e:Presence

Teleconference Service

Account creation/management

Version 2.0

April 2020

SOFTWARE REQUIREMENTS

e:Presence teleconference service is mainly addressed to the academic and research community of Greece, allow its members to organize and carry out high-definition teleconferences, reducing the relevant costs of travel and increasing productivity. The teleconferences through the e:Presence service have now replaced the vast majority of meetings which traditionally were held through the required physical presence of the participants, such as Foundation Councils, Meetings for the development of faculty members, Meetings for research and development programs, Committees for the examination of postgraduate theses or doctoral dissertations.
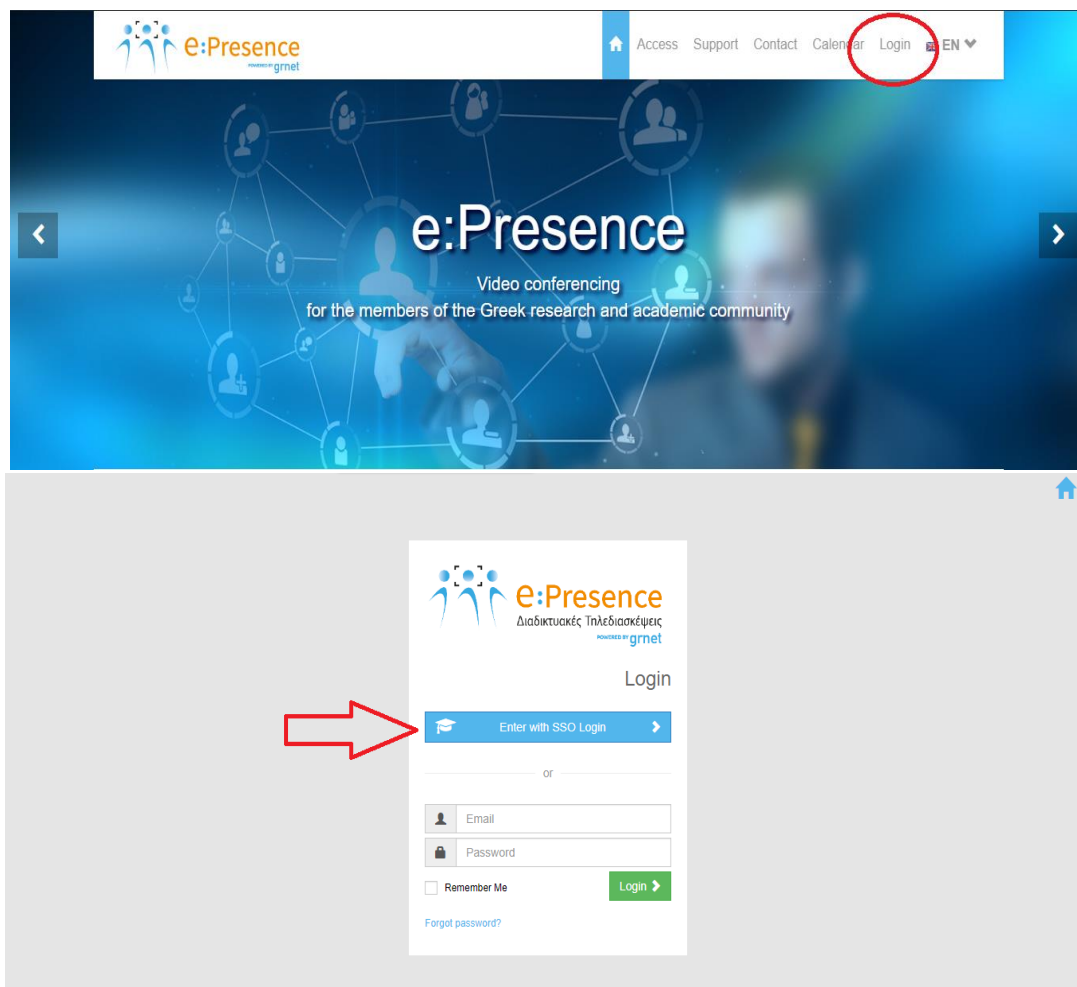
e:Presence teleconference service is based on Zoom's video conferencing technology. It offers a handy management environment with increased capabilities and implements an extremely easy process for the end users, in order to access directly the video conference meeting.

- Up to 500 participants allowed in a teleconference

- Duration of a teleconference up to 12 hours

- It is recommended to use headphones

USER ACCOUNT

Each user will keep an account on the page of the service (https://www.epresence.gr). Each new user account can be automatically created by the moderators of teleconferences by inviting a new email address to a teleconference. All that is required by the users is to activate their personal data the first time they log in to their accounts.

The members of the academic and research community, who have not already been invited to a teleconference, have the opportunity to create their own account in the service, through the "SSO Login" option.

ACCOUNT ACTIVATION– LOG IN

When the users are invited by a Moderator of an e:Presence teleconference for the first time, they will receive an email asking them to activate their account in order to use the service. Following the link in this e-mail, they can log in either through the SSO Login or as an external user by entering username and password (the Moderator has made the relevant choice).

