

University of Balamand

Student IT Procedures



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Students Guidelines to access IMail, Webex, SIS, Moodle, Wifi, Library & Prepare for Online Exams

To respond to the COVID-19 pandemic, the University of Balamand has implemented virtual class delivery and online assessment starting Spring 2020.

The main requirements for students to participate in virtual class delivery and take their exams online are the following:

1. Have an operational Balamand email account (IMail)
2. Have a valid Moodle access (through the Balamand IMail account)
3. Have a valid Webex access (through the Balamand IMail account)
4. Have TeamViewer installed on your PC/Laptop
5. Install / configure OBS software (required for Online exams) on your PC/Laptop

Guideline

I. *TeamViewer Installation:*

Teamviewer software allows the IT Team to access your laptop, upon your approval, to help you install and configure OBS software or solve any problems if needed.

1. Go to www.google.com and in the search write download Teamviewer.
2. Download the Teamviewer either Windows version or Mac version according to your laptop OS.
3. Install Teamviewer and make sure that during the process to select the Basic/ Personal Installation.

II. *Email and Moodle Access:*

1. Go to the “Balamand” Website www.balamand.edu.lb
2. Click on “Current Students”.
3. In resources click on “Imail”.
4. Access using your Balamand Email.
5. Change the password.
6. You will use this password for WIFI and Lab/Library computer access.
7. Then access the “Moodle” via <https://moodle.balamand.edu.lb/moodle>



8. Click on “Iml” connect via your Balamand Email with the same password.

III. *Student Webex Login Procedure:*

1. The Student can join the Webex session either by clicking on the link sent by his/her instructor to his/her email or by,
2. Going to <https://balamanduni.webex.com> or www.webex.com then filling the meeting number in the section “Join a Meeting”. Kindly note that the meeting number should be sent by the instructor.

IV. *UOB Online Exam Requirements*

*** System Requirements**

1. PC (Laptop / Desktop)
2. Internet connection
3. Webcam (tested)
4. Microphone (tested)
5. Windows 7 (with sp1) requires OBS version 19

*** OBS (Open Broadcaster Software) Requirements**

1. Operating System - Compatible with Windows, Mac (OS 10.13 & above), and Linux
2. Memory on Windows: 2 GB RAM minimum, on Mac: 1 GB RAM

1. *Create Twitch Account*

- a. Visit www.twitch.tv
- b. Click Sign Up on the upper right corner
- c. As Username, use your UOB ID (ex: A1320000)
Fill Password, Confirm Password, Date of Birth, and Email.
- d. Click Sign Up
- e. Enter the verification code you received through e-mail.
- f. Close the browser
- g. Send your username to your instructor



2. OBS Installation

- a. Go to <https://obsproject.com/download>
- b. Click Download Installer
- c. Install OBS Studio (Next, I Agree, Next, Install, Finish)

3. OBS Configuration

Open OBS Studio

- a. Auto-Configuration Wizard
 - Click Yes
- b. Usage Information
 - Click Next
- c. Video Settings
 - Click Next
- d. Stream Information
 - Click Connect Account
 - A new window will open, log in with your username and password you already created
 - Verify your identity through the code received to your e-mail
 - Click Authorize
 - Click Next
 - Click Apply Settings

4. OBS Streaming

- a. Close Stream Chat Tab > OK
- b. Close Stream Information Tab > OK
- c. On the Bottom Left, In the sourced tab, Click Add (+ Button)
 - Display Capture > OK > OK
 - Video Capture Device > Ok > Ok > Reduce the size of the video capture to half and move it to the bottom right corner.
- d. Start Streaming.

