

# How to request your child's EMSB Network Account (username and password) in order to access Educational Technology tools during the COVID-19 Crisis

**If you are a parent of an EMSB student, you may request your child's username and password in order to access a variety of online tools such as the EMSB Virtual Library, Office 365 and the free Office Pro Plus software, Google G Suite and LEARN Quebec.**

Before you make a request, it is very important to:

1. Determine if your child already has knowledge of her/his EMSB username and password. If so, your child may login at [eportal.emsb.qc.ca](http://eportal.emsb.qc.ca) and/or [office.com](http://office.com);
2. Be aware that an EMSB Network Account will give your child access to a variety of online and "cloud-based" services, some of which reside on servers that are outside of the EMSB (i.e., outside of Quebec and Canada). **By allowing your child to access the EMSB Network Account, you are confirming that you are aware and agree to the above.** Note that the EMSB has reviewed the privacy policies of these app(s)/service(s) and is satisfied that they protect the privacy of your child;
3. Since your child's teacher will not be able to supervise his or her use of these tools as part of our usual Digital Citizenship practice, we encourage you to supervise your child when using any Educational Technology tool as you would for other internet activity.

How to Request your child's EMSB Network Account

**Using the same email address that you provided when registering your child at your school,** send an email to [requests@emsb.qc.ca](mailto:requests@emsb.qc.ca) and include your child's/children's:

- School(s)
- Full name(s)
- Quebec Permanent Code(s) OR Student ID # (also known as "Fiche" number). This information is available on your child's report card.

EMSB personnel will validate that this information correctly matches what we have on record and reply to your email with your child's username and password.

**Due to the high volume of requests, we thank you for your patience as we endeavor to reply to you within 1-2 business days.**