MEMBERS OF THE ACADEMIC AND RESEARCH COMMUNITY

When an account is created for that type of users (because they will participate for the first time in a Teleconference) they will receive an e-mail like the following, sent by "e:Presence <no-reply@epresence.gr>", entitled "e:Presence: Ενεργοποίηση λογαριασμού - Account Activation":

Μόλις δημιουργήθηκε ένας λογαριασμός Χρήστη για την υπηρεσία τηλεδιασκέψεων e:Presence του ΕΔΥΤΕ.

Μπορείτε να συνδεθείτε στην υπηρεσία εδώ https://www.epresence.gr/login/******** και να πατήσετε το κουμπί "Είσοδος μέσω Κεντρικής Υπηρεσίας Ταυτοποίησης". Την πρώτη φορά που θα συνδεθείτε θα σας ζητηθεί να επιβεβαιώσετε τα στοιχεία σας για να ενεργοποιήσετε τον λογαριασμό σας.

Αποθηκεύστε αυτό το email, γιατί θα το χρειαστείτε όταν λάβετε πρόσκληση από κάποιον συντονιστή για συμμετοχή σε τηλεδιάσκεψη μέσω της υπηρεσίας e:Presence.

Με εκτίμηση,
e:Presence support team

A new User account has just been created for the e:Presence teleconference service of GRNET.

You can login to the service from here: https://www.epresence.gr/login/******** and click the "Login through GRNET's Authentication and Authorization Infrastructure". At your first login attempt you will be asked to confirm your account data and to activate your account.

Please archive this email. You will need it when you will be invited by a moderator to join a teleconference meeting through the e:Presence teleconference service.

Yours sincerely,
e:Presence support team

Caution*: It should be noticed that these kinds of e-mails may be incorrectly considered as spam by the user's mail server and may be transferred to a corresponding folder for unwanted/junk e-mails.*

Users should click on the link in the above e-mail and fill the required fields to complete account's validation process.

At this point, it should be noted that the users who logged in through SSO Login option, have the ability to create a user account on their own, as well as to convert a "wrongly" declared as an external-non academic account user to internal, simply by selecting SSO Login.

Important: The first time the users log in to their account, they will be asked to enable it by updating their personal data on the relevant tab and accepting the terms of use and the service's privacy policy. This action is mandatory.

In case they have not completed a necessary field, an error message will occur when they press the button to activate their account and save their personal data.

The Users' Institution as well as their email (one or more) will be pre-filled by the Identification Service. Only the faculty has to be placed by the users. In case no email exists, users have to fill this field, so the account activation link will sent at the email, users chose, and confirm that the email is personal and authentic.

Any user who can be identified can create an account in the service without having been invited to a teleconference by a moderator. Passing through the identification, the user must first accept the terms of use and privacy of the service, and then activate the account by filling in the required fields.
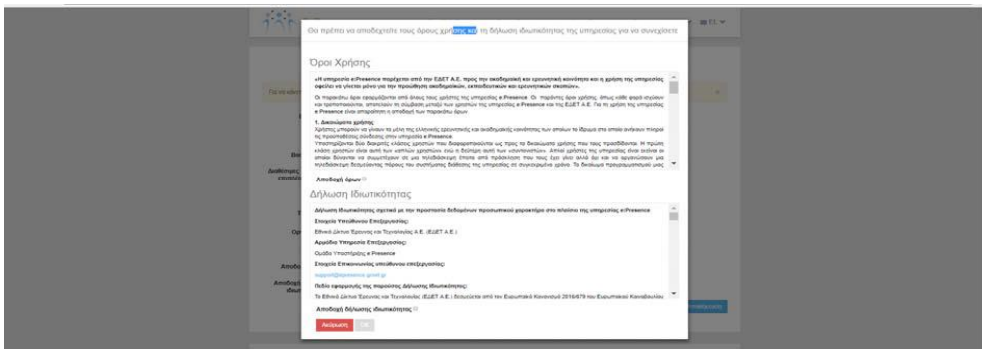
NON ACADEMIC/ EXTERNAL USERS

This section describes the login of users, who do not belong to an academic, research or educational Institution (aai.grnet.gr).

The first time, that this type of users will attend a Teleconference, they will receive an e-mail like the following, sent by "e:Presence <no-reply@epresence.gr>", entitled "e:Presence: Ενεργοποίηση λογαριασμού - Account Activation":

Μόλις δημιουργήθηκε ένας λογαριασμός Χρήστη για την υπηρεσία τηλεδιασκέψεων e:Presence του ΕΔΥΤΕ. Τα στοιχεία σας για την είσοδο στην υπηρεσία είναι:

Email: epresenceepresence2@gmail.com

Password: *******

Μπορείτε να συνδεθείτε στην υπηρεσία εδώ https://www.epresence.gr/auth/login. Την πρώτη φορά που θα συνδεθείτε θα σας ζητηθεί να επιβεβαιώσετε τα στοιχεία σας για να ενεργοποιήσετε τον λογαριασμό σας.

Αποθηκεύστε αυτό το email, γιατί θα το χρειαστείτε όταν λάβετε πρόσκληση από κάποιον συντονιστή για συμμετοχή σε τηλεδιάσκεψη μέσω της υπηρεσίας e:Presence.

