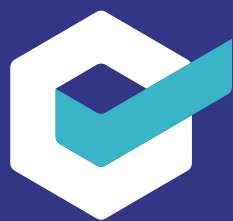


TECHNICAL GUIDE
REMOTE ATTENDEE



Councilbox

TECHNICAL GUIDE REMOTE ATTENDEE

Attendee users who do not require a username and password and who receive all notices in their email: announcement and attendance form, proxy/early vote, and access for participation at the time of the meeting. The technical requirements are detailed in the following link:

Councilbox at remote attendance level interacts through three channels:

- ✓ **Email:** The email uniquely identifies the user and should be activated and configured to receive notification. These notification are certified email communications that begin with the announcement of the meeting (in addition to the agenda, this notice may provide instructions for notifying intention of attendance and proxy/early votes) and end with the meeting access link and/or password.
- ✓ **Web browser:** All links contained in certified email communications must be managed on the Councilbox platform via a web browser. Some of them are public and others provide access with some authentication method (password by email, password by SMS and/or access via FNMT or DNLe digital certificate). The authentication method shall be chosen by the meeting administrator when the meeting is convened.
- ✓ **SMS (Optional):** If the meeting has been configured to have an SMS password, the participant's telephone number will be the recipient of a unique and mandatory code for accessing the meeting. This code will be requested upon clicking the room access link received by email when the virtual meeting room opens.

IMPORTANT: The participants' emails and telephone numbers need to be correctly recorded (in case they are necessary to receive an access password) in the census for each meeting attendee. **Failure to do so will seriously compromise their participation in the meeting.**

For this reason, it's advisable, in meetings with more than 50 attendees or if it's the first time that Councilbox is being used for your meeting, in order to prevent delays, to send meeting access links and passwords well beforehand (at least 2 hours) before the theoretical start of the meeting. This will give the administrator enough time to solve any problem related to participants' access (change their email, resend the access code to another telephone number, etc.).

A Councilbox attendee can follow the meeting via a web browser with Internet connection (no additional application needs to be installed), according to the compatibility table:

	Google Chrome	Edge Chromium	Safari IOS	Mozilla Firefox	Opera	Samsung Internet Browser
Desktop or laptop (including Microsoft Surface): Windows 10**, MacOS Catalina (or higher) or Linux (Update distribution)	✓ ***	✓	✓ ****	✓	✓	✗
Android Cell Phone or Tablet (Android 9.0+)*	✓ ***	✓	✗	✗	✗	✓
Ipad or Iphone (iOS 14+)*	✓	✗	✓ ***	✗	✗	✗

* The screen sharing function is disabled in mobile devices.

** Windows 10 is recommended because it is the only OS with official support from Microsoft (Windows 7 has not been upgraded since January 14th, 2020, so there is no commitment from Microsoft to keep it upgraded in relation to security bugs or issues).

*** Recommended

**** Safari is not supported as of version 15.1 Although earlier versions are supported, we recommend the use of Chrome to avoid stability problems.

NETWORK AND CONNECTION REQUIREMENTS

IMPORTANT: Internet connection by cable or Wi-Fi with at least 30 Mbps downstream and at least 10 Mbps upstream. **Failure to meet this requirement will seriously compromise their participation in the meeting.**

If you're going to follow the meeting over a domestic network or 4G cell phone, you should have no problem accessing the meeting and can ignore the paragraph below.

If you are going to follow the meeting over a corporate network at your company, university, etc., a firewall or network component may block access to the meeting, so make sure that:

- ✓ Access to the *.councilbox.com domain is allowed.
- ✓ There is no maximum limit of requests to a given domain, in this case *.councilbox.com. Councilbox, being a web application with real-time synchronization, performs a large number of requests per minute to update data: votes, requests for the floor, comments from participants, etc.
- ✓ There are no audio and video traffic blocking restrictions. If problems are observed, you can check the connection refusals in the corporate firewall itself and check access to the following ports:
 - ✓ TCP port: 80, 53, 443.
 - ✓ UDP and TCP range: 3478, 40000-49999.

REQUIREMENTS FOR PARTICIPATION WITH AUDIO AND VIDEO

Councilbox automatically configures the meeting in accordance with the number of attendees:

- ✓ Meetings of less than 50 attendees: This meeting is considered to have a high participation of attendees through audio and video, being common for several speaking slots to be requested and for the moderator to interact with some of the participants (e.g.: a plenary session of a city council). In this type of meeting, Councilbox requires the use of a **Webcam, microphone, and loudspeakers properly configured to follow the meeting.**

IMPORTANTE: If participants intend to participate in the meeting with audio and video, they must check their device and network requirements **prior to the meeting** by doing the following advanced test.

<https://test.8x8.vc>

If any of the four test blocks isn't green, they must send a link with the result to support@councilbox.com indicating the name of the customer and meeting date. Failure to do so will seriously compromise their participation with voice and image in the meeting.