



e:Presence

Teleconference Service

Instructions for connecting to a teleconference using a pc/laptop

Version 2

April 2020

INTRODUCTION

e:Presence teleconference service is mainly addressed to the academic and research community of Greece, allowing 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. Here, we will cover all the necessary instructions for those that use their personal desktop computer or laptop in order to participate in a teleconference.

- Up to 500 participants allowed in a teleconference
- Duration of a teleconference up to 12 hours
- It is recommended to use headphones

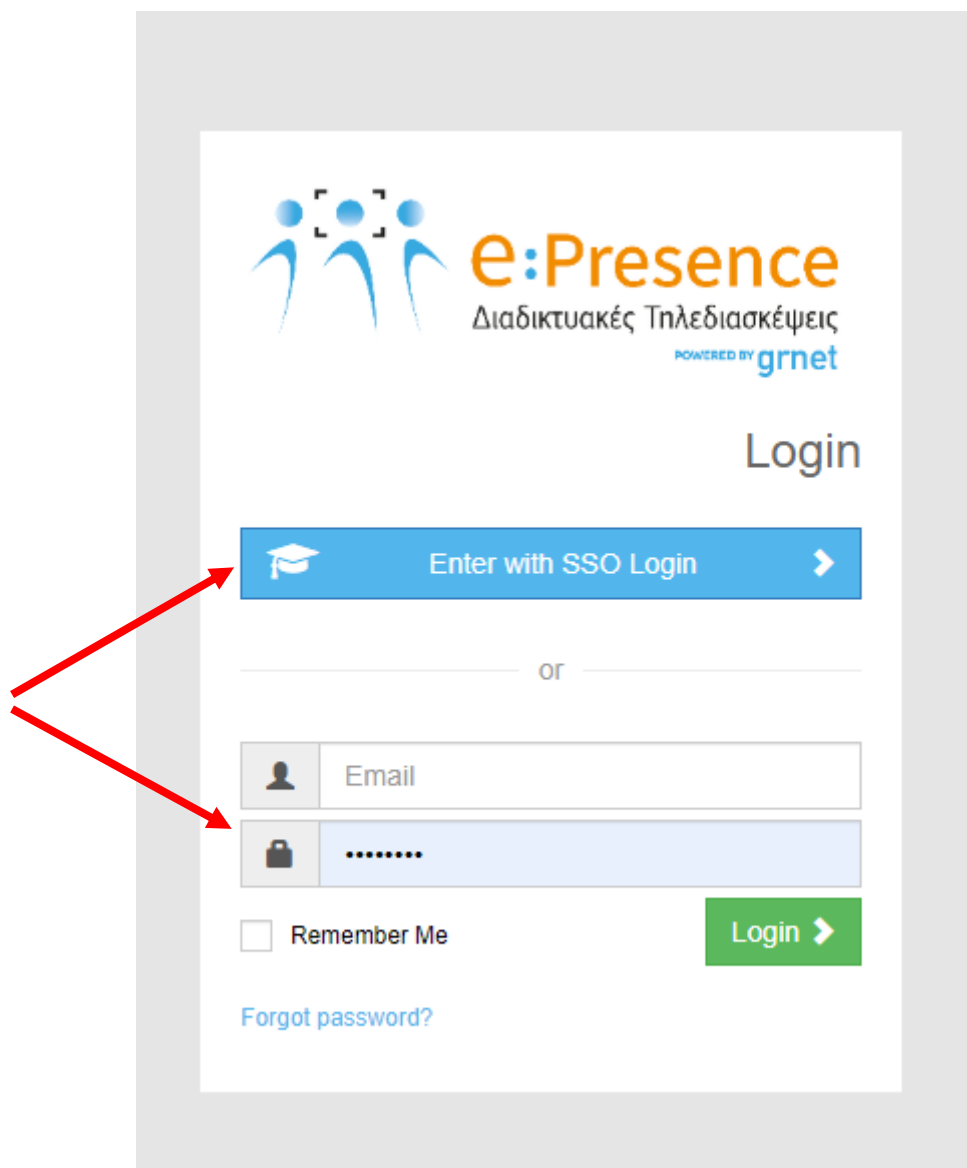
CONNECTION

Step 1: User's account Connection in the service page (<https://www.epresence.gr>).



To connect to a conference call, an active and confirmed account is required. This is done through the Login tab from the service page (<https://www.epresence.gr>).

The user logs in to the platform either through the Authentication & Authorization Infrastructure (GRNET AAI Federation) of GRNET, or by using username and password (if declared as External - Non-Academic user).