Με εκτίμηση,
e:Presence support team

A new User account has just been created for the e:Presence teleconference service of GRNET. Your credentials for accessing the service are:

Email: epresenceepresence2@gmail.com

Password: *******

You can login to the service from here: https://www.epresence.gr/auth/login. At your first login attempt you will be asked to confirm your account data and to activate your account.

Please archive this email. You will need it when you will be invited by a moderator to join a teleconference meeting through the e:Presence teleconference service.

Yours sincerely,
e:Presence support team

Caution: It should be noticed that these kind of e-mails may be incorrectly considered as spam by the user's mail server and may be transferred to a corresponding folder for unwanted/junk e-mails.

Users will need to log in to their account by entering their full email and password and clicking the "Login" button.
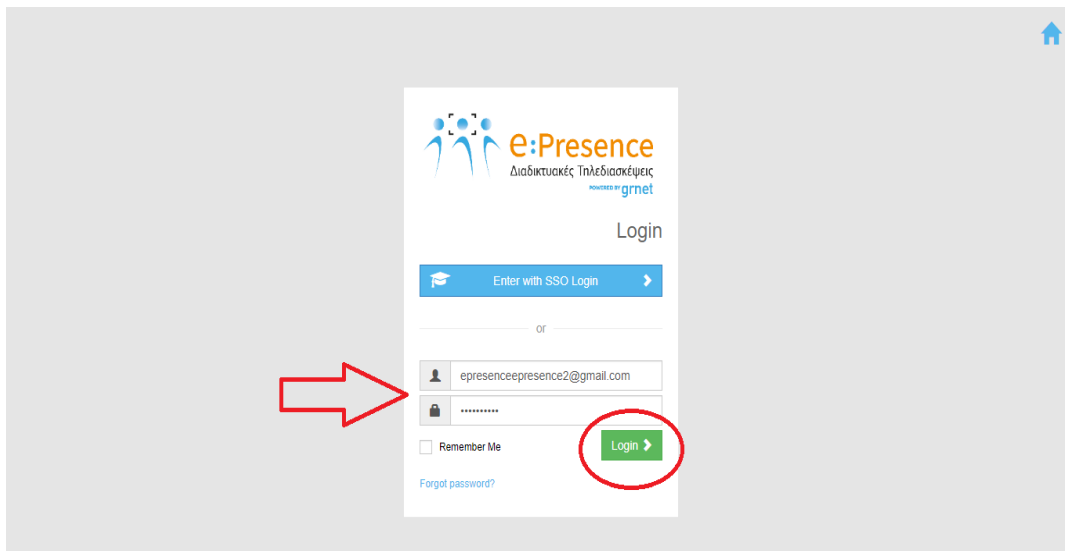
During the first login to e:Presence, users will be requested to accept the terms of use and privacy of this service. Then, the account will be activated by filling in the users' personal data and clicking the blue "Login" button at the bottom of the page. (The password can be changed, but not the email from which the user was invited.)

In case the users forgot their password, they can click the "Forgot my password" option. Then the users must type the email that their account is related to and an email with a password reset link will be sent to this email. The incoming email will be entitled "e:Presence: Σύνδεσμος για επαναφορά κωδικού - Your Password Reset Link" .
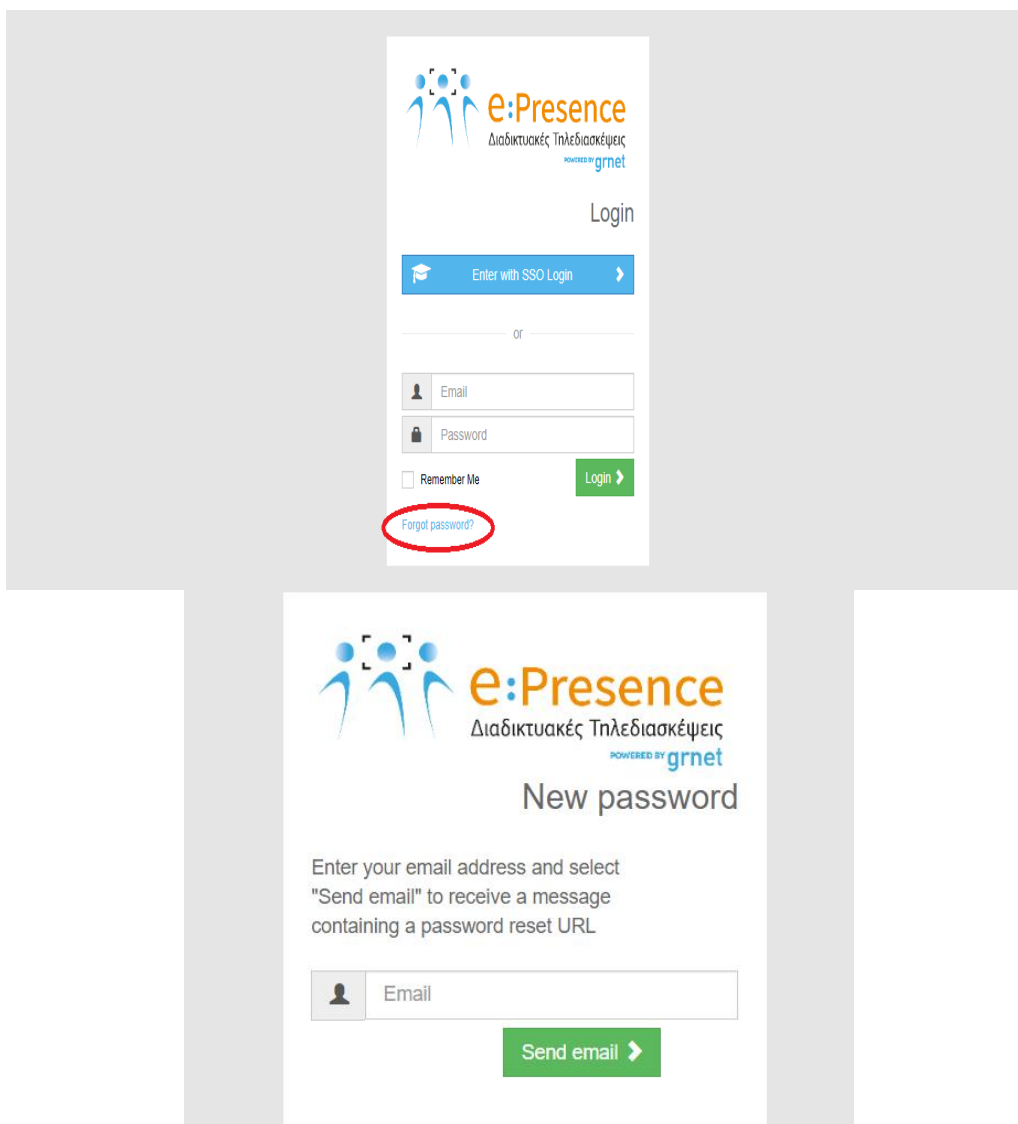
The new password will be sent via email with the title "e:Presence: Σύνδεσμος για επαναφορά κωδικού - Your Password Reset Link".