5. OBS ISSUES & FIXES

- a. Display Capture (Black Screen)

To force OBS to use the Integrated Graphics, follow these fixes:

Fix 1: No Additional Graphics

Fix 1&2: NVIDIA Graphics

Fix 1&3: AMD Graphics

- Fix 1:
 - Go to Desktop



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- Right click on any empty space on your Desktop > Display Settings > Scroll down to Graphics settings
 - Under Graphics Settings, Click Browse > Select obs64 (It should be located in C:\Program Files\obs-studio\ bin\64bit) > Add
 - Click OBS Studio > Options > Power Saving > Save
 - Restart OBS

 - Fix 2 (NVIDIA Graphics Available):
 - Go to Desktop
 - Right click on any empty space on your Desktop > NVIDIA Control Panel > Manage 3D Settings > Program Settings Tab
 - Under Program Settings, Select a program to customize > Select OBS Studio (If OBS Studio does not appear, click Add Button and add OBS)
Select the preferred graphics processor for this program > Integrated graphics
 - Click Apply and Close
 - Restart OBS

 - Fix 3 (AMD Graphics Available):
 - Go to Desktop
 - Right click on any empty space on your Desktop > AMD Radeon Settings > Preferences > Radeon Additional Settings
 - Under Power, Click Switchable Graphics Application Settings, Select OBS Studio (If OBS Studio does not appear, click Add Application >)
Select a program to customize > Select OBS Studio (If OBS Studio does not appear, click Add Button and Select obs64; it should be located in C:\Program Files\obs-studio\ bin\64bit)
 - Click the dropdown menu and select power saving
 - Click Apply and Close
 - Restart OBS

6. Video Capture (not working)

Turn on the Camera



7. Runtime Components Missing

Download them, then install OBS

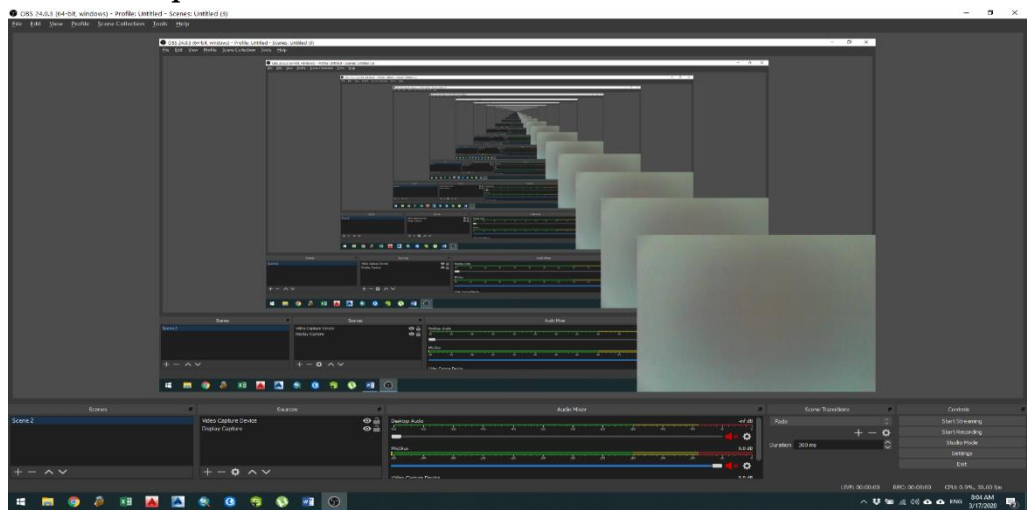
8. Failed to start streaming

Settings > Output > Streaming > Encoder > Software (x264)

