



# EBU TECH HANDBOOK



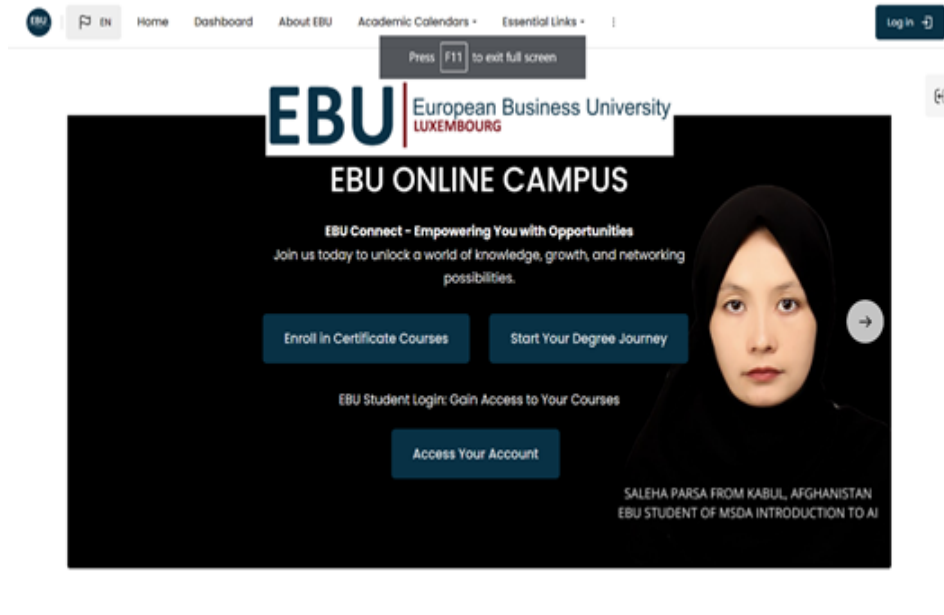
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# 1. Logging in to your account

## STEP 1

- Go to [connect.ebulux.lu](https://connect.ebulux.lu)



## NB:

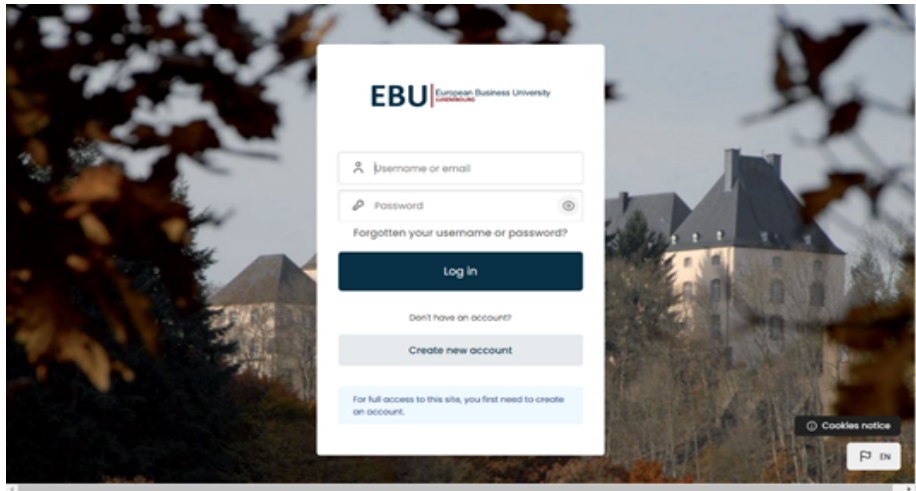
- Click on the **“Enroll in Certificate Courses”** Button to enroll in our certificate programs.
- Click on the **“Start Your Degree Journey”** Button to enroll in our degree programs.
- Click on the **“Access Your Account”** button to access or create your EBU student account.

