User registration

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Create a new account

To create a new account click on the 'Create new account' button on the login page.

You will be asked to read and check your eligibility [1] to use Vscene before continuing.

To create an account you need to provide your organisational email address, and a password which must be at least **8 characters long** and include at least **1 numeric** and **1 uppercase character**.

You must provide a first name, last name and contact phone number, which you can choose to allow Vscene to display to other users when you arrange a conference.

All new users must select or create an organisation. If you have provided an email address from an organisation that is already registered, this organisation will appear in the suggestion box. You can choose a different organisation from the drop down list or start to type and search for an organisation name. If you do not select from the suggested list and continue to type a new organisation name which is not recognised, you will be prompted to register the new organisation in the next step.

You are also required to indicate the language the website will appear in as well as agree to the Vscene terms and conditions [2] of use.

Lastly, you will need to complete the captcha shown in the image, before finishing the registration process by clicking on the 'create an account' button.

The Create an account page also confirms that an email and verification link will be sent to the email address provided.

Email Verification

All new users receive a verification email upon creating an account to confirm that they have access to the email account they provided. Please click the verification link (or copy and paste into a browser) to continue with the account creation process.

You can choose to resend a verification email to your email account, if you did not receive the original email. It is recommended to check your trash and email filters. Please allow up to 10 minutes for the original email to arrive.

Once you have verified your email address your account must be approved by an administrator for the organisation you have joined. This is either automated or manual and one of two following processes will happen:

Automatic Approval

Organisation administrators can choose trusted email domains. If you used a pre-approved email domain you will be automatically approved and immediately sent to the next step.

Manual Approval

If the email address you supplied if not pre-approved, organisation administrators will be asked to approve the new user. Following verification of your email address you will be shown a list of the contact details of administrators who can approve your new account. Administrators will be sent an email for manual approval. Once this is done you will receive another email inviting you to sign in to Vscene for the first time. If you have not been approved within 24 hours, please contact the organisation's IT team or the Vscene Service Desk [3] on +44 (0)131 650 4933 or vscene@jisc.ac.uk [4]

You will then be asked to choose how you would normally prefer to join a videoconference. You can then select either a browser or a registered VC system from your organisation which will then become your favotite video system. This can be changed at any time later.

You will also be offered the opportunity to do a brief tour of the Vscene main page.

Terms and conditions

During the account creation process all users must agree to the Vscene Terms and conditions [2] of use.

Reset password

If you forget your password you can begin a password reset process. To receive an email with

a link to reset your Vscene password, you should input the Vscene account email address.

If you have forgotten your email address, you should contact the service desk for help.

Institutional login

If your organisation is part of the UK Access Management Federation [5], or the Irish Edugate service [6] you can use your institutional login details to access Vscene.

You must first have a Vscene account and then create a link between your institutional account and your Vscene account. Once setup, either set of login credentials can be used to access Vscene.
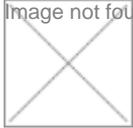
Linking your Institutional account and your Vscene account on login

- From the login page, before logging in, click the Institutional Login button and select your institution from the search result in the drop down list. You will be taken to a page at your home institution to enter you institutional credentials. Once this is complete you will be sent back to Vscene.
- You now need to enter the Vscene account details that you wish to link with. Once you a have successfully entered your Vscene account details your institutional and Vscene accounts will be linked.
- On subsequent logins, if you choose institutional login you will be automatically logged into your Vscene account.

You can view the status of the link, and un-link or re-link your two accounts via your profile page and the linked accounts tab.

Delete your account

If you wish to delete you account, visit your user profile page and click the Delete button. A pop-up window will appear asking for confirmation.
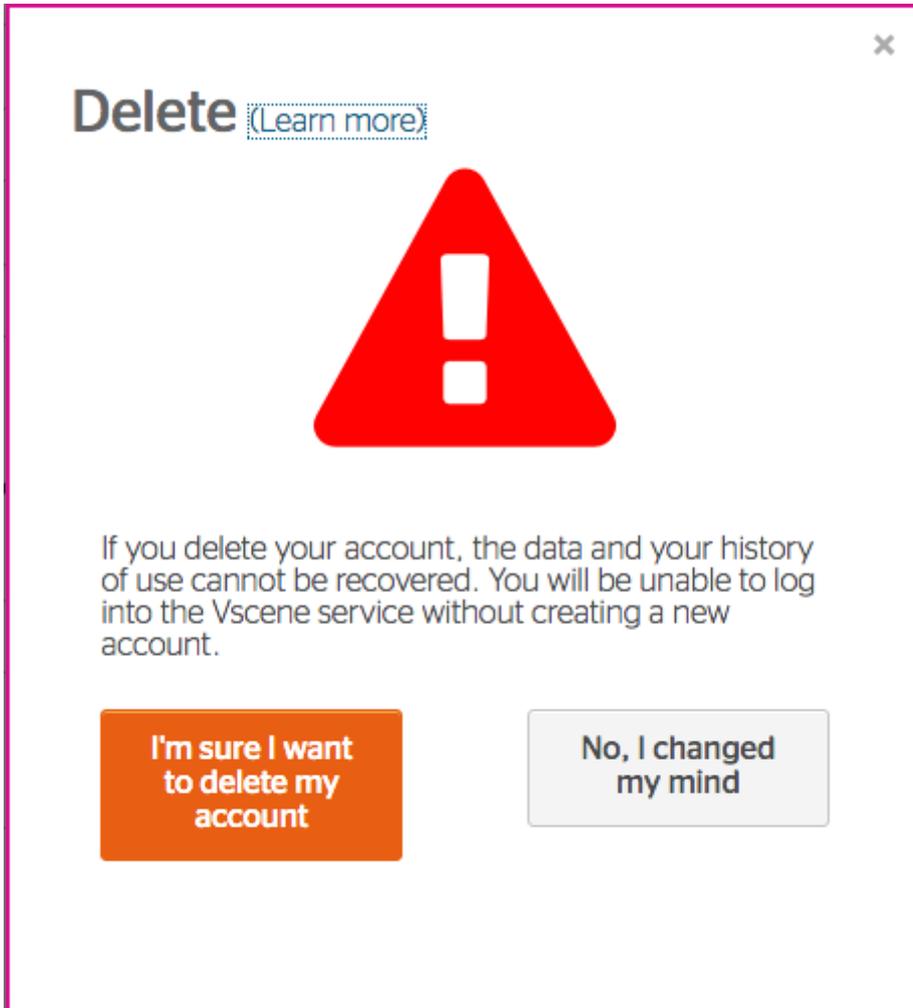
Once an account is deleted all user data will be removed and history of use will be anonymised and will not be recoverable. You will need to create a new Vscene account to access Vscene in the future.

Source URL: https://community-stg.jisc.ac.uk/library/janet-services-documentation/user-registration

Links
[1] https://www.jisc.ac.uk/vscene
[2] https://community.jisc.ac.uk/library/janet-policies/terms-provision-janet-service
[3] https://community.jisc.ac.uk/library/janet-services-documentation/support-3
[4] mailto:vscene@jisc.ac.uk
[5] https://www.jisc.ac.uk/uk-federation
[6] http://www.heanet.ie/services/identity-access/edugate