

Frequently Asked Questions by Staff & Students

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Q1. I am a student and I do not know my account name and/or password, what do I do?

Every teacher now has access to a secure report in Power Teacher Pro that lists the accounts and passwords for the students they teach, so students can now contact their teacher when they have issues with their login account or password. Your teacher can provide you with your user name and default password.

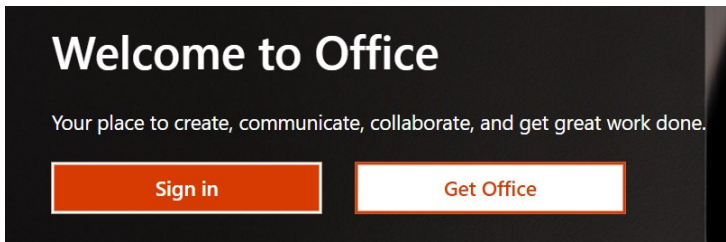
Important Note:

Your account and password should be kept confidential, so never share it with others. If you feel your account has been compromised ask your teacher to request a password change through the Help Desk.

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Q2. How do I login to Microsoft 365 with my NB staff or student account?

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



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

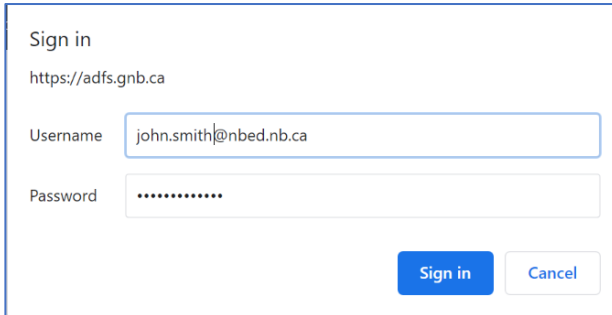
- For **staff** your login is in the format [John.Smith@nbed.nb.ca](#)
- For **students** it's in the format [johsmi67890@nbss.nbed.nb.ca](#)
(1st 3 letters of student's legal first name, first 3 letters of legal last name, last 5 digits of student number)
- Login names are not case sensitive, they will work with small or capital letters, or any combination of both. **Passwords are case sensitive**, and they always include the **+** and **=** symbol and one capital letter, as shown in the example: red**+**787**=**Dog
- **Do NOT** use your original student email [johsmi67890@student.nbed.nb.ca](#), this is not your login account name, it's just an email address.

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

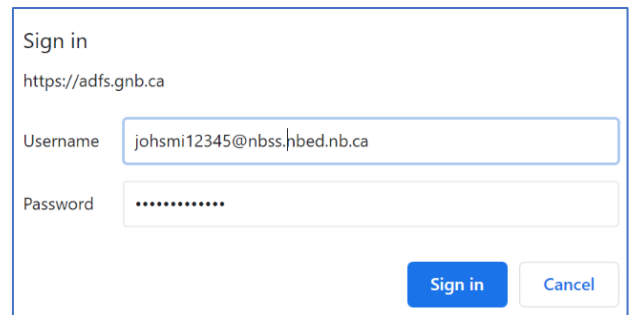
Student login [@nbss.nbed.nb.ca](#)

- 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.

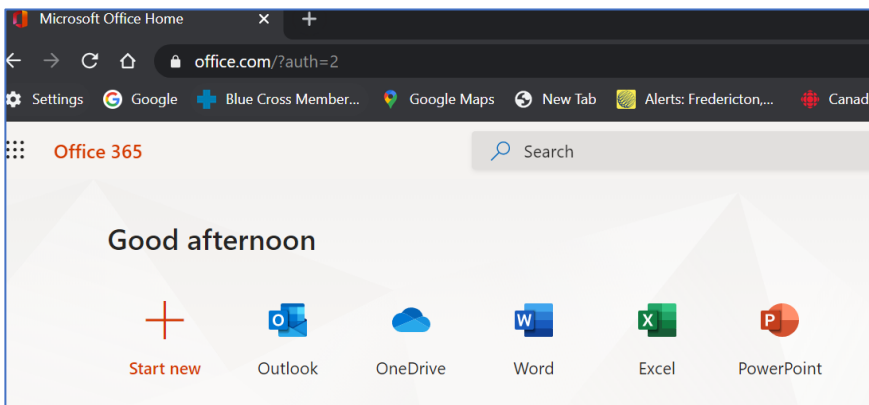
Staff:



Student:



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



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Q3. Why am I having trouble logging into my Microsoft 365 account?

