EBU TECH HANDBOOK

EBU | European Business Institute
LUXEMBOURG

REV 09/23 AM

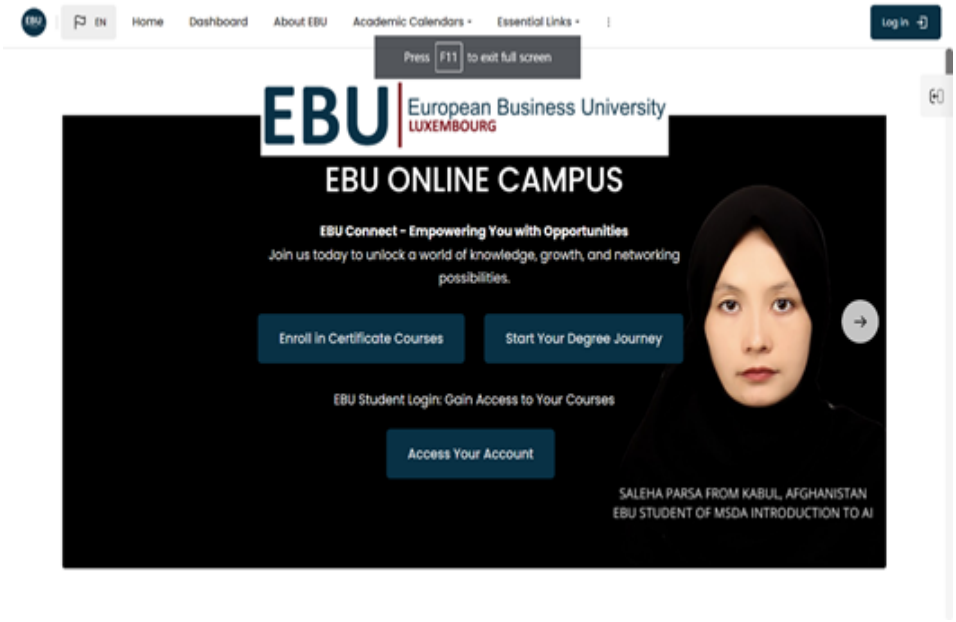
Table Of Contents

1. Logging in to your account..... 3
2. Password reset..... 5
3. Password reset on Moodle mobile app..... 6
5. Accessing your course(s)..... 10
6. Posting to a Forum..... 11
6.1. Putting up a discussion post..... 11
6.2. Editing your post..... 13
6.3. Replying to a post..... 14
7. Checking your Forum posts..... 15
8. Moodle App set up..... 16
9. Completing a Quiz..... 18
10. Zoom Webinar Link..... 19
11. Checking your Time Zone..... 19
12. WhatsApp Link..... 22
13. Email Etiquette..... 22

1. Logging in to your account

STEP 1

- Go to connect.ebulux.lu



NB:

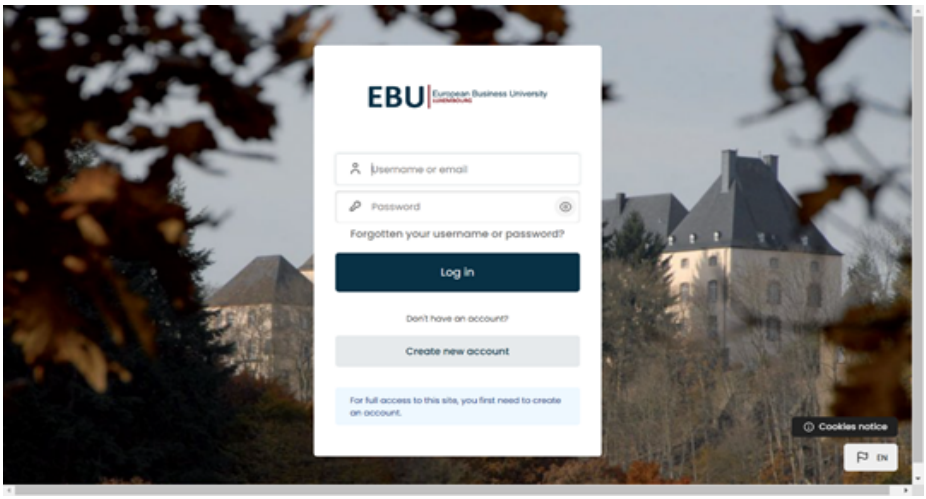
- Click on the **"Enroll in Certificate Courses"** Button to enroll in our certificate programs.
- Click on the **"Start Your Degree Journey"** Button to enroll in our degree programs.
- Click on the **"Access Your Account"** button to access or create your EBU student account.

