

*HOW TO GUIDE TO EMSB EMAILS
ACCOUNTS*

TEACHER'S GUIDE



MICROSOFT 365 TROUBLESHOOTING

Situation	The Student	Go to Slide
1	Cannot access the EMSB portal on EMSB website	3
2	Is a new student and has no EMSB email	4
3	Student's name and email were not found on Student Account List despite registering at least 48 hours prior	5
4	Forgot their password	6
5	Account is blocked due to multiple wrong attempts	7
6	Was prompted to change my password or password expired	8
7	Can access EMSB portal but cannot log onto Microsoft Teams	9-10
8	Cannot log into both EMSB portal and Microsoft Teams	11

Situation 1: Student cannot access the EMSB portal and/or EMSB website

Reason	Troubleshooting	Link/Videos
1. The Browser (e.g google) you are using is down or under maintenance	Change to another browser (e.g from google chrome to Microsoft edge) **Microsoft Edge has a better performance than Chrome when using Microsoft features	
2. The EMSB portal is down or under maintenance	Login directly through Microsoft at Login.microsoft.com	

If both steps do not work, reboot your device and repeat troubleshooting above

Situation 2: Student is new to EMSB and has no email address

Situation	Reason	Troubleshooting	How to Video
2a.	The student has registered at least 48 hours past	<ol style="list-style-type: none">1. Provide the student their new email and temporary password from the Student Account list (request from Admin)2. Guide the student to activate their account <div data-bbox="1271 639 2066 812" style="text-align: center;"><p>To Activate your EMSB Email Account please click below</p></div>	
2b	The student has registered within the last 48 hrs	<ol style="list-style-type: none">1. Wait until 48 hours has passed.2. Follow steps 1 & 2 of Situation 2a above <p>** It takes at least 48 hours after registration for an EMSB email to be generated and a student to show up on the Student Account list</p>	

Situation 3: Student's name and email were not found on Student Account List despite registering at least 48 hours prior

Situation	Reason	Troubleshooting
3	There was a mistake with the start/end date when registering the student	Contact your administration with Student First and Last name

Situation 4 : Student forgot their password

Situation	Reason	Troubleshooting	Link
4	Student did not write their password down	<ol style="list-style-type: none">1. Click the EMSB how to guide link on the right2. Go to the Forgotten password section and follow the steps	

If the above steps do not work, have the student email helpdesk at ITHELP@EMSB.QC.CA or call 514-483-7502 to reset their password. They can then access their account using their new temporary password.

Situation 5: Account is blocked due to multiple wrongful attempts

Situation	Reason	Troubleshooting	Link
5	Was prompted to change my password or password expired	<ol style="list-style-type: none">1. Have student Email helpdesk at ITHELP@EMSB.QC.CA or call 514-483-7502 to reset their password2. Student can access their account using their new temporary password3. Change temporary password to a permanent one using link to the right	

Situation 6 : Was prompted to change my password or password expired

Situation	Reason	Troubleshooting	Link
6	EMSB will require students to change their password every 90 days	<ol style="list-style-type: none">1. Click the EMSB how to guide link on the right2. Go to the update password section and follow the steps	

If the above steps do not work, have students email helpdesk at ITHELP@EMSB.QC.CA or call 514-483-7502 to reset their password. They can then access their account using their new temporary password.

Situation 7 : I have access to my EMSB account but have trouble accessing TEAMS (Usually Android devices)

Situation	Reason	Troubleshooting	Link
7a	Student EMSB password recently recently changed their EMSB password and TEAMS password is not updated yet	<ol style="list-style-type: none">1. Uninstall Teams2. Re-install Teams3. Sign in Using your new EMSB password	If the steps do not work, have student fill in an EMSB assistance form on the jlac.ca
7b	Unknown, possible cache corruption file, DNS issues	<p>(Visuals on slide 10)</p> <ol style="list-style-type: none">1. Go to Playstore2. Install Microsoft Office3. Open Microsoft Office and click on the person icon next to Home4. Click on Connect account5. Enter EMSB email and password when prompted6. Access Teams Account	

REACTIVATE TEAMS USING MICROSOFT OFFICE APP (ANDROID PHONES)

1. Go to Play store



2. Install Microsoft Office



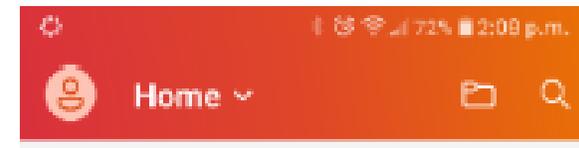
3. Open Microsoft Office and click on the little person next to Home

4. Click on **Connect account**

5. You will be redirected to Microsoft.

6. Enter EMSB email and password when prompted.

7. Access your TEAMS account



Situation 8 : Student has no access to EMSB and TEAMS account

Situation	Reason	Troubleshooting	Link
8a	Varies. Diagnose according to previous slides	Troubleshoot according to previous slides	
	If the steps do not work, have student fill in an EMSB assistance form on the jlac.ca		