If you received your student account and password from your teacher, and you are still having difficulty with your login, please refer to the common problems listed below.

- a) Your student login account is in the format johsmi12345@nbss.nbed.nb.ca. Many students are trying to use their old email address which is in the format johsmi12345@student.nbed.nb.ca
- b) Your login account is **not** case sensitive, but your **password is case sensitive**. Your password has at least one capital letter and it is usually the first letter of the second word (the noun) in your password, example: red+787=**D**og
- c) There are 2 symbols in every student password, one is the **+** and the other is the **=** and students are often entering these incorrectly. Pay close attention to your display as you enter your password to be sure you are entering the correct key and verify each character of your password as you type it.

Tip 1: Try typing your password in a blank Word document to be sure you are entering it correctly.

Tip 2: Try logging into a school computer with your NBSS login account and password. If you cannot login to the computer, you will not be able to login to <https://office.com> as they use the same account and password.

- d) If you are certain you are entering the correct account and password, and you still cannot login, ask your teacher to log a request with the Help Desk for assistance, there could be an issue with your account.

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Q4. How should I access Microsoft 365 applications?

You can access your Microsoft 365 applications using a web browser by logging into your staff or student account from <https://office.com>. On a Windows laptop or desktop computer the recommended browser is **Edge or Chrome**, and on a MAC desktop or laptop computer the recommended browser is **Chrome**. You must keep your operating system and your web browser updated to the latest version, so always complete updates when prompted.

On Android or Apple phones or tablets you can also use a web browser to access your Microsoft 365 applications, and the recommended browser is **Chrome**. You also need to keep your Android or Apple device's operating system updated to the latest version, and be sure to have the latest updates for **Chrome**. However, if you are using a mobile Android or Apple device (phone or tablet) you should also download and install your Microsoft Office 365 applications (Outlook, Word, PowerPoint, Teams) on your device. This is the preferred method for running Microsoft 365 on these devices.

Note 1:

Microsoft Internet Explorer 11 is an outdated browser that does not support Microsoft 365 applications. Apple Safari is the default browser on mobile iOS devices, but it does not support most Microsoft 365 applications, including the **Teams** application

Note 2:

The **Teams** application should be always downloaded and installed to your laptop, desktop computer, or your mobile Android or Apple device. Much of the functionality of Teams is limited when you are using a web browser, and if you are using a mobile Android or Apple device you will always be instructed to download and install the application.

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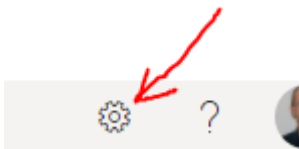
Q5. How do I install Microsoft 365 applications on a mobile iOS or Android device?

As with any mobile application, you can download and installed your Microsoft 365 applications (Outlook, Word, PowerPoint, Teams, etc.) from the [iOS App Store](#) or the [Google Play Store](#).

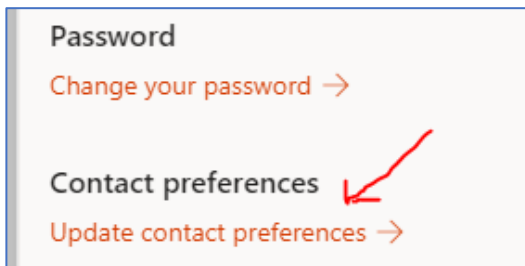


You can also use your login at <https://office.com> and follow the steps listed below to download the **Microsoft Office** app to your laptop, desktop, or mobile device.

