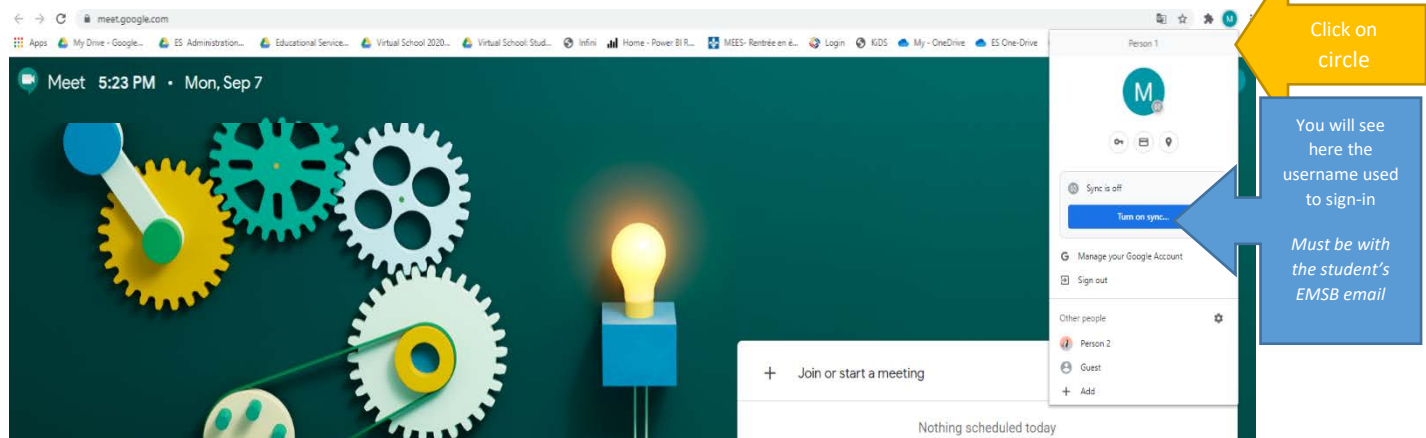


Dear parents,

We are looking forward to starting our first Virtual Learning day with your children! Here are a few steps that can help facilitate the process for your child to come join everyone in the classroom.

1. If you have your child's [EMSB username and password](#) we recommend that you first Sign-in to [Google Suite](#)



**You don't need a Google Account to participate in Meet video meetings as ALL EMSB Students have direct access with their own EMSB USERNAME AND PASSWORD**

2. Follow the link provided by your teacher

**Direct link to Google Classroom :** Simply click on the link provided by the teacher > [https...](https://...)

or

**Google Meet Meeting code:** Some teachers will send you a Letter code to use to join their class. In that case click on [Google Meet](#) and enter password

## Additional Organization details

### **Requesting your child's EMSB Username and Password**

We remind you that your child's google classroom and all applications used by your teachers will require that your child be signed into his google account using their EMSB Student username and password. Yes, the username and password is the same one your child used last year, since EMSB assigns a code to each students for the entirety of their schooling. If you should need to confirm your child's username or password you may email your teacher who can confirm it with you.

If your child never received a EMSB username and password you may request one here: [LINK TO EMSB USERNAME AND PASWORD REQUEST](#)

### **Locked out of your account ?**

If you already have your child EMSB email but forgot password. Click on "Forgot my password" and however note that after 3 attempts you will be blocked and you will be asked to contact admin.

Step 1 : Wait 1 hour and try again. As the account will be automatically refreshed

Step 2 : If you still do not have the right password, simply email the [helpdesk@emsb.qc.ca](mailto:helpdesk@emsb.qc.ca) They will be able to reactivate your password

### **Technical Support**

As you can all understand, the Virtual School is at its first week of existence thus, you may encounter glitches that will need to fix along the way. We thank you in advance for your cooperation and patience.

EMSB has put together a team of technicians that will be there to help. You may email your questions to [virtualschool@emsb.qc.ca](mailto:virtualschool@emsb.qc.ca) or call **Filomena Purchio**, the Educational Services secretary, who will connect you with the IT team 514-483-7200 ext # 7312

### **Academic Support and personal inquiries**

Please do not hesitate to communicate with your child' teachers via email or with us at any time. Please allow for 24hours and we will get back to you.

We look forward to an enriching academic year in a Virtual Reality that will allow us to grow together in discovering news ways how to teach and learn.

*The Virtual Learning Team*