USER ACCOUNT MANAGEMENT

All users have the ability to manage their account or access the history of the conferences that they participated, using the option that appears when selecting the arrow right of the initials ("My account").
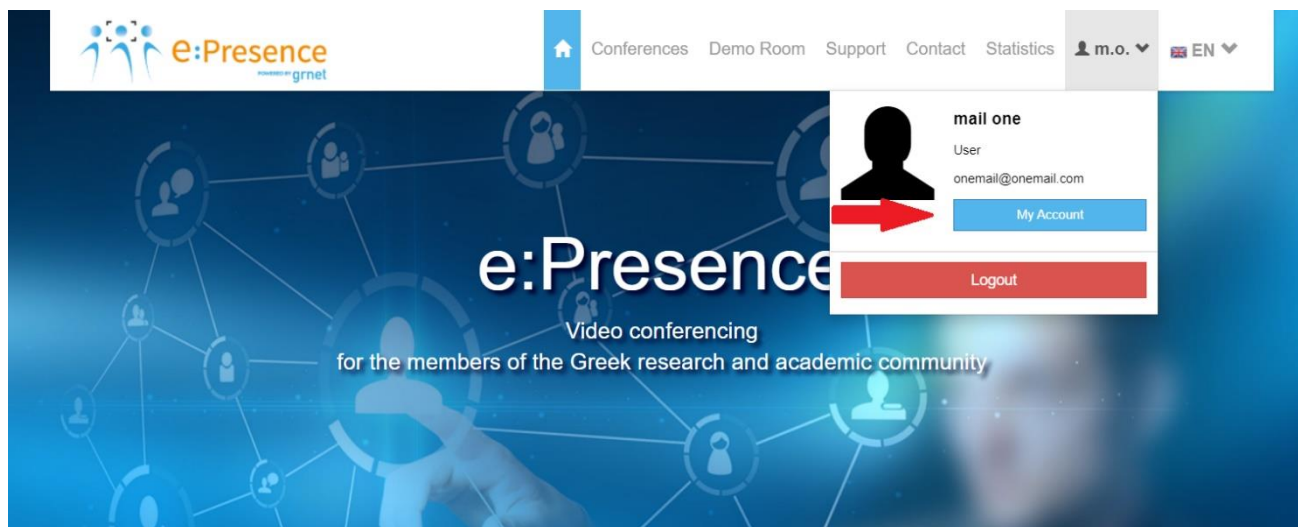
EDIT ACCOUNT DETAILS

