



# **e:Presence**

## **Teleconference Service**

# **User Account Activation and Management Guide**

**Version 5.0**

**May 2026**

## INTRODUCTION

e:Presence service is mainly addressed to the academic and research community of Greece, giving its members the ability to organize and conduct high-definition teleconferences, reducing travel costs and increasing productivity.

Teleconferences through e:Presence have now replaced the vast majority of meetings that traditionally required the physical presence of participants, such as:

- University Board Meetings
- Faculty promotion meetings
- Research and development project meetings
- Committees for postgraduate thesis or doctoral dissertation examinations

e:Presence teleconferencing service is based on the advanced teleconferencing technology of Zoom, while also providing a user-friendly management environment with enhanced features and an extremely easy process for direct access to teleconferences for end users.

- The maximum duration of a teleconference is 24 hours.
- Up to 300 participants can attend a teleconference, with the option to increase the limit up to 1000 participants through the “Increase participant number” option in the conference settings.

## ACCESSIBILITY MENU

Users can control:

- Website brightness
- Contrast
- Font size

through the Accessibility Menu located at the bottom-left corner of every page of the service.

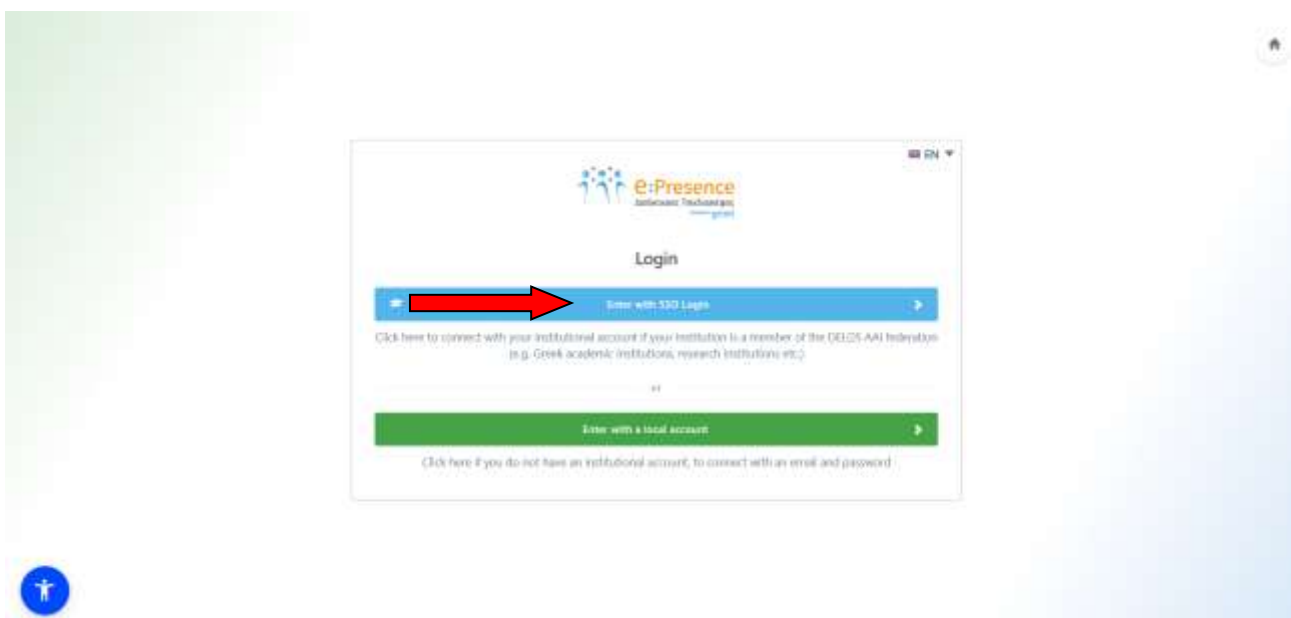
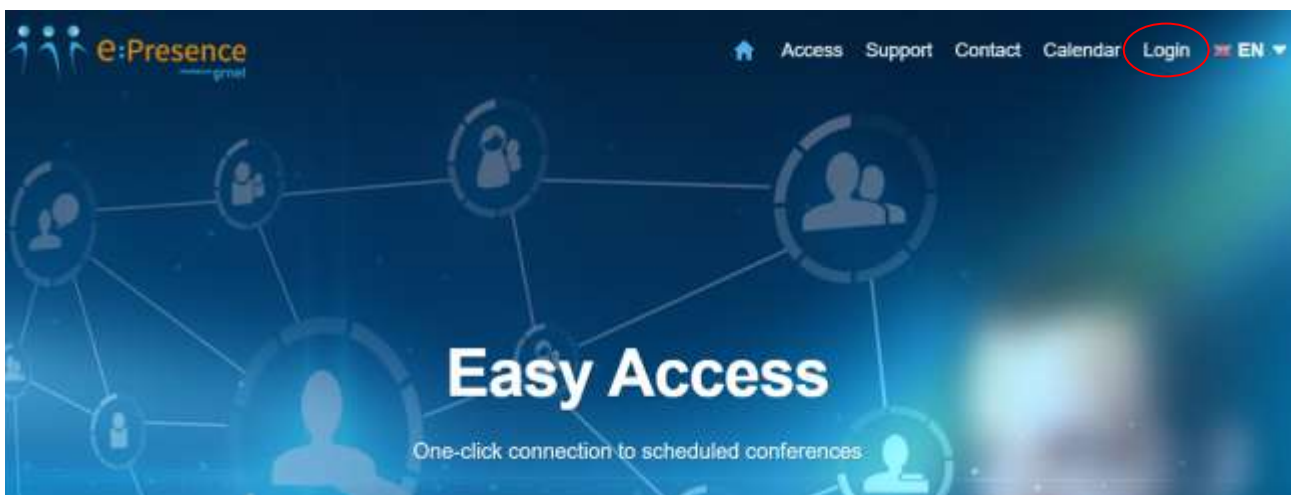