## STEP 2

- Click on [Log in](#)

STEP 3

- Enter your username and password



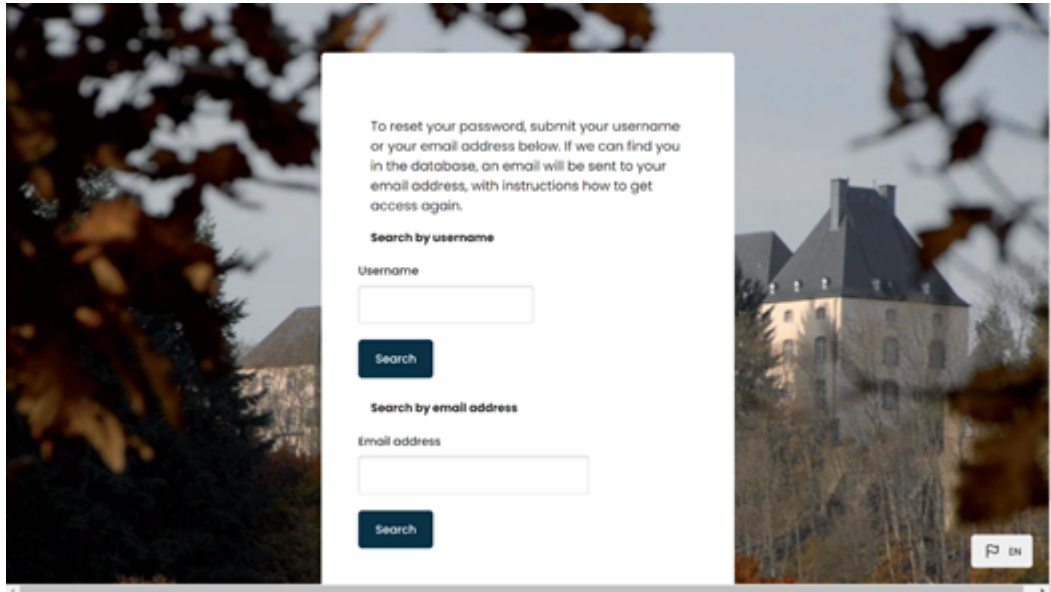
STEP 4

- Upon successful login, you are redirected to your [Dashboard](#)

## 2. Password reset

### STEP 1

- On the login screen, click on '[Forgotten your username or password?](#)'



The screenshot shows a password reset form on a website. The form is white and centered on a background image of a stone building with a dark roof, partially obscured by autumn leaves. The text on the form reads: "To reset your password, submit your username or your email address below. If we can find you in the database, an email will be sent to your email address, with instructions how to get access again." Below this text are two search options. The first is "Search by username" with a text input field labeled "Username" and a blue "Search" button. The second is "Search by email address" with a text input field labeled "Email address" and a blue "Search" button. In the bottom right corner of the form, there is a small icon of a speech bubble with "EN" next to it.

### STEP 2

- Enter your email address.

IMPORTANT: Do not enter anything in the username slot.

Note: Use the email address that was linked to your account during the account creation. Any other email will not work because the system will not recognize it.

### STEP 3

- A link will be sent to your email for you to reset your password.

Enter your preferred password that is easy for you to remember, and save changes.

Your username will also be displayed on this page. Kindly take note of that for future logins.

After the above steps you will be able to log in to [EBU CONNECT](#) with your username and your password without any issues.

## 3. Password reset on Moodle mobile app

### STEP 1

- On the Moodle app login screen, click on ['Forgotten your username or password?'](#)

← Log in

**moodle**™

EBU CONNECT  
https://connect.ebulux.lu

Username

Password

LOG IN

[Forgotten your username or password?](#)

Is this your first time here?

For full access to this site, you first need to create an account.

CREATE NEW ACCOUNT

### STEP 2

- Select the email address radio button and proceed to enter your email address.

### ← Forgotten password

To reset your password, submit your username or your email address below. If we can find you in the database, an email will be sent to your email address, with instructions how to get access again.

Search by:

Username

Email address

Enter either username or email address

---

SEARCH



**IMPORTANT:** Do not use the username

Note: Use the email address that was linked to your account during the account creation. Any other email will not work because the system will not recognize it.

### STEP 3

- A link will be sent to your email for you to reset your password.

Enter your preferred password that is easy for you to remember, and save changes.