The tab that will appear shows the user's primary email (the one in which he receives invitations for teleconferencing), any additional emails (only if he is an Academic user) and his contact details. The user has the ability to edit part of his data by clicking on the pencil icon on the right.
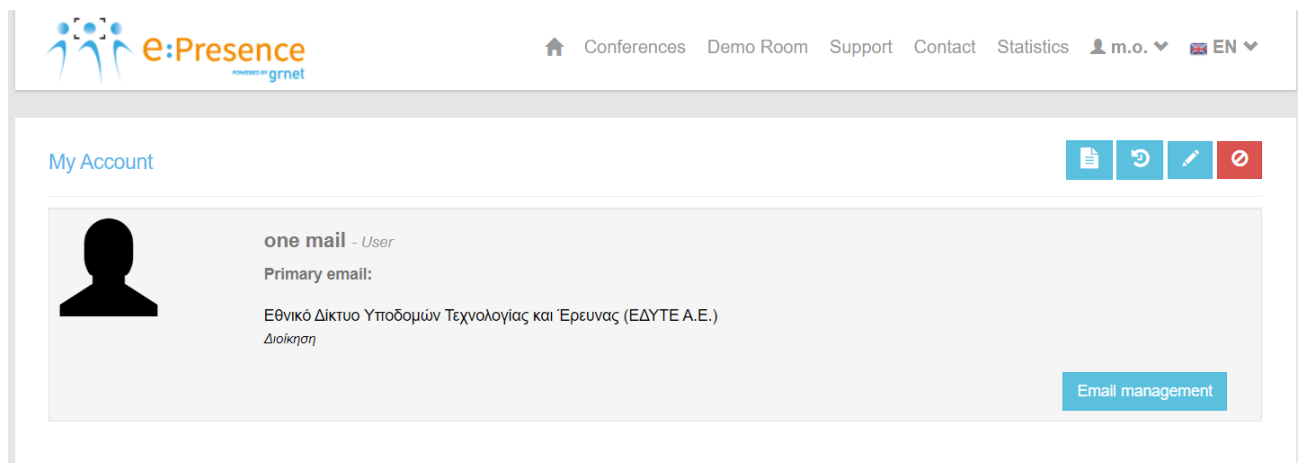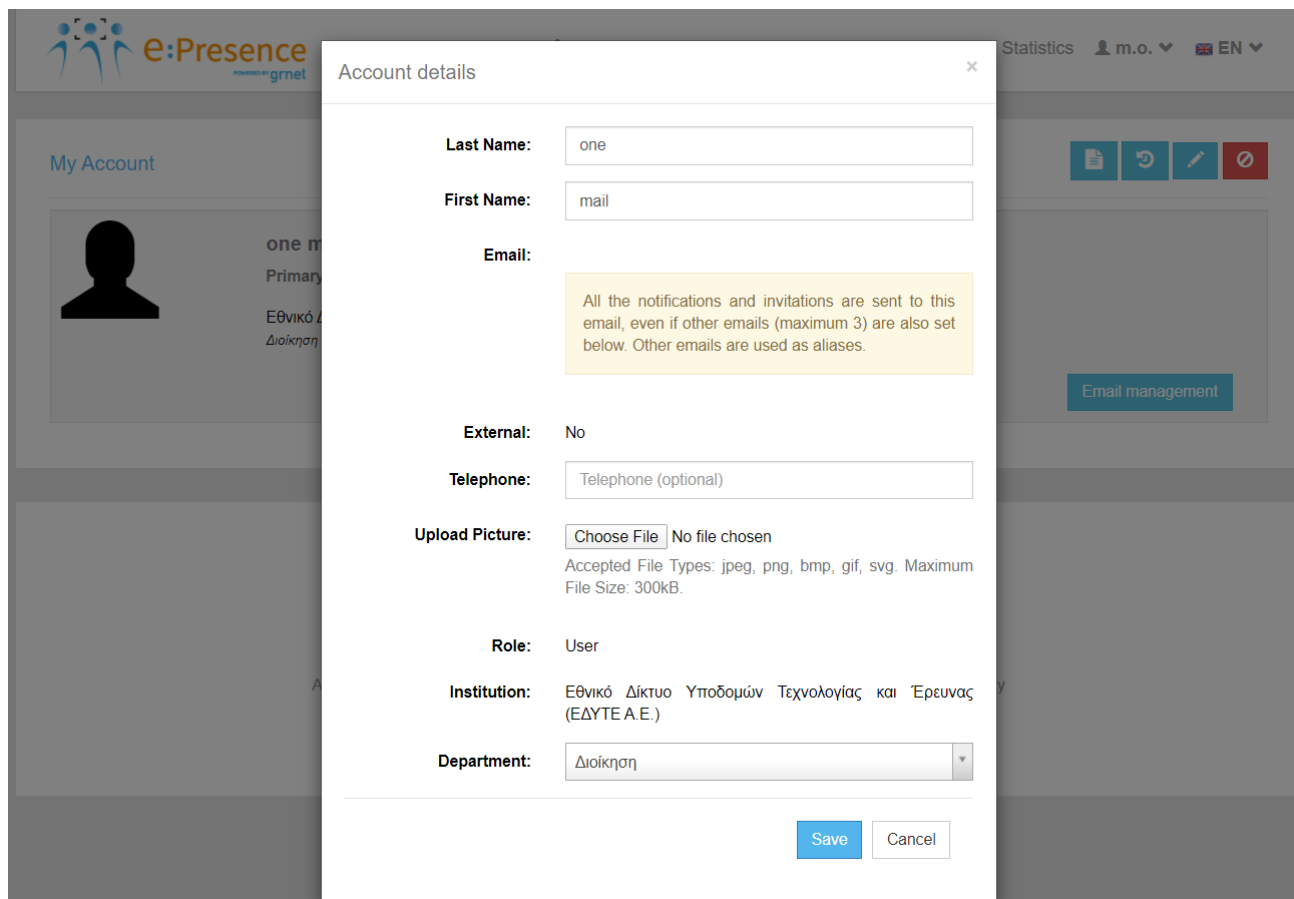
In the resulting tab, an external user can change their last name, first name, phone number, organization and department, as well as the password he uses to enter the service. He can also upload a photo of himself. He cannot change his email as well as the statement that he is an external user. With the "Save" option the changes are registered.