## USER ACCOUNT

Each user of the service maintains an account on the service website: <https://www.epresence.gr>

A new user account can be automatically created by teleconference moderators when they invite a new email address to a teleconference. The only action required from the user is to confirm their information the first time they log in to their account.

Members of the academic community and organizations participating in the Authentication and Authorization Infrastructure (aai.grnet.gr) can create their own account through the “Login” option using their Institution’s centralized authentication service (blue button).



## ACCOUNT ACTIVATION – LOGIN

The first time a user is invited by an e:Presence moderator to participate in a teleconference, they will receive an email asking them to activate their account.

By following the link in the email, the user can log in either:

- through the Authentication and Authorization Infrastructure (AAI) by GRNET, or
- as an external user using a username and password (if selected so by the moderator).

## ACADEMIC COMMUNITY AND AAI USERS

When such a user account is created, the user receives an email from: **e:Presence** [no-reply@epresence.gr](mailto:no-reply@epresence.gr) with subject: "e:Presence: Account Activation":

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

Υπεύθυνος Συντονιστής: Νάσος Βάιος  
Οργανισμός: Εθνικό Δίκτυο Υποδομών Τεχνολογίας και Έρευνας (ΕΔΥΤΕ Α.Ε.)  
Τμήμα: NOC

Μπορείτε να συνδεθείτε στην υπηρεσία εδώ <https://www.epresence.gr/login/BDMHxbSlvVyuHOz> 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/BDMHxbSlvVyuHOz> 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

**Important:** Such emails may sometimes be incorrectly classified as spam by the user's mail server.

The user must:

1. Follow the activation link
2. Select their Institution from the Authentication and Authorization menu
3. Click "Confirm"

## e:Presence –User Account Activation and Management Instructions – Version 5.0

### 4. Enter their institutional account credentials

Users authenticated through their Institution can:

- create their own account,
- convert an incorrectly declared external account into an internal account simply by logging in through the Central Authentication Service.

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## Login



Click here to connect with your institutional account if your institution is a member of the DELOS AAI federation (e.g. Greek academic institutions, research institutions etc.)

The first time users log in, they will be required to update their account information and accept the Terms of Use and Privacy Policy.

Activate account for user: [input field]

Before you use the e:Presence service you must confirm your details and activate your account!

Last Name: [input field]

First Name: [input field]

Primary email [i] [input field]

Additional email 1 [i] [input field]

Available additional email slots : 2 In order to add additional emails please save your account details first, then use the edit button in the account page

External: No

Telephone: Telephone (optional) [input field]

Role: User

Institution: ΕΘΝΙΚΟ & ΚΑΠΟΔΙΣΤΡΙΑΚΟ ΠΑΝΕΠΙΣΤΗΜΙΟ ΑΘΗΝΩΝ

Department: Select department [dropdown menu]

Accept terms :  Terms of Use

Accept privacy notice :  Privacy notice

Account activation [button]

If required fields are missing, an error message will appear when attempting account activation. The user's Organization and email address(es) will usually be pre-filled by the Authentication Service. The Department field must be entered manually by the user.

If no email is returned by the authentication system, the user must manually enter the email they wish to use in the service. A verification email will then be sent to confirm ownership.