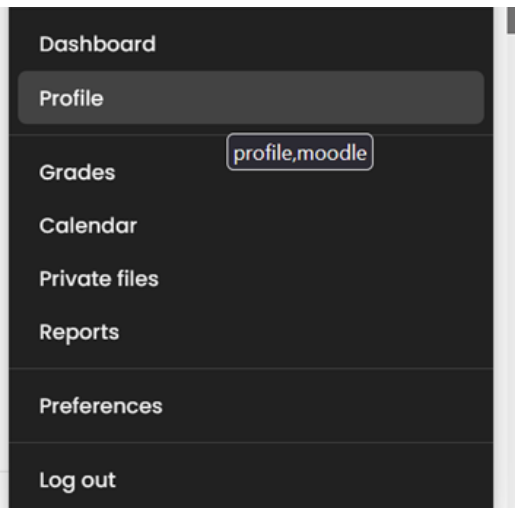
Your username will also be displayed on this page. Kindly take note of that for future logins.

After the above steps you will be able to log in to Moodle app with your username and your password without any issues.

## 4. Profile Picture update

### STEP 1

Click on your name at the top right of the page. A drop-down menu appears as shown below. Then click on **Profile**.



### STEP 2-

Click on **Edit profile**



### STEP 3

- Scroll to the **User picture** section and follow the steps



User picture

Current picture None

New picture <sup>Ⓢ</sup>

Files

You can drag and drop files here to add them.

Accepted file types:

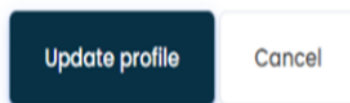
Image files to be optimised, such as badges .gif .jpe .jpeg .jpg .png

Maximum file size: 500 MB, maximum number of files: 1

Picture description

**STEP 4**

- SAVE your changes before exiting the page by clicking on the **Update profile** button at the end of the page to ensure the changes reflect.



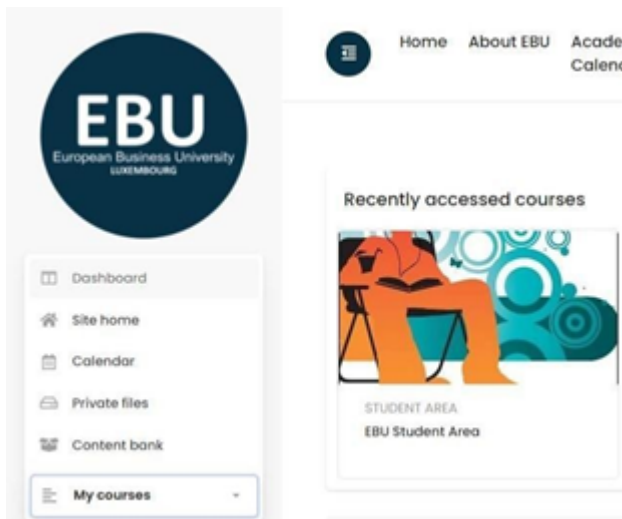
## 5. Accessing your course(s)

You can access your course from 3 different areas.

NOTE: You need to have successfully logged in to your account

### OPTION 1

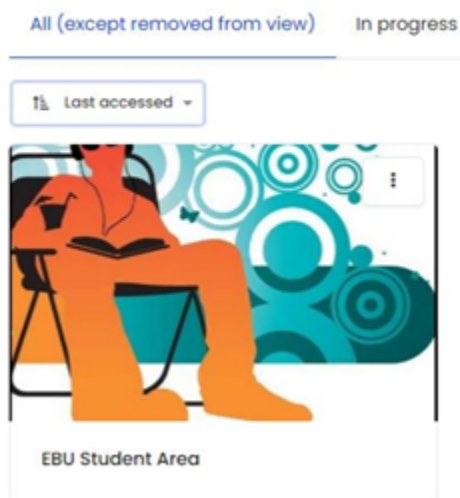
- From the **Recently accessed courses** section on your Dashboard



### OPTION 2

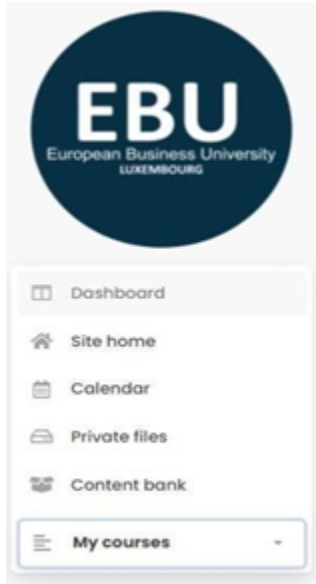
- From the **Course overview** section (After scrolling down on the Dashboard, after the Calendar and Latest Announcements)