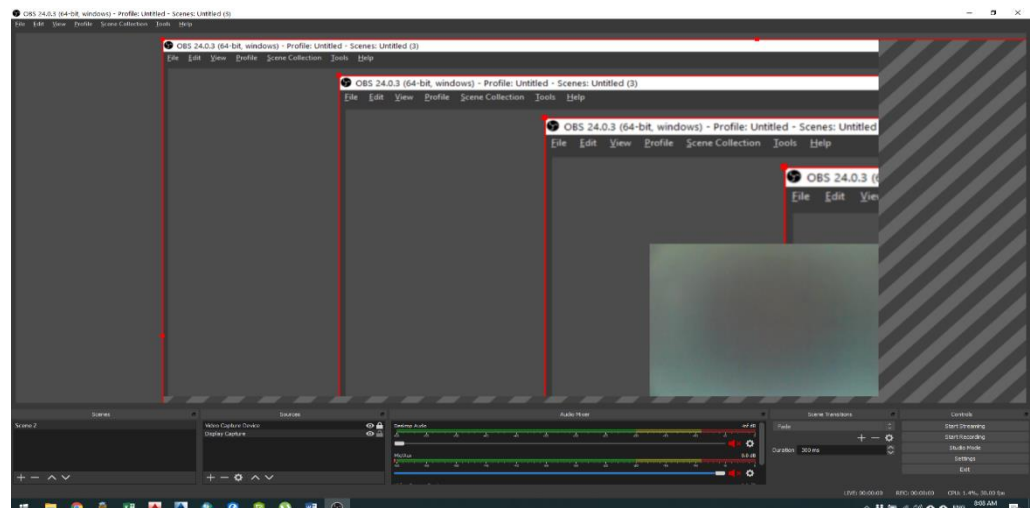
9. Failed to load channel

For previously connected account, just click OK.
For new accounts, wait till the server problem is resolved then go to settings > stream > connect account

10. Screen Sample



- a. The screen should look as the above picture
- b. Video Capture Device:
Reduce the size and move it to the upper left corner
- c. Display Capture:
Resize and move it to fit in the black window

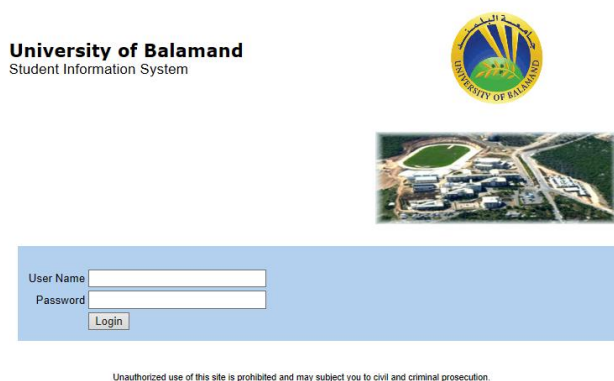




- d. If your screen looks like this, click the Upper Left Corner of the red frame and drag it Bottom Right, then drag the whole frame Upper Left. Keep on doing it so the display capture fits the black window below it.

V. UOB Student Information Systems

1. Navigate to SIS :
 - a- Go to the “Balamand” Website www.balamand.edu.lb
 - b- Click on “Current Students”.
 - c- `In resources click on “SIS”.



2. Figure 12: Student Information Systems
3. Enter the username and password received from the registrar by email.
4. Click on the setup button.
5. Select change password.
6. Enter the old password.
7. Enter the new password.
8. Confirm the new password.

VI. UOB One Drive and Microsoft Office

1. Click on the square dots on the top left corner.

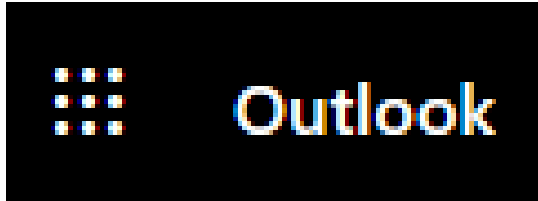


Figure 1: Access to One Drive and Apps

2. Click on One Drive to store your documents.

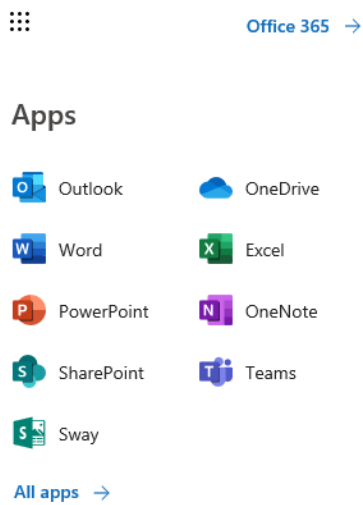


Figure 2: One Drive and Office Apps

UOB students benefit of 1TB of on-line One Drive disk space and free Microsoft Office.