Any user authenticated through the Authentication and Authorization Infrastructure can create an account without first being invited to a teleconference.

## EXTERNAL USERS

External users are users who do not belong to the Authentication and Authorization Infrastructure (aai.grnet.gr). The first time such a user participates in a teleconference, they receive an email from e:Presence [no-reply@epresence.gr](mailto:no-reply@epresence.gr) with subject: "e:Presence: Account Activation".



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: [athanasios.vaios@gmail.com](mailto:athanasios.vaios@gmail.com)

Password: sSSf2LTJQ38IJX0

Υπεύθυνος Συντονιστής: Νάσος Βάιος

Οργανισμός: Εθνικό Δίκτυο Υποδομών Τεχνολογίας και Έρευνας (ΕΔΥΤΕ Α.Ε.)

Τμήμα: NOC

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: [athanasios.vaios@gmail.com](mailto:athanasios.vaios@gmail.com)

Password: sSSf2LTJQ38IJX0

You can login to the service from here: <https://www.epresence.gr/auth/login>.

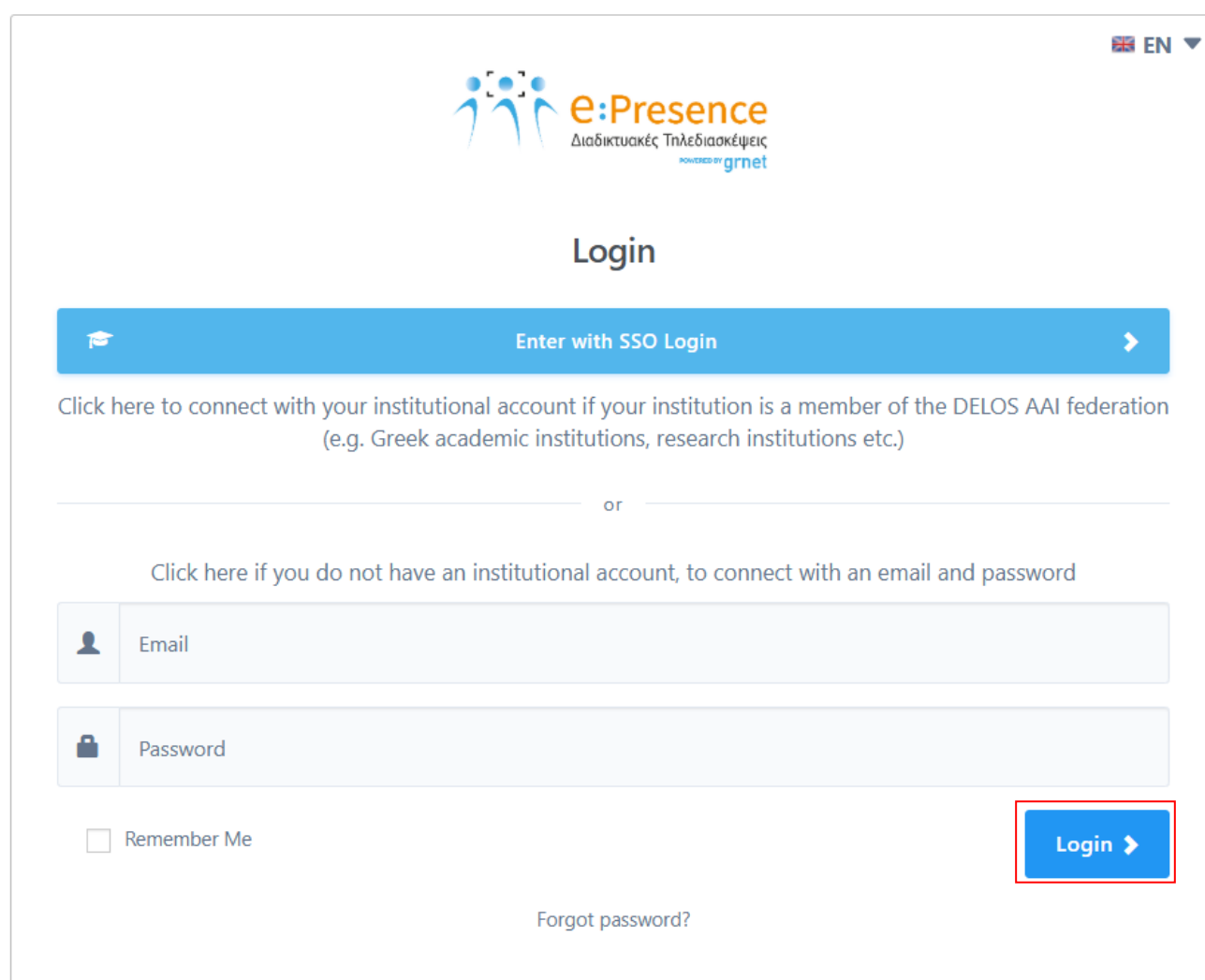
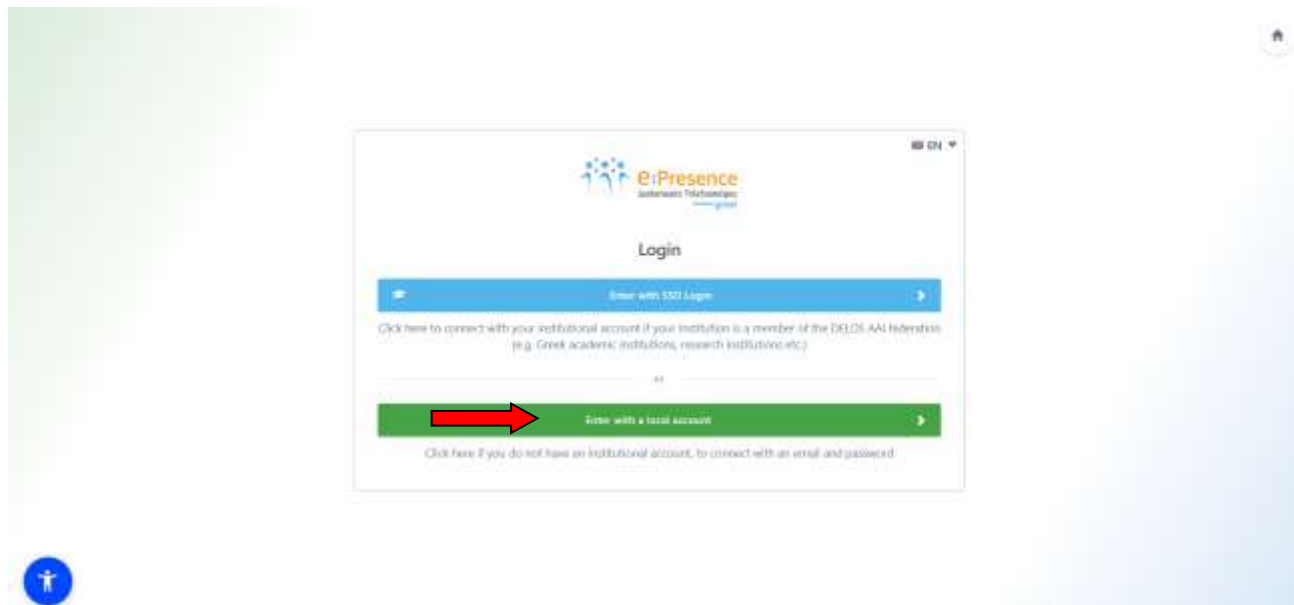
At your first login attempt you will be asked to confirm your account data and to activate your account.