STEP 2

- Click on Log in

STEP 3

- Enter your username and password



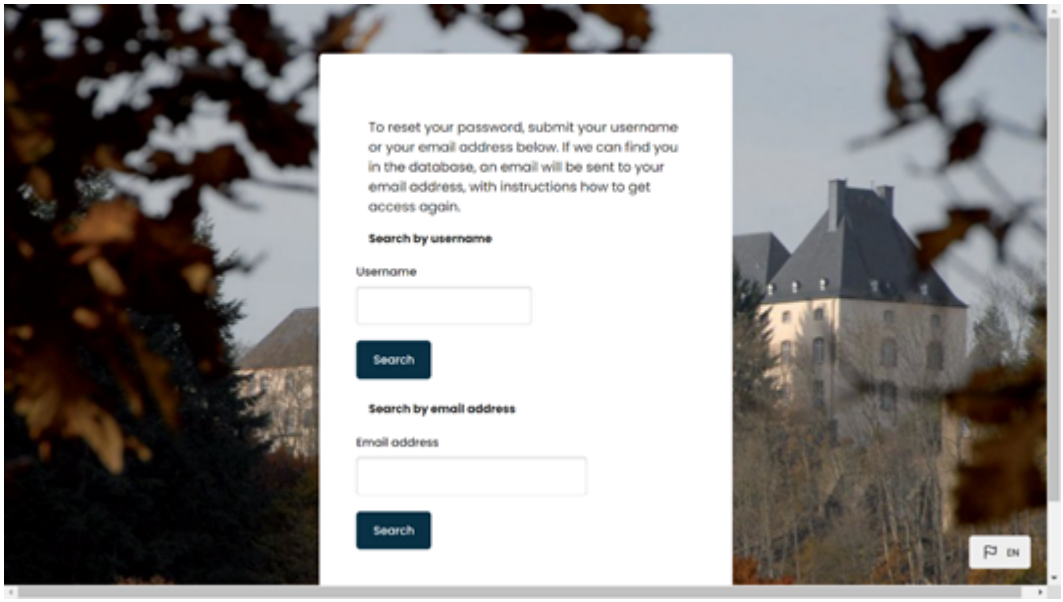
STEP 4

- 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?'



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.