VII. UOB Wi-Fi (IPHONE)

1. Enable Wi-Fi on your phone.
2. Select UOB-Student-WIFI.
3. Enter your UOB username.
4. Enter your password



Figure 3: IPHONE UOB Certificate

5. Click on trust

UOB Wi-Fi (Android)

1. Enable Wi-Fi on your phone.
2. Select UOB-Student-WIFI.

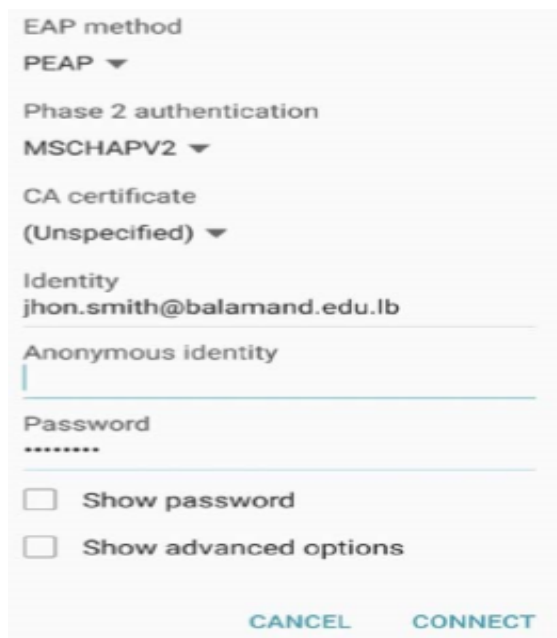


Figure 4: Android Configuration Screen

3. Select PEAP method
4. Select MSCAPV2 for Phase 2 authentication
5. Enter your UOB username.
6. Enter your password

7. Click on the connect button.

Laptop Configuration (Windows O/S)

1. Navigate to control panel > network and internet > network and sharing center.
2. Click on Manage Wireless Network.
3. Click add.
4. Select manually create a network profile.

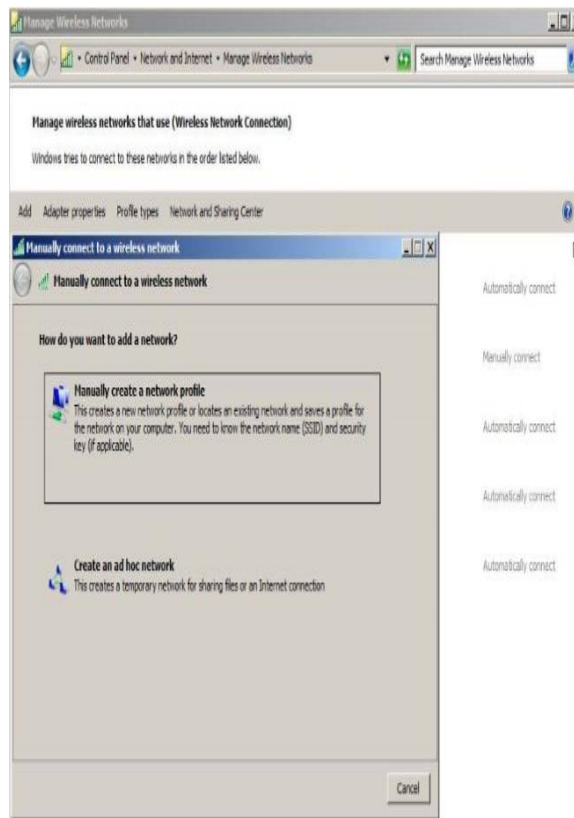


Figure 5: Manually connect to wireless network

5. Enter the network name UOB-Student-WIFI
6. Select the security type WPA2-Enterprise.
7. Select the encryption type AES.
8. Check both boxes as shown in figure 4.