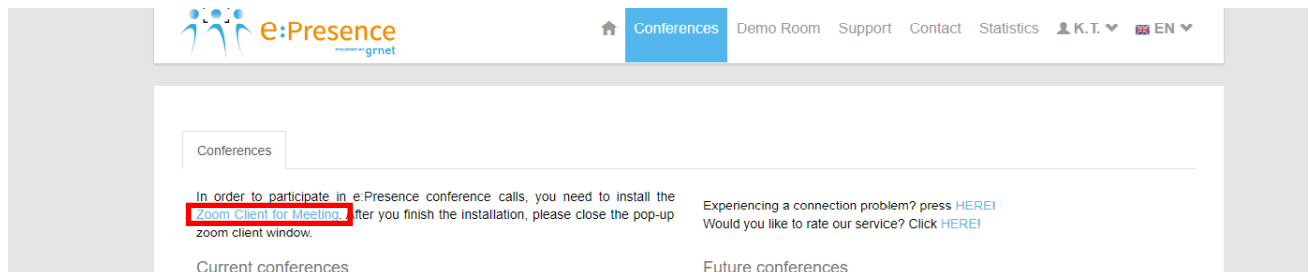


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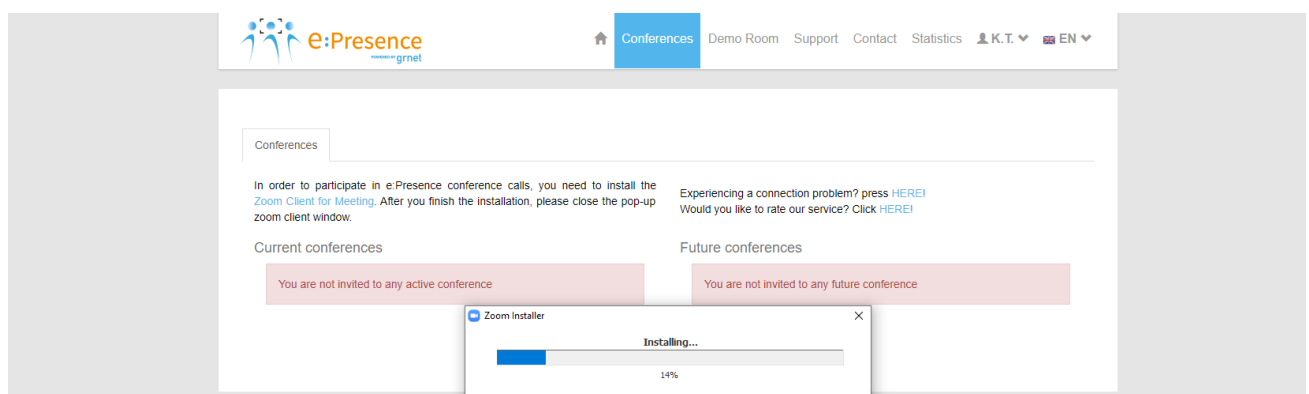
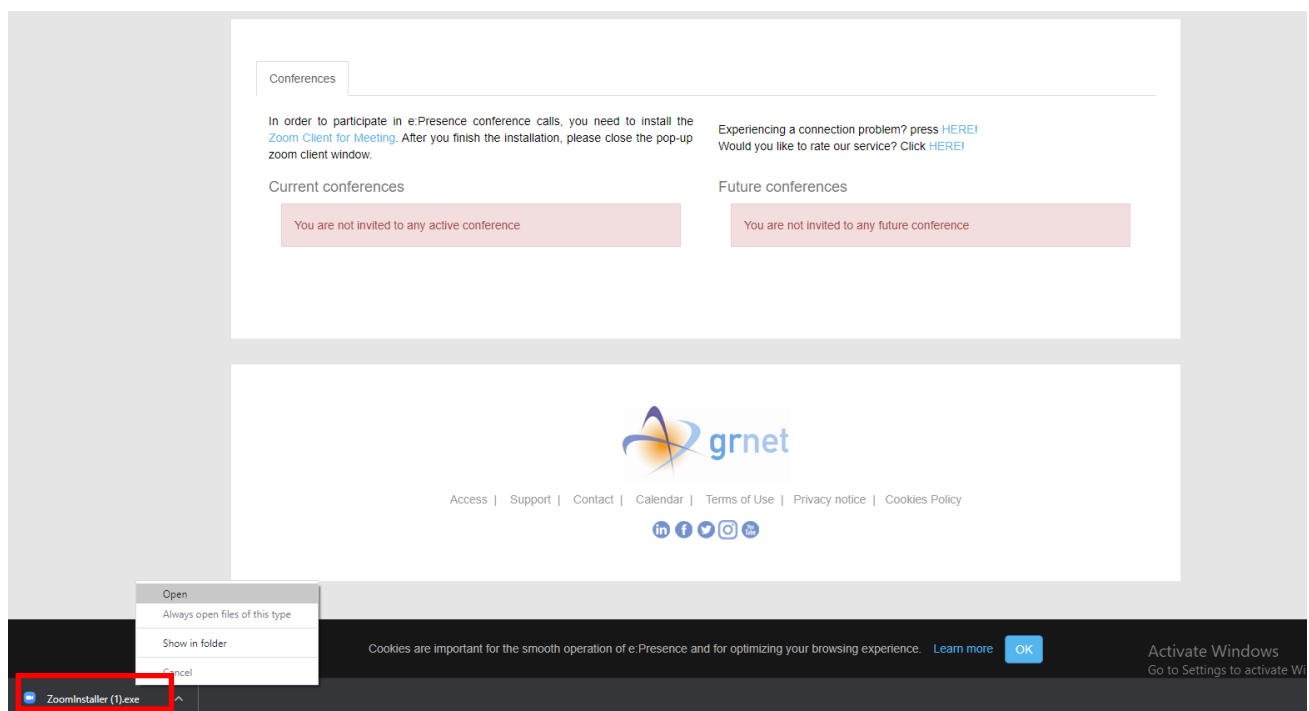
Step 2: Installation of the "Zoom Client for Meetings" software (If you already installed it, proceed to Step 3)