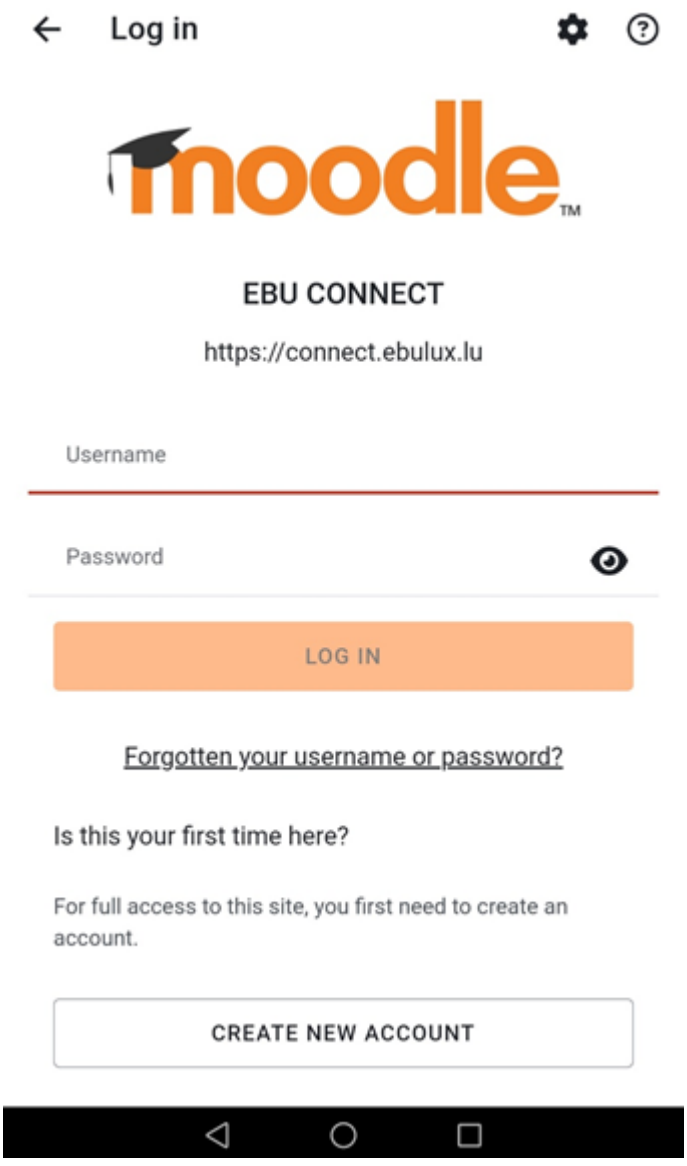
Your username will also be displayed on this page. Kindly take note of that for future logins.

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

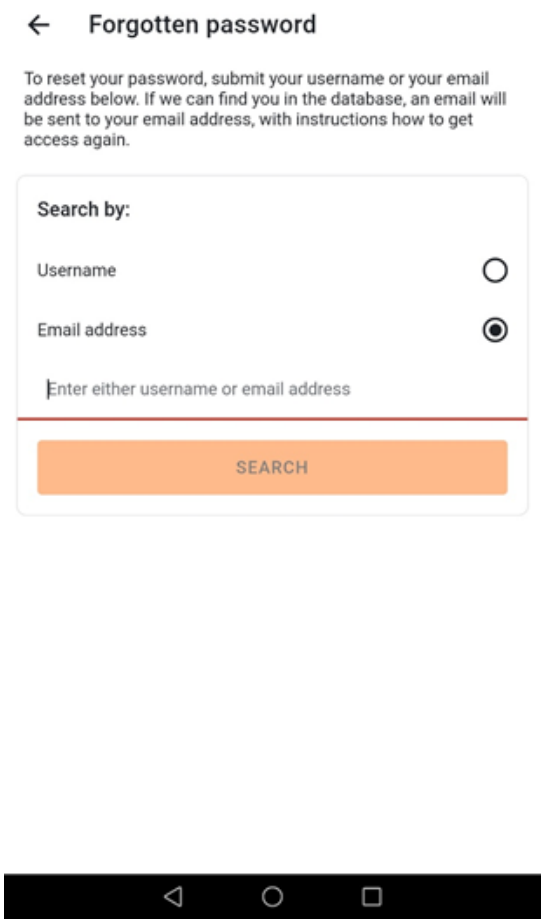
STEP 1

- On the Moodle app login screen, click on 'Forgotten your username or password?'



STEP 2

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



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.

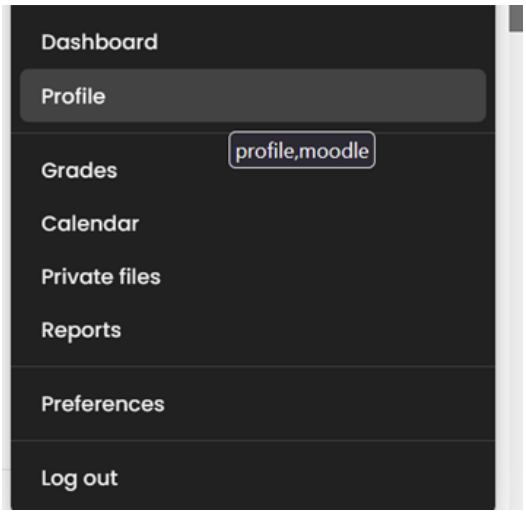
Your username will also be displayed on this page. Kindly take note of that for future logins.