In the case of an Academic User, the Organization field cannot be modified as it has been confirmed by the User Identification from its Foundation, nor does it have the Password fields.

The "Save" button must be pressed to apply the changes.

TELECONFERENCING HISTORY

In the account tab of the account, the users have the option to choose to browse through a brief history of their teleconferencing participation by pressing the concave arrow icon.
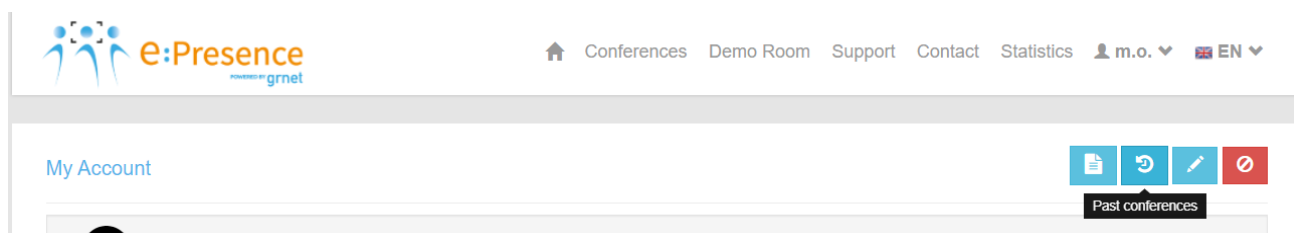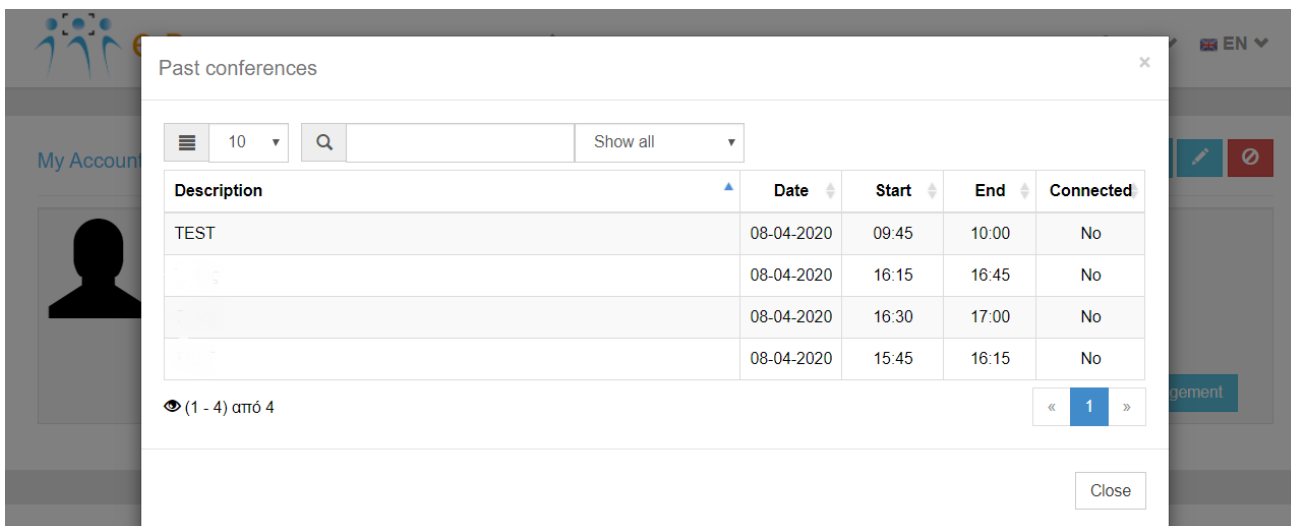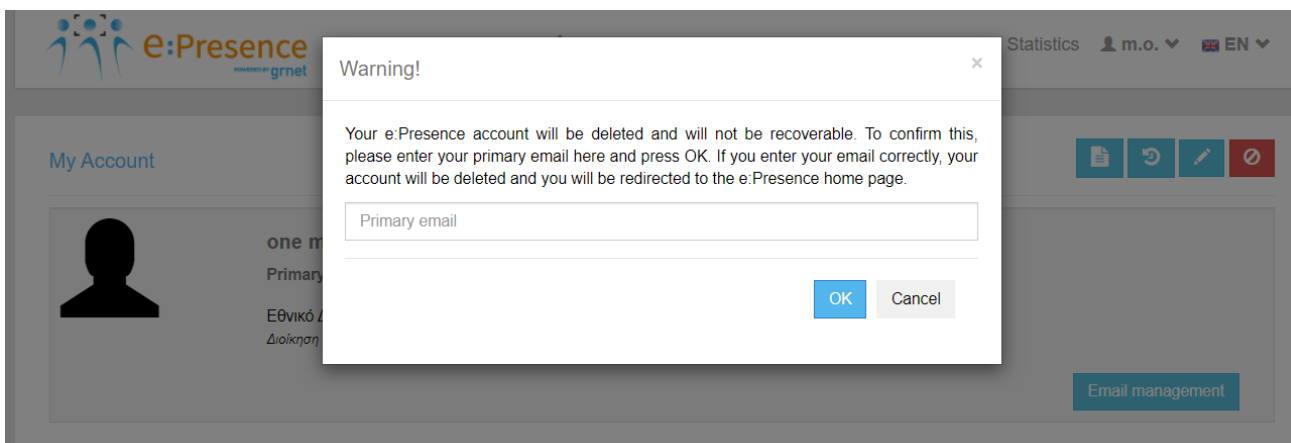
DELETE ACCOUNT