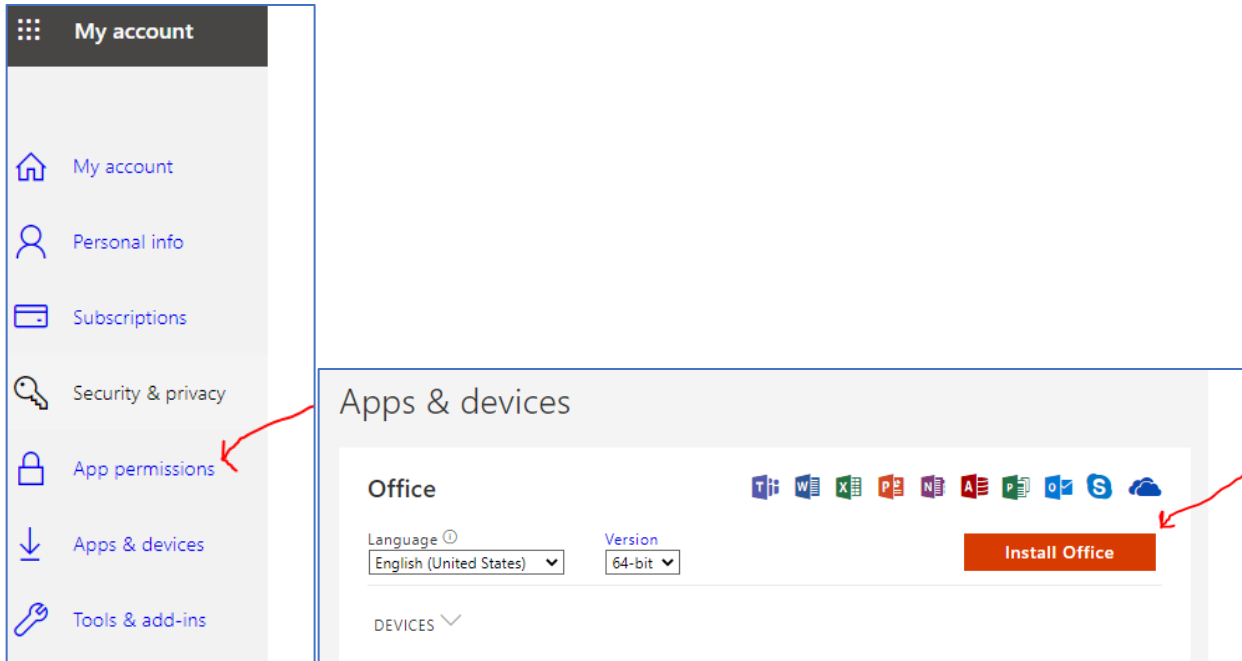
- 1) Login to your Microsoft 365 account and select the Settings icon in the top corner of your browser.



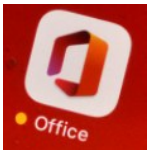
2. Click on **Contact preferences**



3. Select **App permissions** and then select the link for **Install Office** and follow the instructions to complete the installation.



Once installed, you will see the Office application icon on your device that gives you access to your installed applications and recent documents.