#### Course overview



### OPTION 3

- From **My courses** on the left Menu bar



## 6. Posting to a Forum

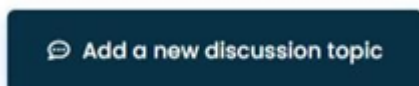
### 6.1. Putting up a discussion post

#### STEP 1

- Go to the particular forum you want to post in from your course page and click on it. (Take note of the forum due date if specified)

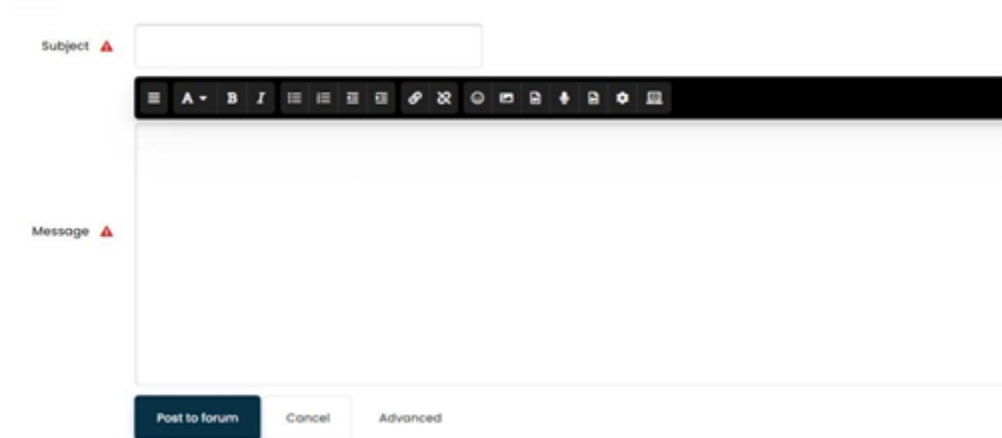
#### STEP 2

- Click on the **Add a new discussion topic** button



### STEP 3

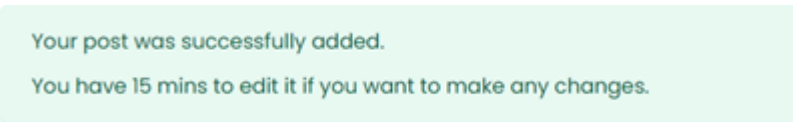
- Input your Subject and Message. Once done, click on the **Post to forum** button.



The screenshot shows a web form for creating a forum post. At the top, there is a text input field labeled "Subject" with a small red triangle icon to its right. Below this is a rich text editor with a dark toolbar containing various icons for text formatting (bold, italic, underline, text color, background color), list creation, link insertion, and image upload. The main body of the form is a large, empty text area labeled "Message" with a small red triangle icon to its left. At the bottom of the form, there are three buttons: "Post to forum" (highlighted in dark blue), "Cancel" (white with a grey border), and "Advanced" (white with a grey border).

### STEP 4

- Upon posting to the forum, you get the notification on the top of the page as shown below.  
- To view your post, click on the post you created.



## 6.2. Editing your post

### STEP 1

- Click on the post you created within the 15 mins time allowed to edit, and click on the **Edit** button.

To delete the post, click on the **Delete** button.



### STEP 2

- Make the necessary changes to the subject or message that you want on your post, and click on **Save changes** once done.



- You will see the notification on top of the page that your post was updated.



## 6.3. Replying to a post

### STEP 1

- Click on another student's post that you'd like to read and comment on, and click on the **Reply** button.



### STEP 2

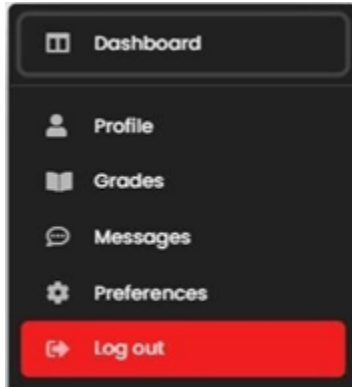
- Write your reply in the textbox and click the **Submit** button once done.