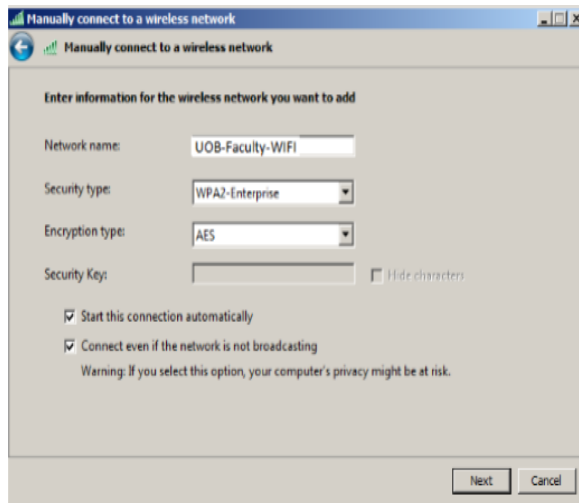


Figure 6: Network Configuration Screen

9. Click on the next button.
10. Click on settings.

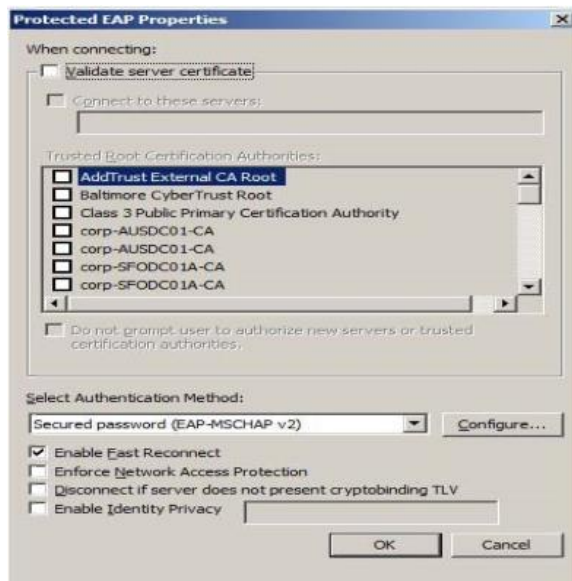


Figure 7: EAP Properties Screen

11. Uncheck the box (Validate server certificate).
12. Select EAP-MSCHAP v2 for the authentication method.
13. Check the box to enable reconnect.
14. Click on the configure button.

