

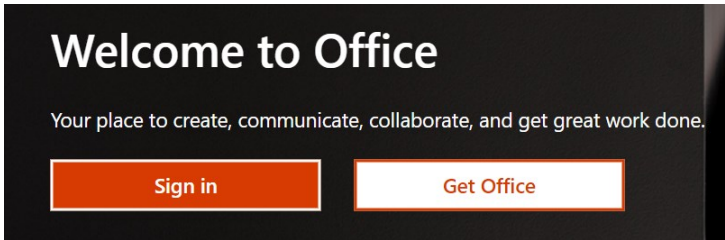
Frequently Asked Questions for Office 365

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Q1. How do I login to Office 365 with my NB staff or student account?

- a) In your browser's address line type **office.com** and click the **Sign in** link shown below:



- b) Enter your Microsoft login name that matches your domain address.

- For **staff** your login is in the format [John.Smith@nbed.nb.ca](#)
- For **students** it's in the format [johsmi67890@nbss.nbed.nb.ca](#)
(1st 3 letters of student's first name, first 3 letters of last name, last 5 digits of student number)
- Login names are not case sensitive, works with small or capital letters
- Do NOT use your original student email [johsmi67890@student.nbed.nb.ca](#) as this will not work.

Staff login [@nbed.nb.ca](#)

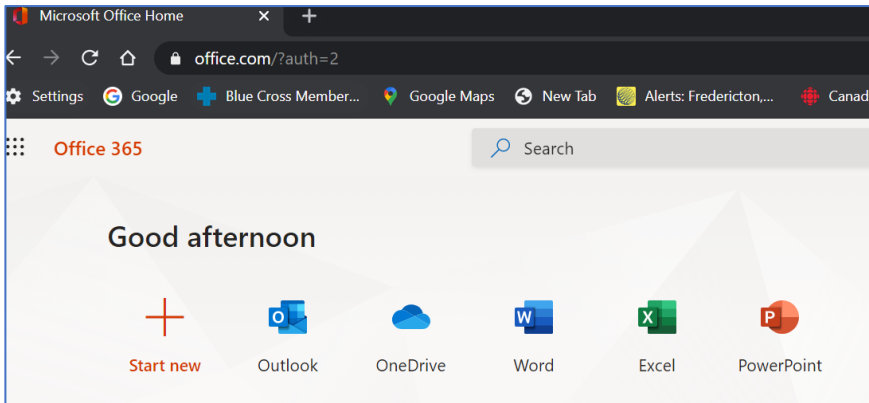
Student login [@nbss.nbed.nb.ca](#)

- c) Enter your password. Note that your login account and password may be cached (saved) from a previous login, which can be convenient. Do not save your credentials if other people are using your device.

Staff:

Student:

- d) You are successful when you see the Office 365 application page below:



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Q2. Does it matter which web browser I use to access Office 365 applications?

Most Office 365 applications will work fine with popular web browsers such as Microsoft Edge, Microsoft Chromium (new version of Edge), Google Chrome, Mozilla Firefox and Apple Safari. Regardless of your browser, you should always use the latest version of these browsers. If you have not recently updated or replaced your favorite browser, please do so. An older web browser such as IE-11 (Internet Explorer) will not support Office 365 applications.

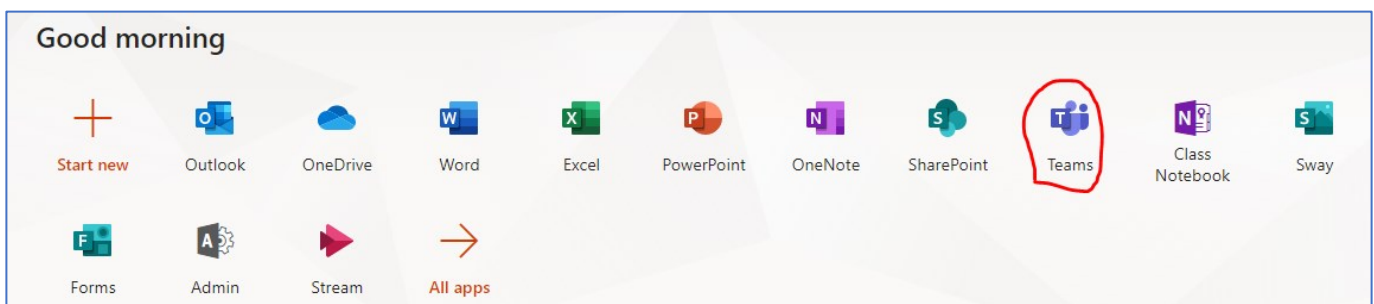
Microsoft Chromium 

Google Chrome 

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Q3. How should I access Teams?

The **Teams** application can be accessed through your <https://Office.Com> login page and will be one of the applications you can run from this location. If the icon is not displayed click on the **All Apps** icon and look for the Teams application icon. Teams can also be accessed from <https://teams.microsoft.com>



The web version of Teams will provide most of the functionality when the browser on a computer is running the Windows operating system. Mobile devices will prompt you to download and install the Teams application, regardless of the browser you are using.

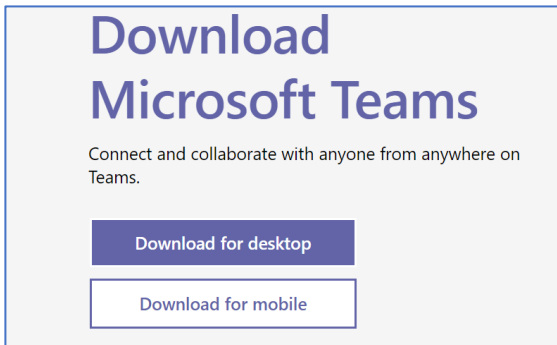
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Q4. How do I install the Teams application?

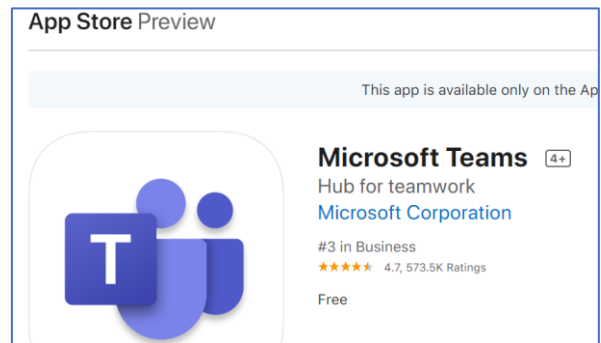
There are several ways to download and install the Teams application on a Windows computer or a mobile device such as an iPad or Android tablet.

- Login to <https://Office.com> and click on the Teams icon to start the application or login directly to the Teams application from <https://teams.microsoft.com>. Once the teams application is running you will typically see prompts with a link to download and install.
- For desktops and mobile devices you can download and install the Teams application using the [Microsoft download page](#).
- For mobile devices you can download and install the Teams application from the [iOS App Store](#) or the [Google Play Store](#).

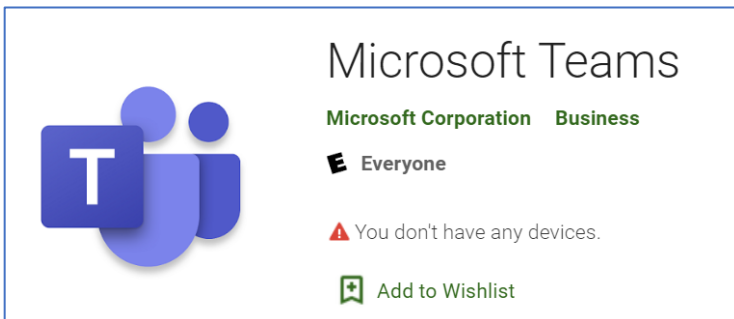
Microsoft Download Page for Teams



Apple "App Store"



Google Play Store



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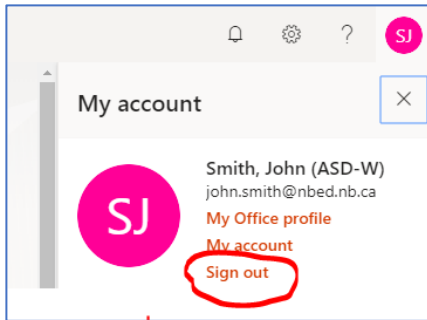
Q5 Do I need to logout of my Office 365 account on my personal device?

Yes, you should always logout of your Office 365 account from any device you are using, unless you are the only user of the device and access to your device is secured through a password. Simply closing the browser or shutting down your device could allow the next user of the device to access your account, email and any personal files stored in your OneDrive.

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Q6 How do I logout of my Office 365 account on a personal device?

To logout of your Office 365 account on any device click on your picture icon or initials located in the top right corner of your Office 365 screen. When the **My account** window opens you simply click on the **Sign Out** button.



Microsoft recommends that you close your web browser when you are finished logging out of your account.

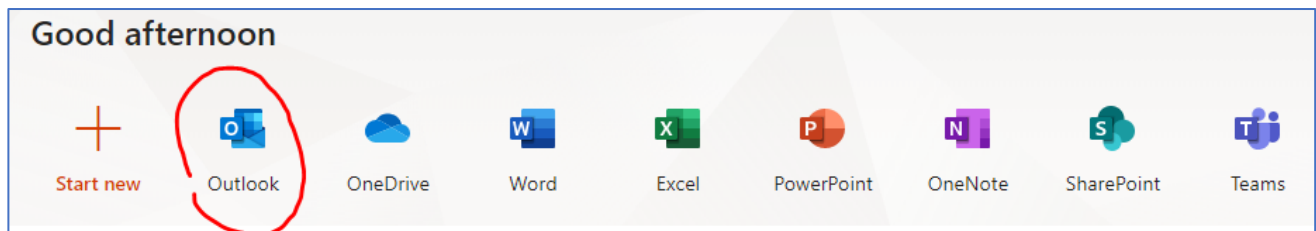
You signed out of your account


It's a good idea to close all browser windows.

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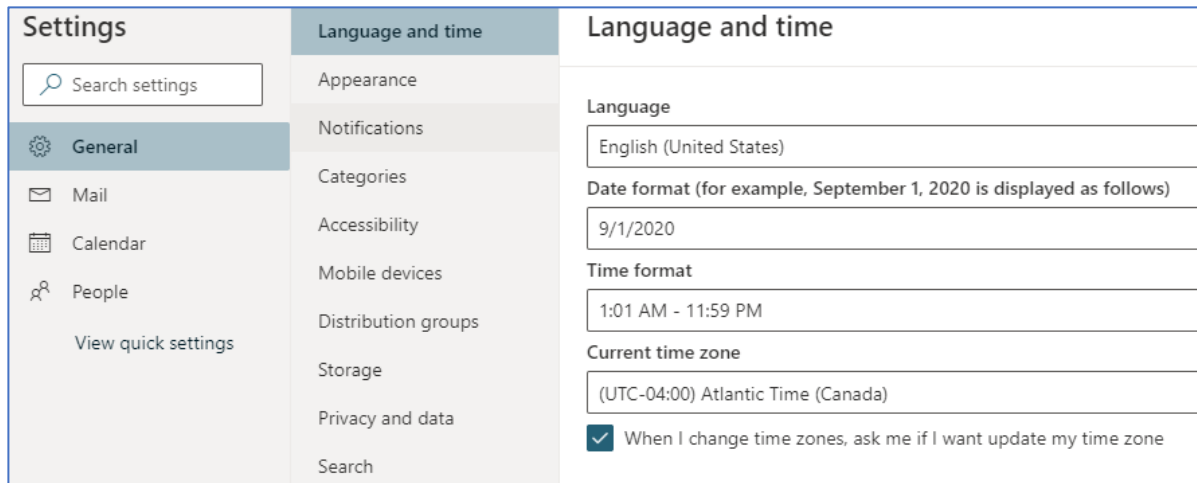
Q7. Is there a setting that could interfere with the Teams application on my desktop computer?

The Time Zone setting for your Office 365 account needs to match your current location. We have seen instances where the mobile device and computer system has an accurate time zone setting but the Office 365 application was initially configured with a different time zone. The easiest way to confirm your setting is through the Outlook application in Office 365.



Open the Outlook application and click on the settings icon  located in the top right corner of the menu bar and then select **View all Outlook Settings**.

In the settings window select the **General > Language and time** and confirm that your **Current time zone** is set to **(UTC-04:00) Atlantic Canada**, as shown below. If it is not correct use the drop-down arrow at the end of the field to select the correct time zone.



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Q8. I am a student and I have forgotten my login account name and/or password, what can I do?

Contact your teacher or a school administrator and ask them for assistance. Your teacher can provide you with your user name from the PowerTeacher class reports and they can also request a password reset on your behalf. If you require access **over the summer months** send a message to your District's Message Center using the applicable contact information shown below and be sure to include your full legal name and date of birth.

School District Message Centers -for student accounts

Anglophone East School	Email	eaststudents@nbed.nb.ca	SMS (Text)	506 378-2019
Anglophone West Schools	Email	weststudents@nbed.nb.ca	SMS (Text)	506 325-8460
Anglophone South Schools	Email	southstudents@nbed.nb.ca	SMS (Text)	506 469-5013
Anglophone North Schools	Email	northstudents@nbed.nb.ca	SMS (Text)	506 210-0127

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Q9. Can a student change their own password from school or at home?

If you are a student in grades 4-12 you can change your password by using the NB Education SharePoint page located at <https://one.nbed.nb.ca>. Grade K-3 student passwords can only be changed by contacting a teacher at your school or through the Help Desk.

- Login using the your NBSS student account and password that you use to access your Office 365 account , as shown below:

- b) Click on the **Change** link shown below:

- c) Enter your user name in the format shown below, enter your Current password and then your choice of New Password. You will need to follow the complexity rules shown on the same page.

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Q10. Can I recover a Team page that has been deleted?

Yes, a Team that was deleted by the owner can be restored by opening a Helpdesk Request. The content of the Team page that was removed will be stored for 30 days by Microsoft, after that period a restore cannot be made and a new Team would need to be created. If the Team page was created by SNB using class data from PowerSchool it will be recreated the next data automatically. This is a brand new page with the same name and it will not include any content posted to the old page, so a Team page restore may still be required.

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Q11. How did we decide on the naming format for the student login account and default email address?

The format used to create student login accounts and email addresses in the Anglophone school districts was developed many years ago and it's in the format FirLas67890@student.nbed.nb.ca using the first 3 letters of the legal first name, the first 3 letters of the legal last name and the last 5 digits of the 10 digit student number (NBEN). For the fictional student named **John Smith** with a student number of **1234567890** the login account would be [johsmi67890](mailto:johsmi67890@student.nbed.nb.ca) and the default email would be johsmi67890@student.nbed.nb.ca.

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Q12. Why does the student email address not match the login account for Office 365?

The email address and the Windows login account are 2 separate components of the student user account and they unfortunately do not use the same naming format. The email address for Anglophone students was setup many years ago by EECB in the format firlast67890@student.nbed.nb.ca and the Francophone school districts used the format firlas67890@eleve.nbed.nb.ca. The original (pre-Windows 2000) login name for students has always been in the format **NBSS\firlast67890** and the Windows login account or UPN (User Principal Name) has always been in the format firlast67890@nbss.nbed.nb.ca. When a student logs into their Office 365 account they are required to use the Windows login account.

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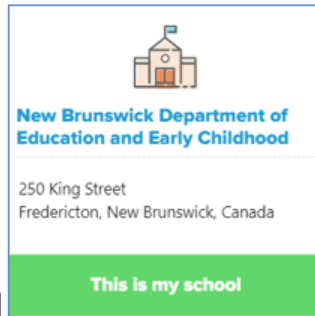
Q13. I am a high school student and have been asked to register online for my Fall courses, how do I login to PowerSchool?

Please make sure you are using the correct link for your school district PowerSchool login page, the site for Anglophone South is shown here as an example: <https://sisasds.nbed.nb.ca/public/>. Your password for PowerSchool is the same password used for your Office 365 account login, but the login account is the prefix or first part of your login account for Office 365. As an example, a student named John Smith would have an Office 365 login in the format johsmi67890@nbss.nbed.nb.ca so his PowerSchool login would be **johsmi67890**. If the login is not successful, please confirm you have the correct login page or ask your teacher to change your NBSS password.