A screenshot of a reply form. It features a large, empty text input box with a light blue border and a placeholder text 'Write your reply...'. Below the text box are two buttons: a dark blue 'Submit' button and a light gray 'Cancel' button. In the bottom right corner of the form area, there is a small icon of a crossed-out 'X' followed by the text 'Advanced'.

## 7. Checking your Forum posts

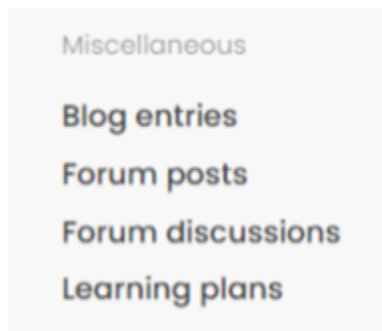
### STEP 1

- Click on your profile picture at the top right of the page to show the drop-down menu as shown below. Then click on **Profile**.



### STEP 2

- On your profile page, scroll to the **Miscellaneous** section as shown in the image below:



You will be able to see the specific topic you responded to, as well as the specific post/reply you made. To double-check and keep track of your posts for each topic:

- Click on **Forum discussions** to see all the original posts you have made ONLY.

- Click on **Forum posts** to see BOTH original posts and replies you have made.

For replies to other student's posts that you have made, there is a "**Re:**" statement before the topic indicating that it was a reply to another student's post.

Note that original posts do NOT have this statement before the topic.

## 8. Moodle App set up

### STEP 1

- Download the Moodle app using either of the links below depending on your device type:

- *Google Play store (For Android devices):*

- [https://play.google.com/store/apps/details?id=com.moodle.moodlemobile&hl=es\\_MX](https://play.google.com/store/apps/details?id=com.moodle.moodlemobile&hl=es_MX)

- *App Store (For Apple devices):*

- <https://apps.apple.com/us/app/moodle/id633359593>

### STEP 2

- Complete the installation process.

### STEP 3

- If prompted to select if you are a Learner or Educator, select Learner.

### STEP 4

- Enter Your site name as <https://connect.ebulux.lu> and click on the pop up below it.

### STEP 5

- Enter Your site name as <https://connect.ebulux.lu> and click on the pop up below it.

Connect to Moodle



Your site  
connect.ebulux.lu

---

Please select your account:




Connect to your site  
connect.ebulux.lu






STEP 5


- Log in to your account by entering your **Username** and **Password**, just as you would normally for the web version of our Moodle platform.

← Log in 



**EBU CONNECT**  
https://connect.ebulux.lu

Username

Password 

LOG IN

[Forgotten your username or password?](#)

Is this your first time here?

For full access to this site, you first need to create an account.

CREATE NEW ACCOUNT

Please ensure you key in your credentials without an error and your setup will be successfully complete.

Please also find some video illustrations [here](#) that you can follow for your setup.

- [How To Install Moodle on Android](#)
- [Install Moodle on iPhone](#)

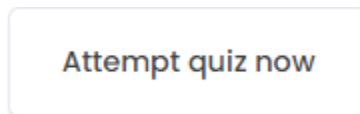
## 9. Completing a Quiz

### STEP 1

- Go to the particular quiz you want to take from your course page and click on it.

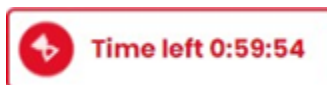
### STEP 2

- Click on the **Attempt quiz now** button. (Take note of the number of quiz attempts allowed and deadline date)



- Start your attempt and complete your quiz.

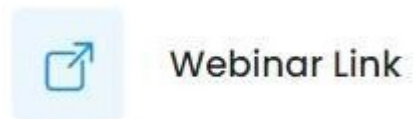
Take note of the quiz timing if timed. A timer appears on the top left corner of your screen



## 10. Zoom Webinar Link

### STEP 1

- Access your course and from your course page, scroll through the Course Information section to the **Webinar Link** sub-section as shown below.



You will see your webinar timing schedule and Zoom meeting details and link on the description.

### STEP 2

- To join your webinar during the specified time on the description, click on the **Webinar Link** above or on the Zoom link in the description.