If the user does not use the service and does not want his data to be retained, he has the option to delete his account by pressing the corresponding red button on his card.
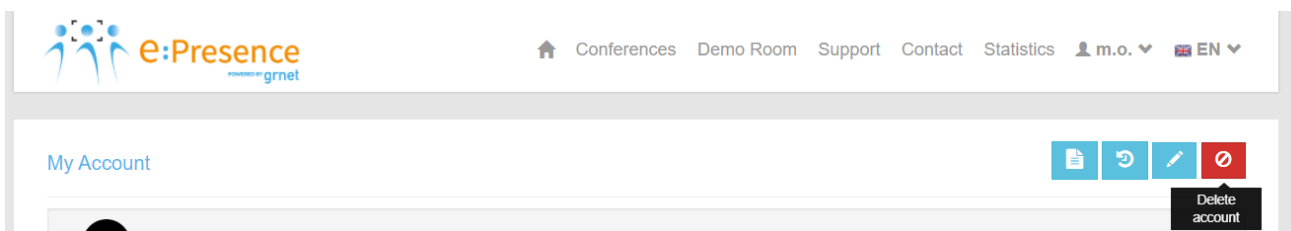

To complete the account deletion, confirmation is required. The user will have to type the basic email of the account and press "OK".

Attention: After this action, the data concerning the user become anonymous and are kept only as statistical entries in the service. The user will not be able to log in to the service unless he re-activates an account.

REQUEST ROLE CHANGE

In the user's tab, it is possible to request a role change (e.g. from a simple user to become a service moderator) by clicking the relevant button.
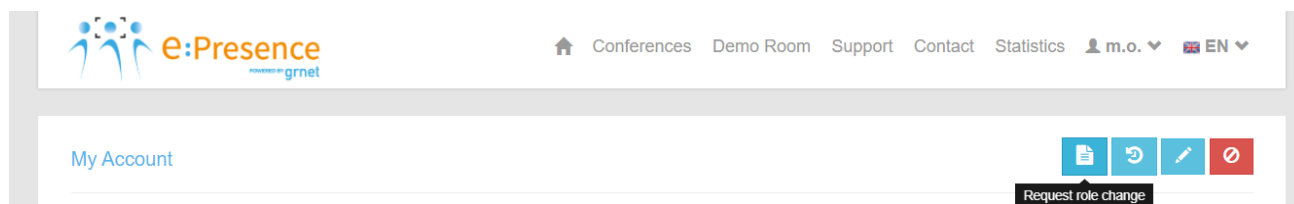

The user will be asked to fill out a relevant form and submit it to be checked by the service administrator. If the application for this role is not considered sufficiently justified by the applicant, the relevant application might not be accepted and the user will be informed.

At this point, the user must complete the requested role, a contact phone number, describe the reasons for requesting a change of role and accept the terms of use of the service with the role of moderator. By clicking save, the application is forwarded to the service administrator for review.