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

**Important:** *These emails may be classified as spam.*

The user must select the green button “Enter with a local account” and enter the full email address and password they received. Then, they should click “Login”.



At first login, the user must complete their profile information. The user may change the password but cannot change the invited email address.

Activate account for user:

Before you use the e:Presence service you must confirm your details and activate your account!

**Last Name:**

**First Name:**

**Email:**

**External:** Yes

**Telephone:**

**Role:** User

**Institution:**

**Department:**

- In this section you can optionally change your current password

**Current Password:**

**New Password:**

**Confirm password:**

**Accept terms:**  [Terms of Use](#)

**Accept privacy notice:**  [Privacy notice](#)

[Account activation](#)

If the organization is not listed, the user may select: “Other”.

**Institution:**

-

**Current Password:**

**New Password:**

**Confirm password:**

**Accept terms:**  [Terms of Use](#)

**Accept privacy notice:**  [Privacy notice](#)

Φορέας Διαχείρισης Εθνικού Πάρκου Βόρειας Πίνδου  
Φορέας Διαχείρισης Εθνικού Πάρκου Δάσους Δαδιάς - Λευκίμης - Σουφλίου  
ΦΟΡΕΑΣ ΔΙΑΧΕΙΡΙΣΗΣ ΚΟΡΩΝΕΙΑΣ ΒΟΛΒΗΣ ΧΑΛΚΙΔΙΚΗΣ  
ΦΟΡΕΑΣ ΔΙΑΧΕΙΡΙΣΗΣ ΛΙΜΝΟΘΑΛΑΣΣΑΣ ΜΕΣΟΛΟΓΓΙΟΥ - ΑΚΑΡΝΑΝΙΚΩΝ ΟΡΕΩΝ  
ΦΟΡΕΑΣ ΔΙΑΧΕΙΡΙΣΗΣ ΠΡΟΣΤΑΤΕΥΟΜΕΝΩΝ ΠΕΡΙΟΧΩΝ ΘΕΡΜΑΪΚΟΥ ΚΟΛΠΟΥ  
ΧΑΡΟΚΟΠΕΙΟ ΠΑΝΕΠΙΣΤΗΜΙΟ  
Other

The user is required to accept the Terms of Use and Privacy Policy before pressing Account Activation. This step is mandatory.