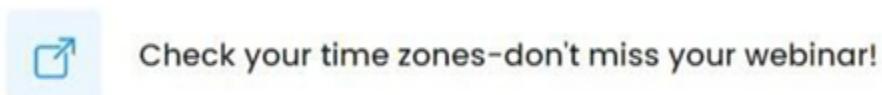
### **Zoom Etiquette**

- Join your class on time to avoid disrupting the webinar.
- Mute your microphone.
- Have your video on.
- Post questions or comments on the Chat feature.

## 11. Checking your Time Zone

### STEP 1

- Since the system and all schedules are specified in CET time zone, you need to convert the times to know what they correspond to in your time zone.
- Click on the link as shown below from your course page.



STEP 2

- Search for Luxembourg.



STEP 3

- On the new page, scroll down to Tools & Convertors and select [Time Zone Converter for Luxembourg](#)

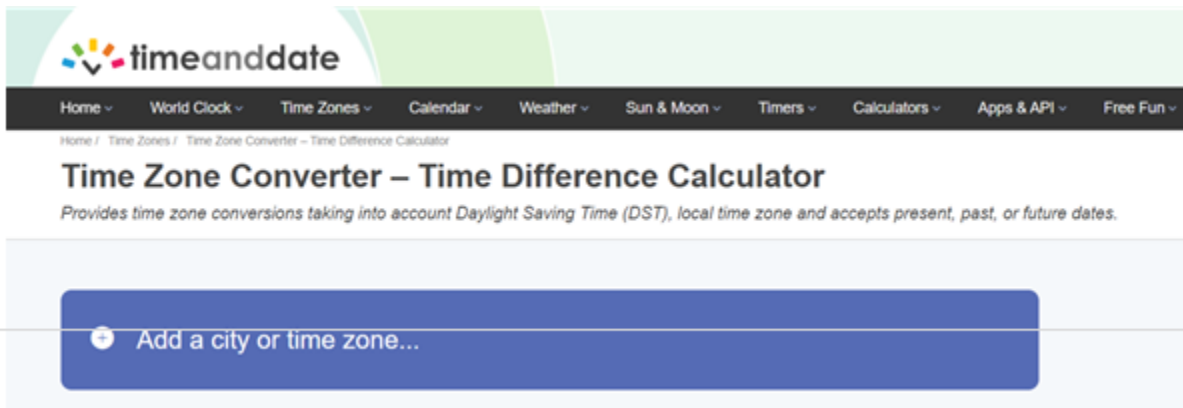
**Tools & Convertors**



- [Meeting Planner for Luxembourg](#)
- [Time Zone Converter for Luxembourg](#)
- [Event Time Announcer for Luxembourg](#)
- [Time difference between Luxembourg and other locations](#)
- [Distance calculator to/from Luxembourg](#)
- [Display a free clock for Luxembourg on your website or blog](#)

STEP 4

- On the new page, add Luxembourg as the first city and your local city as the second city and take note of the time difference.





## 12. Email Etiquette

- For **each** email you send, please ensure you follow the following COMMUNICATION GUIDELINES:

- Always include a very **brief and specific subject** and follow up with your inquiry in the body area.
- Please include your name (i.e., the **exact name** you are enrolled with on the platform). This is because the names attached to your email address may be different from your official names.
- Kindly also include the **course code/name** of the course you are enrolled in and your **instructor's name**. The instructor is applicable mostly for the courses that have separate classes.
- Kindly specify the **exact issue** you have. Wording like 'I have an issue with my course' isn't very helpful and always requires a follow up of the same which will take longer for you to be assisted. If the issue is something visible, kindly attach a screenshot of the issue/error you have.
- When emailing in reference to another person, please make sure to include the person's details. Wording like 'my friend cannot log in' is not very conclusive since we do not have information on 'your friend' and we cannot assist right away.
- Do not spam emails. Reply to your original email if you still require assistance on the same issue you had requested before.

NOTE the EBU emails as per the request types:

- Tech / Moodle platform issues – [helpdesk@ebulux.lu](mailto:helpdesk@ebulux.lu)
- Admission queries / enrolment issues – [admission.scholarship@ebulux.lu](mailto:admission.scholarship@ebulux.lu)

Kindly also make sure that you are very familiar with the **EBU Netiquette policy** on the [student guidelines](#).