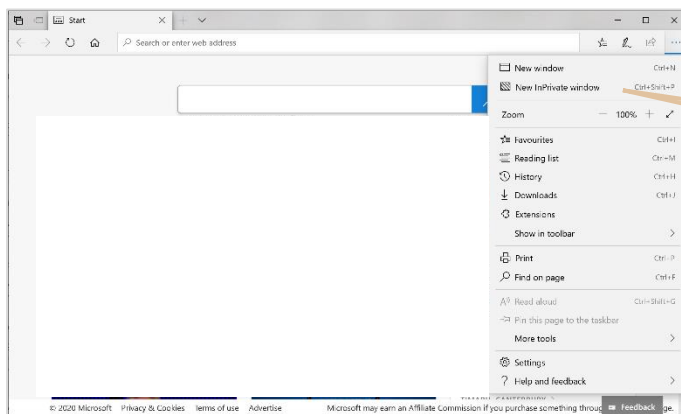
1. Select the **Ellipsis icon** ⋯

2. Select **New InPrivate window**

In Google Chrome

1. Select the **Ellipsis icon** ⋮

2. Select **New Incognito window**

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