Role: User

Institution: Other

In this section you can optionally change your current password

Current Password: .....

New Password: .....

Confirm password: .....


Accept terms:  Terms of Use

Accept privacy notice:  Privacy notice

Account activation

If a user forgets their password, they can request a reset through the “Forgot my password” link on the login page.

EN



## Login

Enter with SSO Login

Click here to connect with your institutional account if your institution is a member of the DELOS AAI federation (e.g. Greek academic institutions, research institutions etc.)

or

Click here if you do not have an institutional account, to connect with an email and password

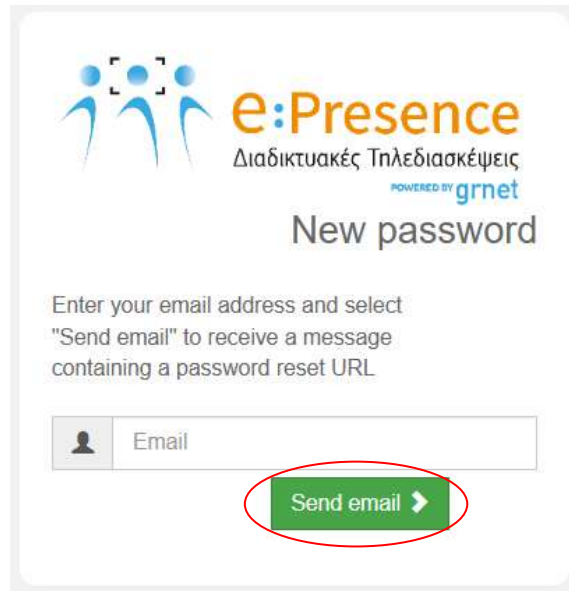
Email

.....

Remember Me

Login

[Forgot password?](#)



**e:Presence**  
Διαδικτυακές Τηλεδιασκέψεις  
POWERED BY gnet

### New password

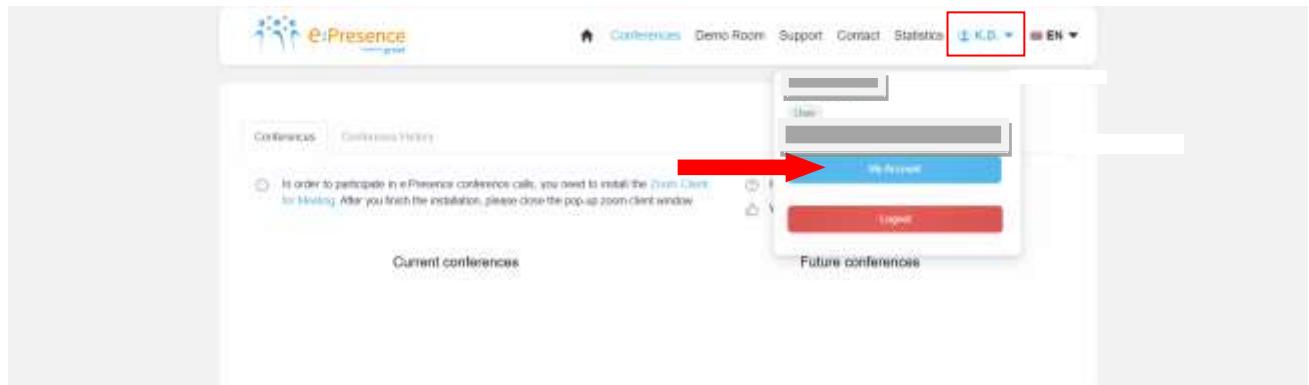
Enter your email address and select "Send email" to receive a message containing a password reset URL

[Send email >](#)

A password reset email will then be sent with the subject: "e:Presence: Your Password Reset Link".

## USER ACCOUNT MANAGEMENT

Users can edit their account information through: “My Account” accessible from the menu next to their initials/profile icon.



## EDITING ACCOUNT INFORMATION

The first tab: “Edit account details” includes the first and last name, primary email, external user status, contact details, role, organization and department. Users may edit parts of those fields.