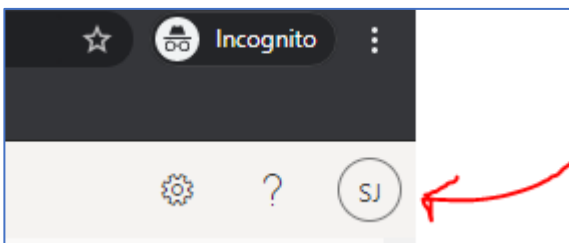


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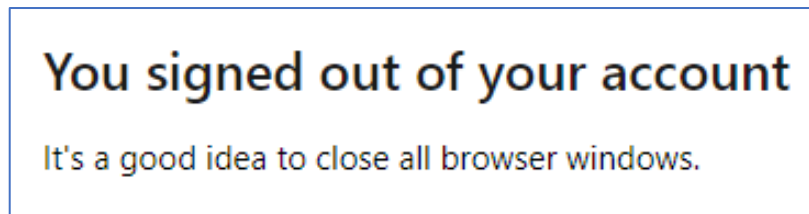
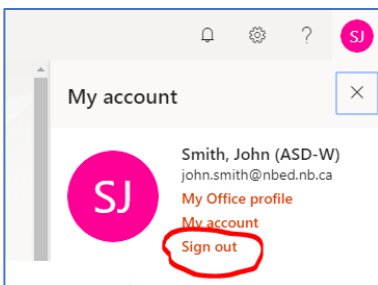
Q6. Should I logout of my Microsoft 365 account on my personal device?

If you have a personal laptop or mobile device (phone or tablet) and you are the only user of the device, you do not need to logout out of your Microsoft 365 account or applications. However, if you are temporarily using a school desktop, laptop, or a shared mobile device such as a school iPad or Android tablet, you should always logout of your Microsoft account **before** you close the web browser. Simply closing a web browser could allow the next user of the device to access your account, email and any personal files stored in your OneDrive.

If you are accessing Microsoft 365 applications from a web browser, click on your picture icon or initials located in the top right corner of your Microsoft 365 screen.



When the **My account** window opens you simply click on the **Sign Out** button.



If you are accessing your Microsoft 365 applications on a shared mobile device (iPad or Android tablet)

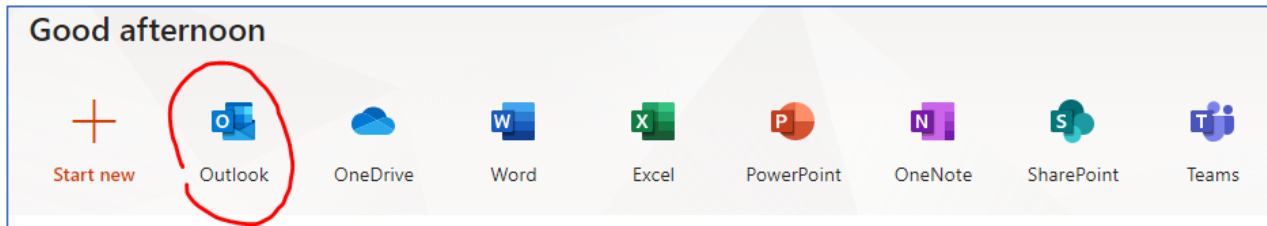
If you are not the only person using a mobile device, such as a school owned iPad or Android tablet, you should avoid using any installed Microsoft applications such as Teams, Outlook or OneDrive on the device, as your Microsoft 365 account will undoubtedly remain logged into the application for the next user. On shared mobile devices you should only access applications from a web browser at <https://office.com>.

Do not use the mobile applications installed on the device. Microsoft assumes that every user is the owner and sole user of the “personal” device, and there is no easy method to logout of Microsoft applications installed on any mobile device.

Q7. Is there a setting that could interfere with the Teams application?

YES. The Time Zone setting for your Microsoft 365 account needs to be set to the **(UTC-04:00) Atlantic Time (Canada)**. The easiest way to confirm the time zone setting for your Microsoft 365 account is through the Outlook application in Microsoft 365. The instructions are detailed below.