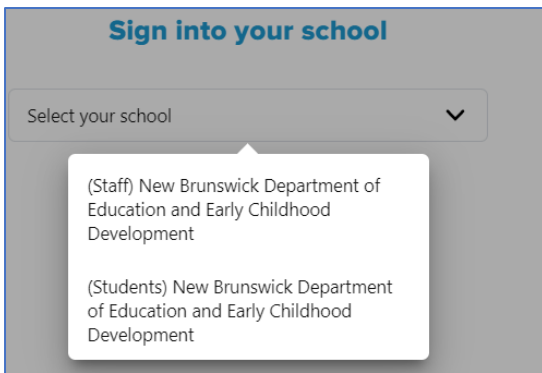
Q14. I am a student, how do I login to the SORA online "e-library" application?

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- a) Visit the site <https://soraapp.com> or download the SORA application from Apple iTunes or Android Google Play Store.
- b) When the site or application opens it will prompt you to "Find your school", do this by typing "NB" and then select New Brunswick Department of Education and early Childhood.
- c) Click on the "Select your school" from the drop-down menu and select (**Staff**) or (**Students**)

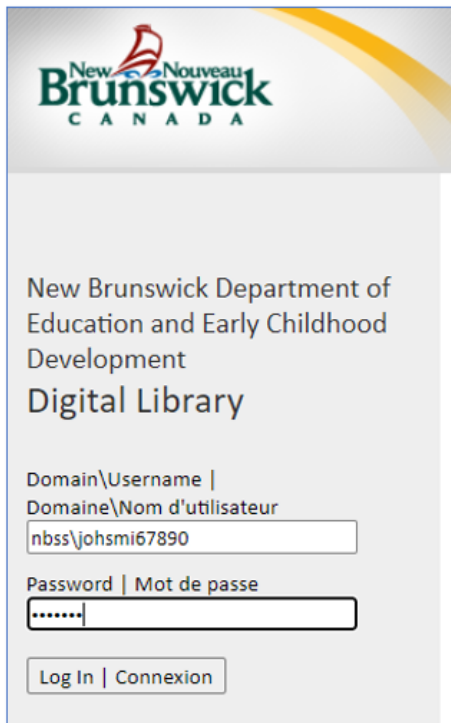


d) Sign into your school with your NBED account (Staff) or your NBSS account (students)

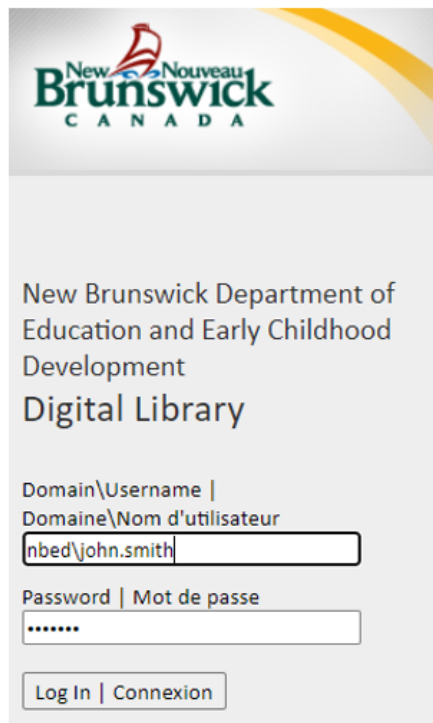


Your login is in the format shown below.

Sample Student (NBSS) Login



Sample Staff (NBED) Login



You should now be logged into the library and ready to explore your next reading adventure!

Q15. I am a graduating student, what happens to my Office 365 account and the content of my OneDrive?

Your Office 365 account is linked to your NBSS student login account, and this account will remain active until New Brunswick public schools activate their new school schedules for the 2020-2021 school year, typically the first week of August 2020. Once the new schedule is active in PowerSchool you will no longer be enrolled in a public school and your NBSS student account will automatically be disabled and you will lose access to your Office 365 account and all content in your OneDrive. Our advice to graduating students is to copy any Outlook email or OneDrive files they wish to keep to an external storage device or another cloud-based account before the end of July 2020. At last check, Microsoft offers a free 5GB OneDrive account and Google Docs have a free 15 GB account.

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Q16. I am a student planning to attend summer school, will I still have access to my Office 365 account during the summer months?

Yes, student accounts will remain active during the summer months with no disruptions, the only exceptions are graduating students, their accounts will remain active until the first week of August 2020.

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