A screenshot of the 'Edit account details' form. The form has four tabs: 'Edit account details' (selected, with a red arrow pointing to it), 'Email management', 'Request role change', and 'Two Factor Authentication'. The form contains the following fields and sections:

- Last Name:** Text input field.
- First Name:** Text input field.
- Email:** Text input field. Below it, a yellow box contains the text: "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."
- Email management:** A sub-section header.
- External:** Radio button labeled 'Yes'.
- Telephone:** Text input field with placeholder text 'Telephone (optional)'.
- Role:** Radio button labeled 'User'.
- Request role change:** A sub-section header.
- Institution:** Dropdown menu with 'Alla' selected.
- Password section:** A note states "In this section you can optionally change your current password". It includes three text input fields: 'Current Password', 'New Password', and 'Confirm password'.

At the bottom right, there are two buttons: 'Delete account' (red) and 'Save' (blue).

## e:Presence –User Account Activation and Management Instructions – Version 5.0

External users may change their password but cannot change their email address or their external user status.

Academic users cannot modify their organization, because it is verified through institutional authentication and password fields are not displayed for them.

Users must click “Save” to apply changes.

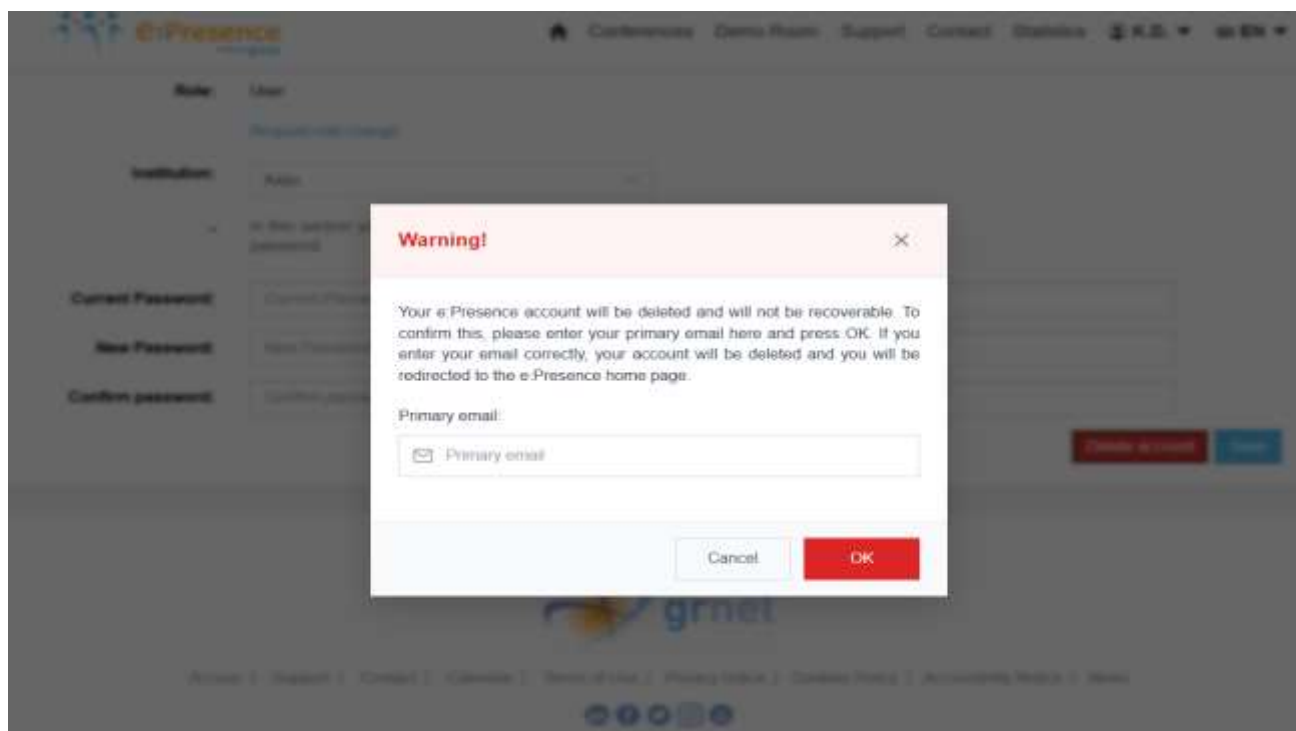
### ACCOUNT DELETION

Users who no longer wish to use the service may delete their account through the red button in the “Edit Account Information” tab.



