Important information for IT support - regarding Statnett's collaboration tool eRoom

eRoom – Problems with "disposable links"
Some users have problems logging into eRoom when logging on the first time, or using the password recovery solution, because the e-mail link has already been used or is expired. The problem could be ATP Safe Links, (ATP = Advanced Threat Protection), a function in Microsoft 365. The solution to this problem is to add eRoom's web address: https://eroom.statnett.no/ to ATP Safe links.

Microsoft has made a short instruction video on how to adjust the ATP Safe Links settings: https://support.microsoft.com/en-us/office/manage-atp-safe-links-61492713-53c2-47da-a6e7-fa97479e97fa

eRoom – new plug-in for Edge and Chrome
We recommend all users to install the newest plug-in, to be able to fully utilize the eRoom solution. The new plug-in supports Chromium based web browsers like Google Chrome and Microsoft Edge:

eRoom 7.5 Client x86 (Build 1010.111)

You will also need to install a Chrome extension from the Chrome web store on your computer:

Startside > Utvidelser > OpenText Documentum Client Manager

OpenText Documentum Client Manager
Selges av: OpenText Documentum Admin

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Please note that *you need administrator rights on your computer*, to be able to install the new plug-in. If you do not have these rights, you must contact your local IT support.