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-

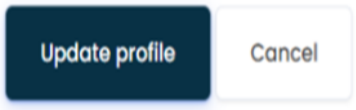
Click on **Edit profile**

STEP 3

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

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.



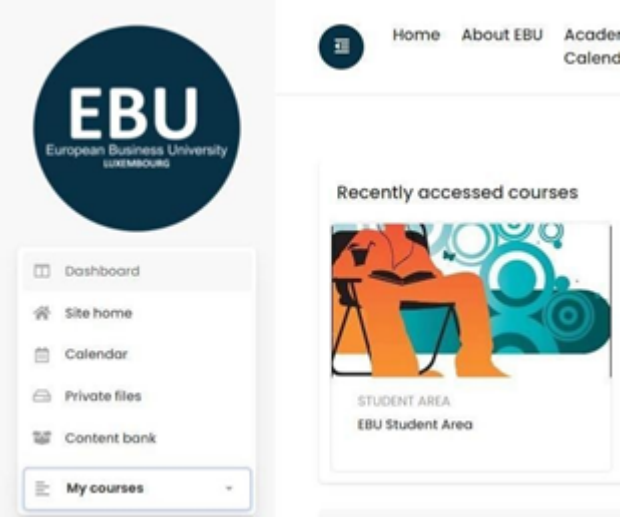
5. Accessing your course(s)

You can access your course from 3 different areas.

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

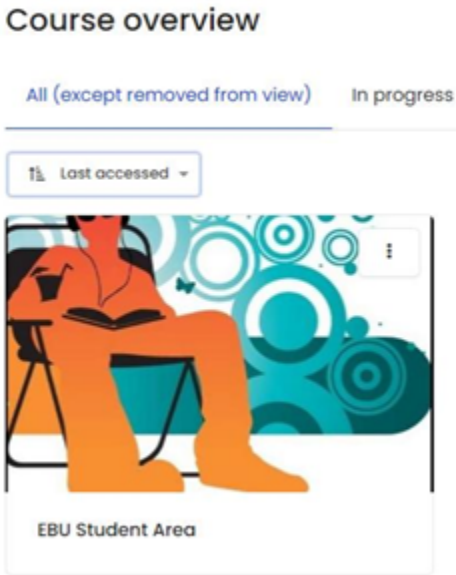
OPTION 1

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



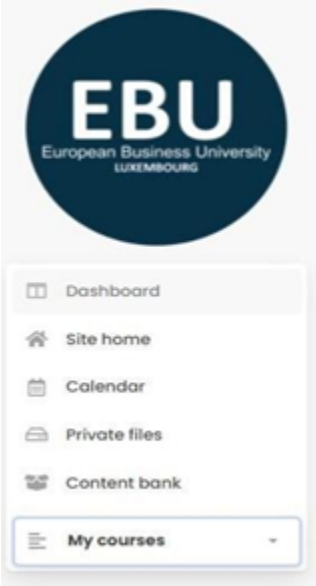
OPTION 2

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



OPTION 3

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



6. Posting to a Forum

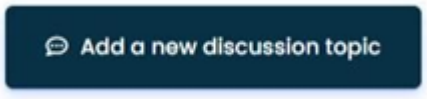
6.1. Putting up a discussion post

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)

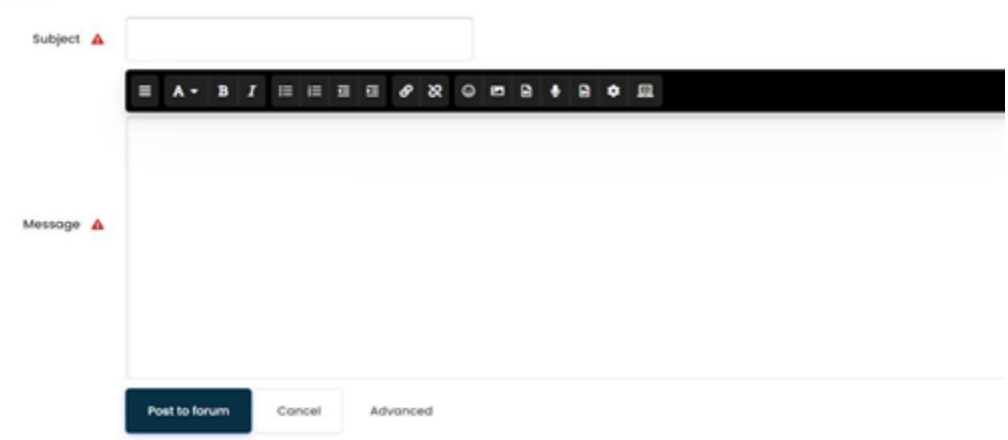
STEP 2

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



STEP 3

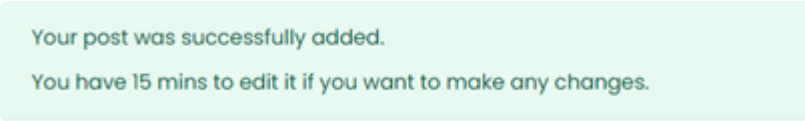
- Input your Subject and Message. Once done, click on the **Post to forum** button.



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.

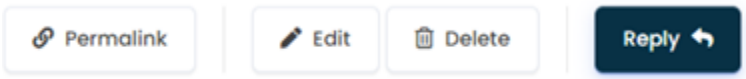


6.2. Editing your post

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.

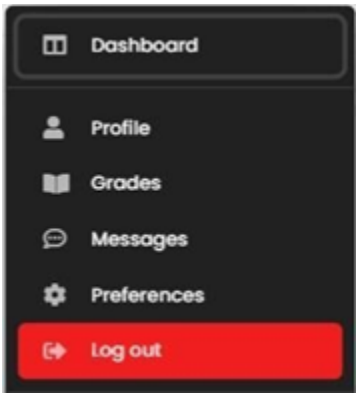
STEP 2

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

7. Checking your Forum posts

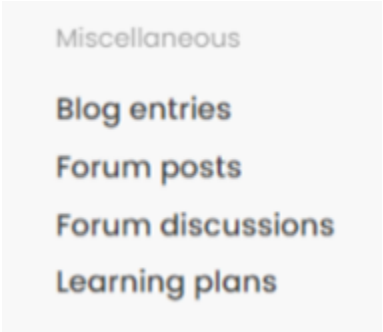
STEP 1

- 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

  - *App Store (For Apple devices):*
    https://apps.apple.com/us/app/moodle/id633359593

STEP 2

- Complete the installation process.

STEP 3

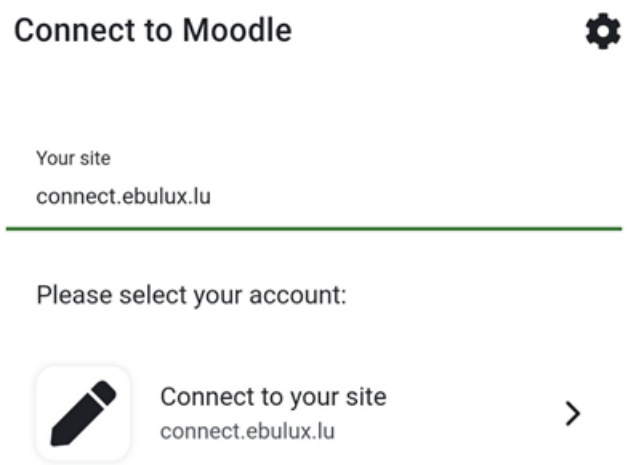
- If prompted to select if you are a Learner or Educator, select Learner.

STEP 4

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

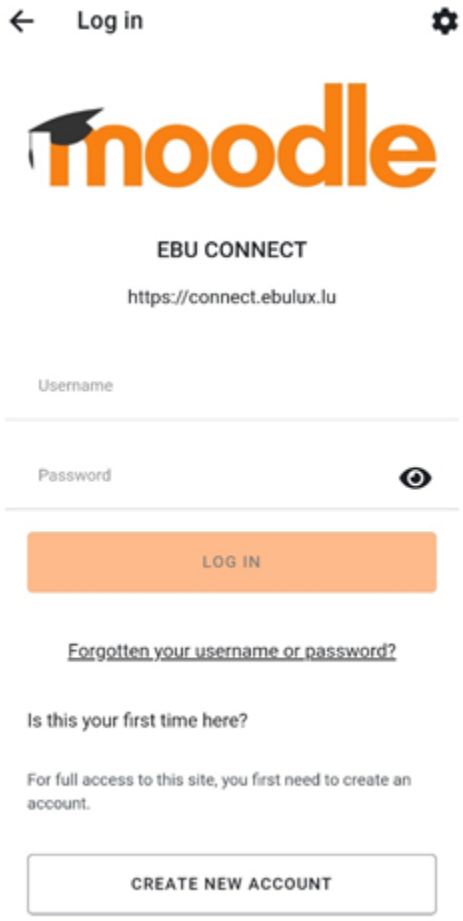
STEP 5

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



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.



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

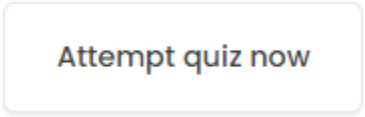
9. Completing a Quiz

STEP 1

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

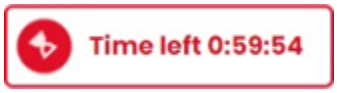
STEP 2

- 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.

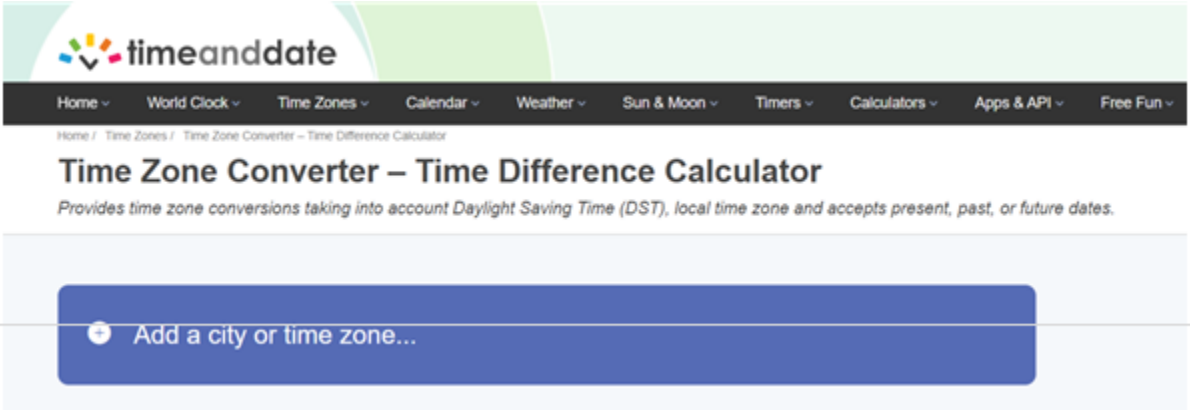
STEP 3

- On the new page, scroll down to Tools & Convertors and select Time Zone Convertor for Luxembourg

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**

- Admission queries / enrolment issues – **admission.scholarship@ebulux.lu**

Kindly also make sure that you are very familiar with the **EBU Netiquette policy** on the **student guidelines.**