The screenshot shows a form with three password fields: "Current Password", "New Password", and "Confirm password". To the right of these fields are two buttons: a red "Delete account" button and a blue "Save" button. A red arrow points from the "Delete account" button towards the left.

To confirm deletion, the user must enter their primary account email and click “OK”.

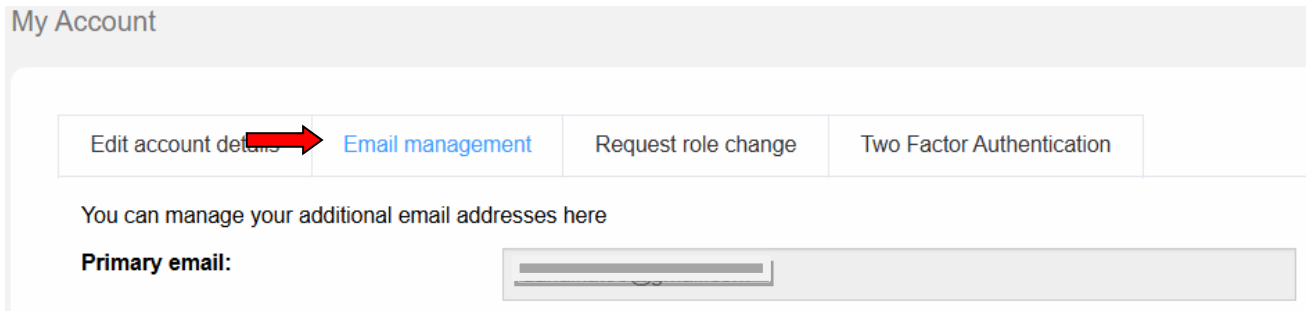


***Important :*** After deletion the user’s personal data becomes anonymous and their history remains only as statistical records of the service. The user cannot log in again unless a new account is activated.

### ADDING AND MANAGING SECONDARY EMAILS

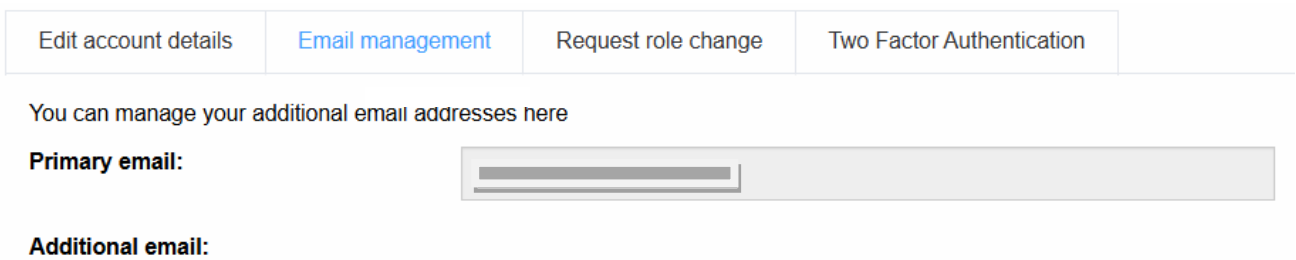
Users may add up to four email addresses to a single account. This means that invitations sent to any connected email address will appear under the same account. Invitation emails are always sent to the designated primary email.

Users manage emails through: “Email Management”.