ADDING AND MANAGING AN ADDITIONAL EMAIL IN AN ACCOUNT

Only for internal-academic users (who can be identified through SSO login) there is the option to add emails, up to a total of four (as additional mails are considered those which have not been automatically brought in by the user's Institutions). This practically means that if the user is invited in any email from the Primary and the secondaries, they will see their teleconferences from their single service account. The teleconference invitation messages will be sent to the email that will be selected as the Primary one. From the user account tab there is the "Email Management" button to add and manage their emails.
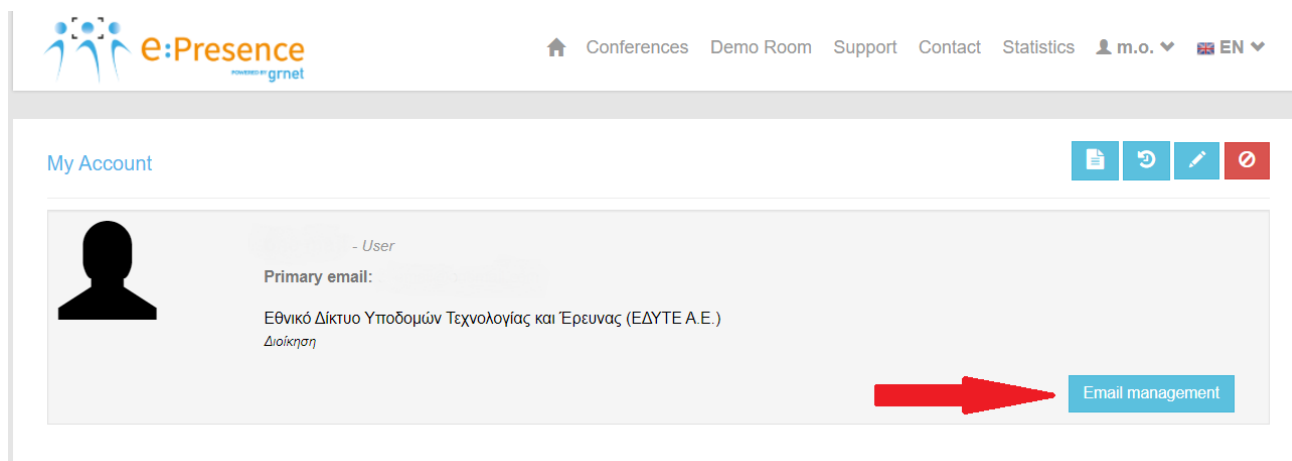
By clicking on it, the email management window will appear where the user sees the available places for new emails, as he is also given the option to specify which of the multiple emails he wants to become Primary (this email will be the one that will receive the teleconference invitations independently from the email of the account with which he has been invited).

There is a total of 4 available email slots in a user account.

Email management

To add a new email, the user must fill in the corresponding field of the tab and press the "Add" button. (At the moment this email will have the indication of the manually Not-confirmed.)

Email management

In order to activate their email, the user must refer to the email box that concerns the email he added and find the relevant activation email that will be automatically sent to them from the service (with the sender "e:Presence.gr <no-reply@epresence.gr> and title "e: Presence.gr: Επιβεβαίωση δευτερεύοντος email - Extra email confirmation").

When the relevant link is clicked, the email is activated and linked to the user's account. (Now the indication for this email is manually confirmed.)

If the user has not received such an email, they can re-send it from the "Resend link" button.

Email management

Primary email:	
	All the notifications and invitations are sent to this email, even if other emails (maximum 3) are also set below. Other emails are used as aliases.
Additional email: (manually Confirmed)	testedyte@gmail.com [Change to primary] [Delete]

Available slots: 2

Add Additional email

[Add]

[Return]

For each additional email, there will be a red delete button to the right, in case the user wants to disconnect it from their account.

With the blue "Change to primary" button, the user can set an additional email to serve as Primary.

<u>It should be noted that after this action this email will not be able to be deleted from the user's account even if later is defined as additional.</u>

PERSONALIZED STATISTICS

Each user has the option to inspect the overall picture of the used statistics by the service, through the "Statistics" tab, after connecting to their account.
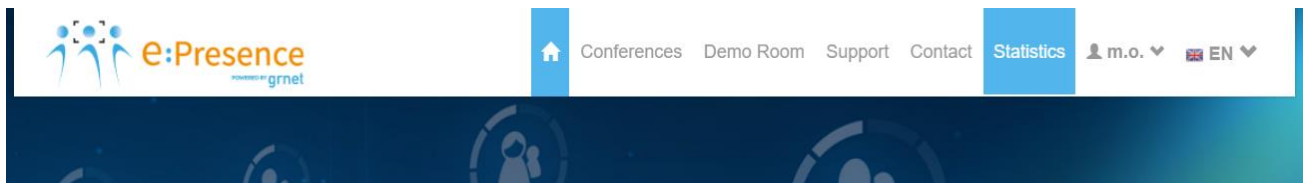
The displayed tabs, "Real time usage" and "Past period usage" provide statistics on the usage of the service by all of its users.
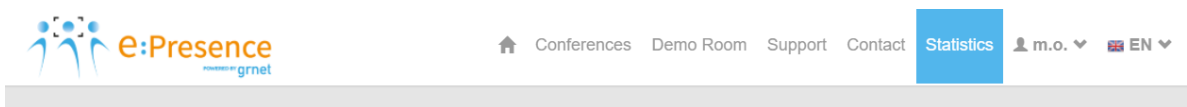
The user can see their personalized statistics, after clicking on the "Personalized Statistics" tab. The page that appears will indicate the number of teleconferences in which they participated, the total duration of their participation in them as well as the type of device used for the connections.

This information is listed in three separate sections:

A) cumulatively from the moment of activation of their account (total statistics),

B) for the present calendar year and

C) for the immediately preceding calendar year.

Total

User statistics

Total number of conferences you have participated in: 0 out of 5 invited
Connection type:
0 times using Desktop-Mobile
0 times using H323/SIP
Total connection time in conferences: 0 minutes

Current year 2020

User statistics

Total number of conferences you have participated in: 0 out of 5 invited
Connection type:
0 times using Desktop-Mobile
0 times using H323/SIP
Total connection time in conferences: 0 minutes

Previous year 2019

User statistics

Total number of conferences you have participated in: 0 out of 0 invited
Connection type:
0 times using Desktop-Mobile
0 times using H323/SIP
Total connection time in conferences: 0 minutes