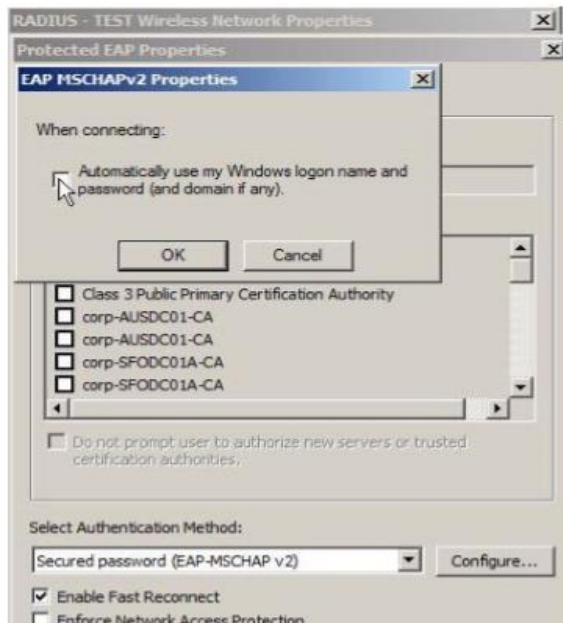


Figure 8: EAP MSCAPv2 Properties Screen

15. Uncheck automatically use my Windows logon on name and password.
16. Click OK.
17. Click on security tab.

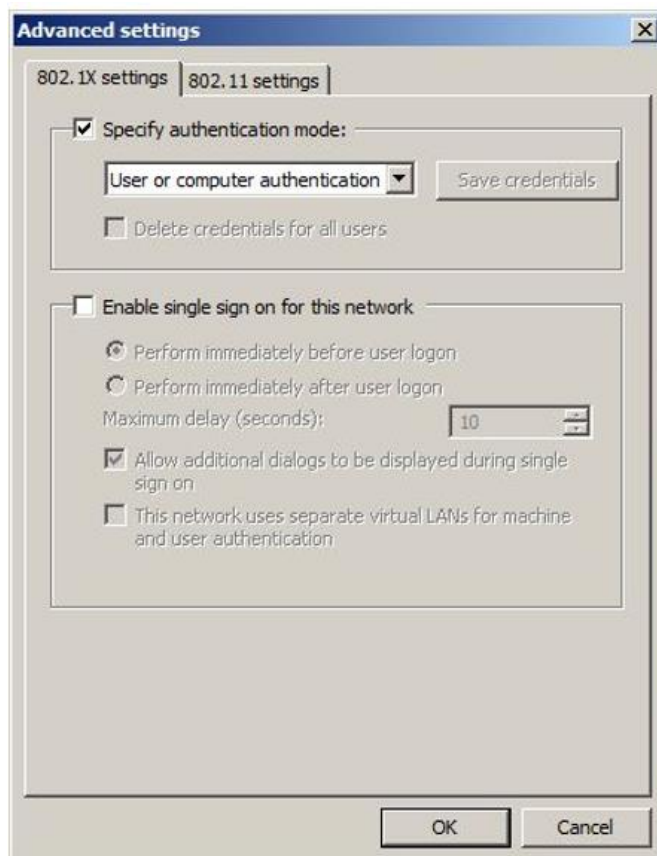


Figure 9: Advanced Settings Screen

18. Click on advanced setting and 802.1x settings tab.
19. Check specify authentication mode.
20. Select user or computer authentication.
21. Click OK.

VIII. *Library/Lab Computer access*

Username : firstname.lastname (as spelled in your email).
Passwpord : same as email.

IX. *Library Off-Campus Access*

1. Navigate to <http://www.balamand.edu.lb/Library/Main/Pages/default.aspx>

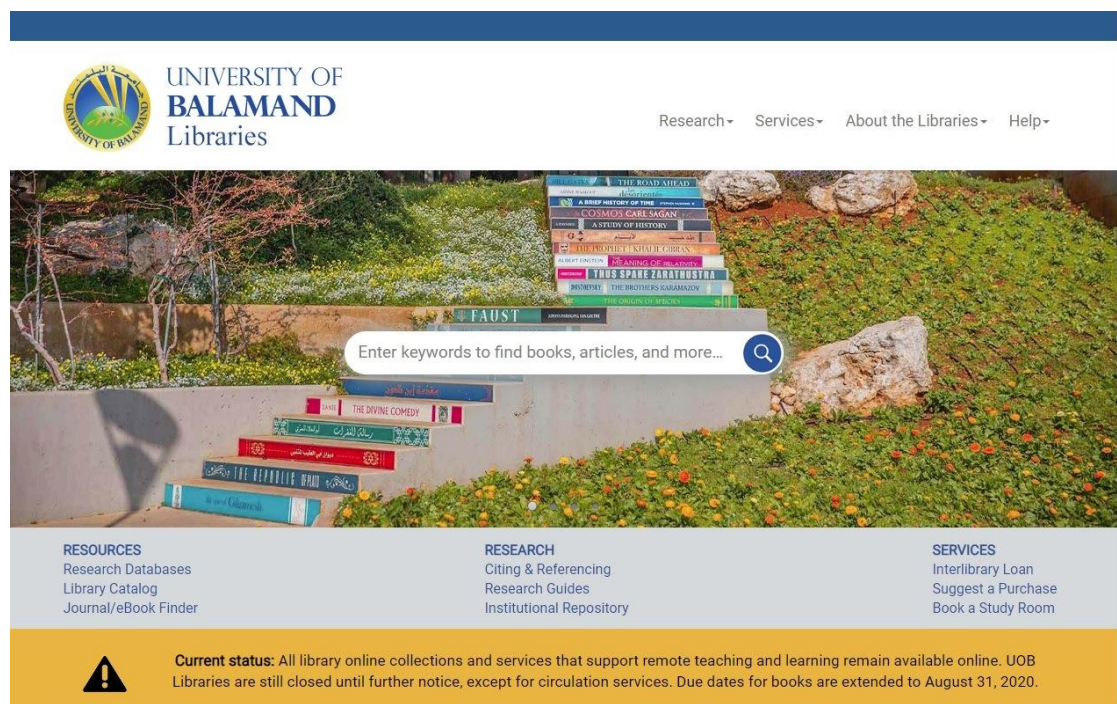


Figure 10: UOB Library Site

2. Click on “Services” then “connect off-campus”.
 3. Use your UOB email account username and password to login.
- For any help or questions, please contact :
su@balamand.edu.lb ext : 1651/1652

University of Information Technology
Student Accounts