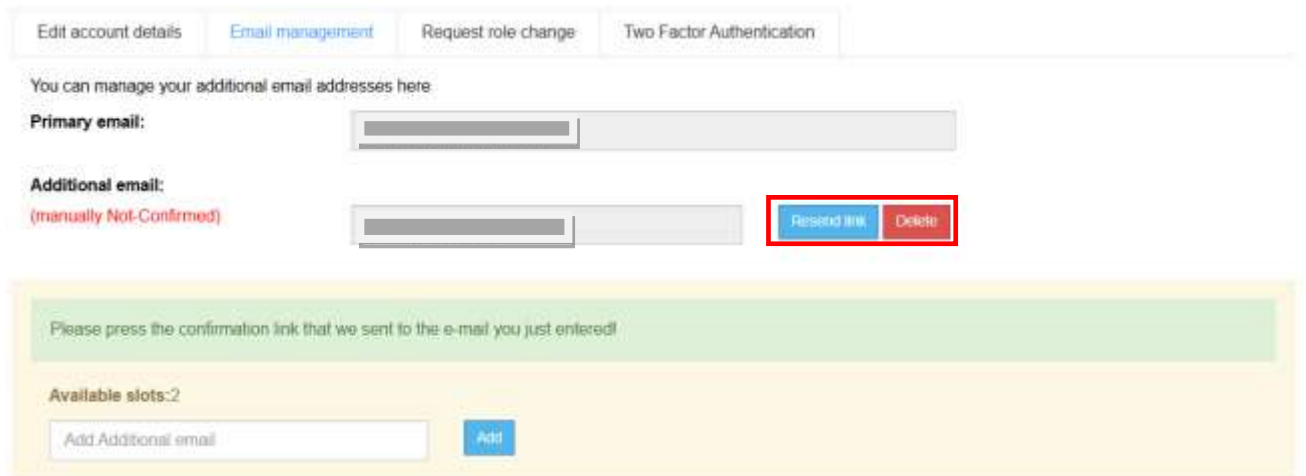


By selecting the tab, the user can see the available slots for new emails, as they are also given the opportunity to define which of the multiple emails to appoint as the primary one (invitations to teleconferences will be sent to that one regardless of the email address with which they have been invited).

In total, there are four available slots for emails in a user account.



To add an email the user must enter the email address by clicking “Add”. Initially, the email is marked as: “manually not-confirmed”.



The user must then check the inbox of the added email for a verification email from “e:Presence.gr [reply@epresence.gr](mailto:reply@epresence.gr)” with subject “e:Presence.gr: Extra email confirmation”. After clicking the verification link the email becomes verified and is linked to the account.

If the email is not received, the user may click: “Resend link”.

### e:Presence –User Account Activation and Management Instructions – Version 5.0

Each secondary email has a red delete button to remove it and a blue “Change to primary” button to make it the main email.

The screenshot shows the 'Email management' tab selected in a navigation bar. Below the navigation bar, a blue banner reads 'Email address activated!'. A message states 'You can manage your additional email addresses here'. Under 'Primary email:', there is a text input field. Under 'Additional email: (manually Confirmed)', there is another text input field with two buttons: a blue 'Change to primary' button and a red 'Delete' button. At the bottom, a yellow banner indicates 'Available slots:2' and contains an 'Add Additional email' input field and a blue 'Add' button.

### ROLE CHANGE REQUEST

Users may request a role change through the: “Request Role Change” tab.

The screenshot shows the 'Request role change' tab selected in the navigation bar, indicated by a red arrow. A green banner reads 'You may apply for a role change for the institution Εθνικό Δίκτυο Υποδομών Τεχνολογίας και Έρευνας (ΕΔΥΤΕ Α.Ε.)'. The form includes: a 'Telephone:' field with the placeholder 'Telephone (required)'; a 'Role:' dropdown menu with 'Επιλογή' selected and the instruction 'Select the desired role'; a 'Description:' field with the placeholder 'Justification required (in short)'; a link for 'Moderator Terms and Conditions' and an 'Accept terms' checkbox; and a blue 'Submit application' button highlighted with a red box.


Users can request to become a Department Moderator or an Organization Moderator.

The user must complete a form including the requested role, their contact phone number, an explanation for the request and acceptance of moderator-related terms. By clicking “Submit application” the application is forwarded for evaluation either to the current Organization Moderator, or to the service administrators if no moderator exists.


If the request is not considered sufficiently justified, it will be rejected and the user will be informed accordingly.

### TWO FACTOR AUTHENTICATION


Through the “Two Factor Authentication” tab, users may enable two-factor authentication for additional account security. To activate it, click “Enable 2FA”.


Edit account details   Email management   Request role c  [Two Factor Authentication](#)

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 **Two-Factor Authentication** ⊘ Disabled  
Secure your account with 2FA protection.

---

 Two-factor authentication is not enabled yet. We strongly recommend enabling it for increased security.

 You will need to scan a QR code and enter a verification code to activate it.

[Enable Two-Factor Authentication](#)

## PERSONALIZED STATISTICS

Users can access service usage statistics through the “Statistics” tab after logging in.



The tabs “Real-time usage” and “Past period usage” display overall statistics for all users of the service.



To view personal usage statistics, users must select “Personalized Statistics”.

The following information is displayed:

- number of teleconferences attended
- total participation duration
- device type used for connections

Statistics are presented in three sections:

1. Total statistics since account activation
2. Statistics for the current calendar year
3. Statistics for the previous calendar year

Real-time usage

Past period usage

Personalized Statistics

## Total

### User statistics

Total number of conferences you have participated in: 0 out of 1 invited

Connection type:

0 times using Desktop-Mobile

0 times using H323/SIP

Total connection time in conferences: 0 minutes

## Current year 2026

### User statistics

Total number of conferences you have participated in: 0 out of 1 invited

Connection type:

0 times using Desktop-Mobile

0 times using H323/SIP

Total connection time in conferences: 0 minutes