The user must install the necessary application from the link at the top of the "Conferences" page.

Here we describe how to install it in chrome browser for a Windows O/S (steps related to an installation for different browsers/operating systems should be taken accordingly).



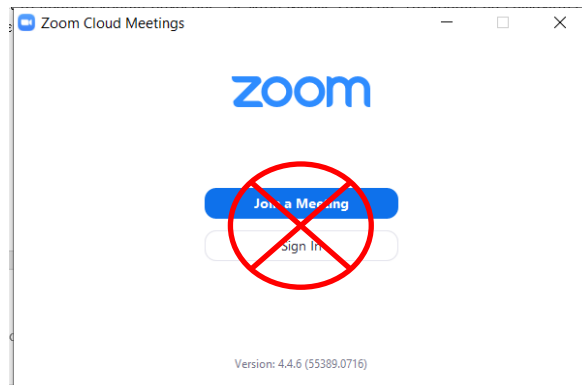
The file that will be downloaded should be opened and installed.



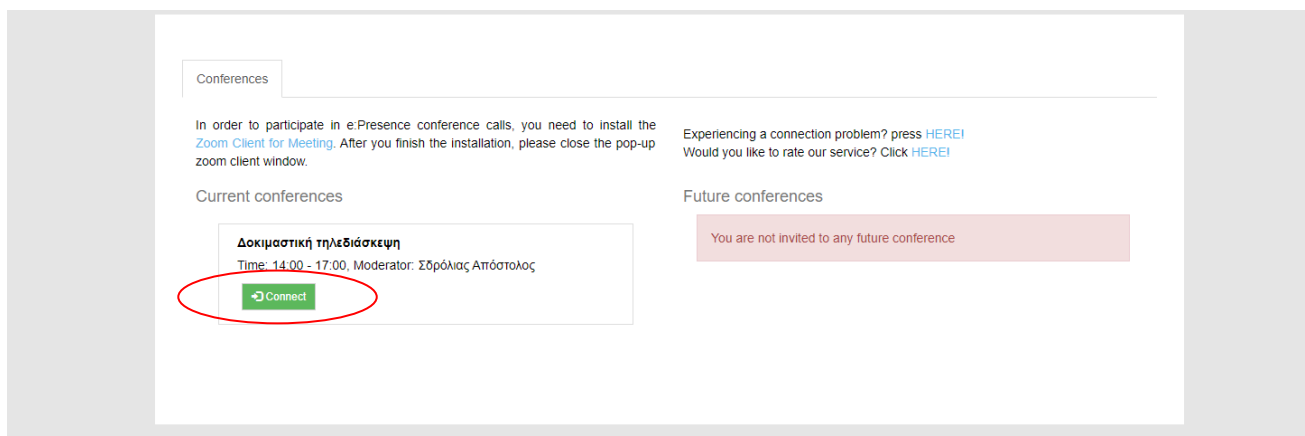
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When the installation is complete, a Zoom Client window will appear.