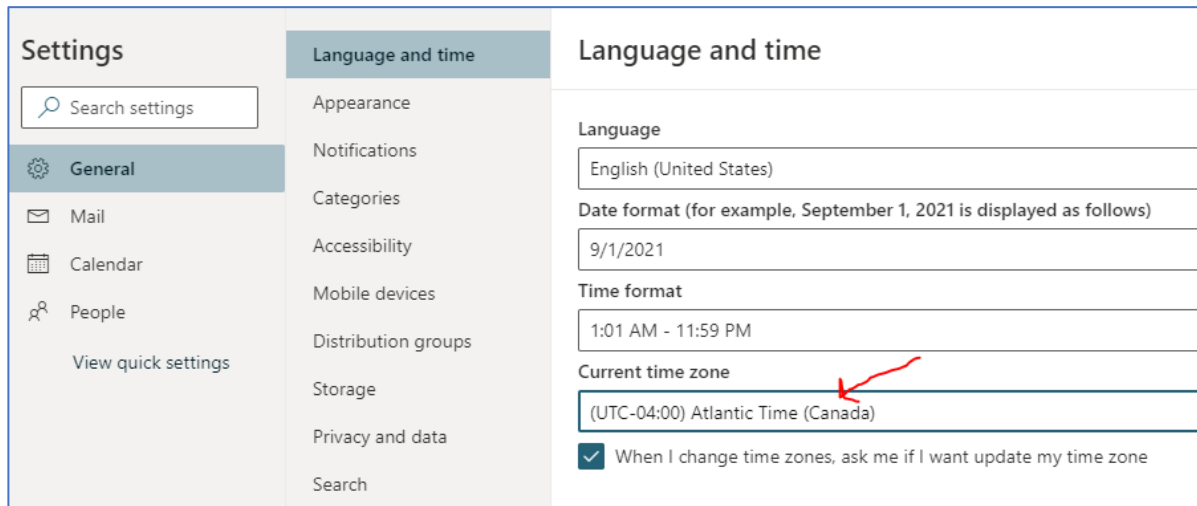
Login to <https://office.com> and click on the Outlook application icon, as shown below.



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



From the "Settings" window select the **General** tab and check your **Language and time** to confirm that your **Current time zone** is set to **(UTC-04:00) Atlantic Canada**, as shown below. If it is not correct, click on the **Current Time Zone** field and enter your City and it will automatically set to the correct time zone. This setting will now apply whenever you login a device to <https://office.com>



You should also check the time zone on your device:

Most new Microsoft or Apple computers will not have the time zone set correctly. The time zone will be set to the country where the device was manufactured, typically somewhere in the USA, Mexico, etc. The time zone of the operating system on your device must be set to **(UTC-04:00) Atlantic Canada** or the applicable local city.

On a Windows computer you can check this setting by typing “Time Zone” in your search window, or by searching for the Control Panel and clicking on Date and Time.

On a Apple Macintosh laptop or desktop computer locate your Apple menu and open System Preferences and click on Date & Time.

On an Android tablet or phone, open the Settings application then choose Date and Time, and be sure that “Automatic” is selecting for the setting.

On an Apple iPad or iPhone, click on the Settings icon, select General and then select Date & Time. Make sure the Time Zone is set Automatically and allow your device to select the time zone. If you still have difficulty setting the time zone make sure the device has the latest supported version of the operating system.

Note:

Most mobile phones will have the date and time set by the carrier (Bell, Telus, Rogers, etc.) and the time zone will not be an issue.

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Q8. I am a student, how do I login to the D2L site at <https://nbvhs.nbed.nb.ca> ?

Student login to the D2L (Bright Space) Learning site can be completed using the original login format shown on the left, or with your Microsoft login account that you use to access you Microsoft 365 license, as shown on the right. The account and password are the same in either format.

New Brunswick Department of Education and Early Childhood Development
BrightSpace Login

Domain\Username |
Domaine\Nom d'utilisateur

Password | Mot de passe

Log In | Connexion

New Brunswick Department of Education and Early Childhood Development
BrightSpace Login

Domain\Username |
Domaine\Nom d'utilisateur

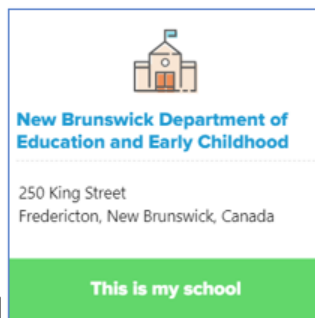
Password | