

Tips and tricks when attending a synchronous session on BBB

As most of you are connecting from the teleworking environment, please connect via a private device (desktop/laptop/tablet/smartphone), to avoid overloading our institutions' IT servers.

Before

- Make sure that your PC/Laptop software is up to date
- Restart your router 30' before starting the course
- If you are attending from home inform the other family members to avoid using the internet on minimize access
- Internet TV (Netflix, amazon prime, youtube) should definitely be off since it consumes a lot of your bandwidth
- Restart your computer and have only the necessary applications activated
- Avoid using internet explorer or edge. Firefox and Chrome are more stable
- Perform a test just to make sure that everything works as anticipated. Eg if you see that connectivity is not very good, do an ookla test. If the measurement is not that good, try to limit the impact by disconnecting all other devices from the router.
- Use headsets, if not turn down the volume when you speak
- On entering the room, please write your name in the chat box and save it for attendance
- Avoid using corporate/service laptops

Join the meeting

- **Log in to the ILIAS platform- Go to Content- BBB application-Join the virtual classroom**
- Name yourself on the system with country-code, forename and FAMILY-NAME (e.g.: GR Ilias MAKRIS).

During

- Inform the family members that you will be attending a meeting/training
- Join the meeting with your camera and microphone deactivated
- Activate/deactivate communication following the instructor's guidance

After

- Inform the instructor for any issues that you faced during the course

In case of facing connectivity issues, please contact me ASAP (ilias.makris@europa.eeas.eu).