There is no need for the user to click on any option here (the relevant window must be closed).



Step 3: Press the green "Connect" button next to the name of the conference call (in the current teleconferences on the "Conferences" tab). This button will be activated at the beginning of the video conferencing, not earlier.

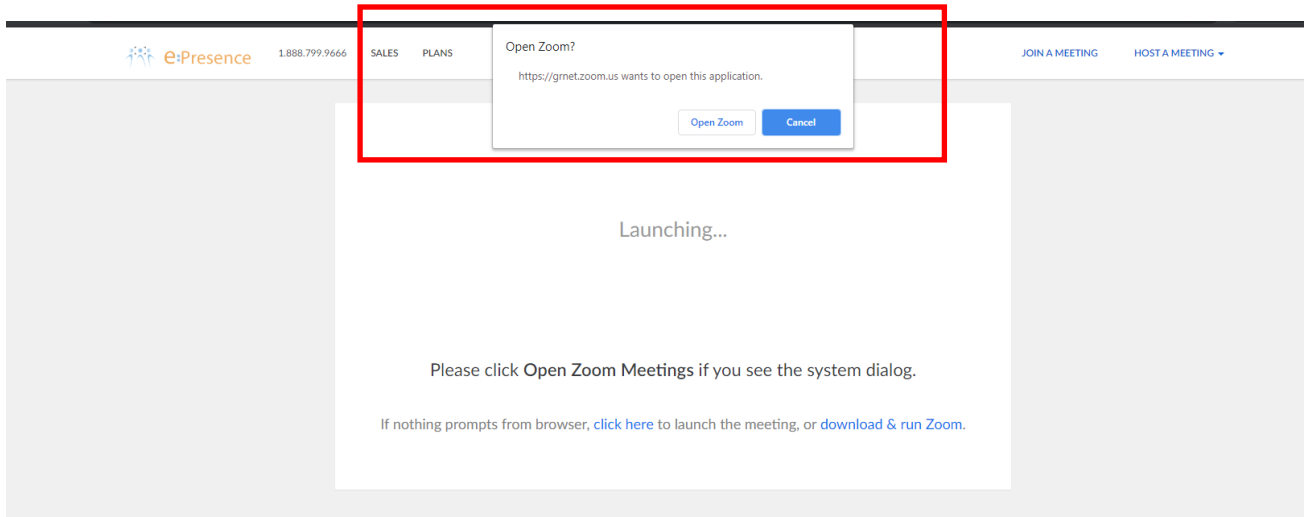


In most cases, the user will have received an invitation email from the moderator of the conference call with the title "e:Presence.gr: Teleconference Invitation" and sender "e:Presence <no-reply@epresence.gr>". Within this message there will be a link directing the user to the service page to sign in (see step 1).

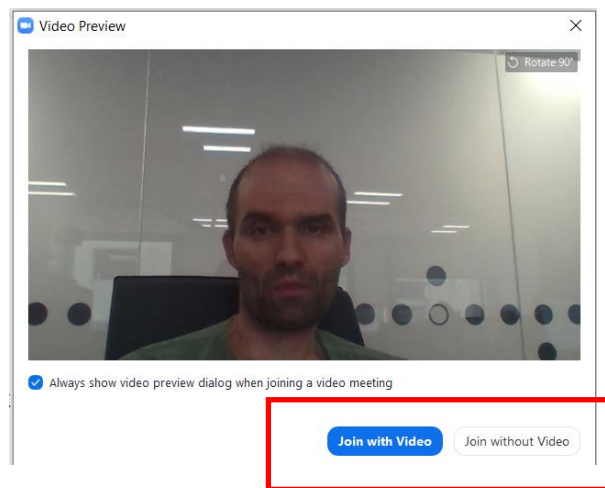
In this message, the user is informed of the details of the invited conference call (title, date, time, conference moderator), the email with which they must log in, the links to login to their account, how to test the service, confirm their presence on the conference call and access to the support material.

By pressing the Connect button, a new browser tab will open where the Zoom Client will be automatically pop-up. The user will be asked to open the program (for example, with the "Open Zoom" option).

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The program will initially ask the participant's consent to the use of the camera or not ("Join with Video" or "Join without Video").



Immediately afterwards it will request the participant's consent to use the microphone or not ("Join with Computer Audio" option).

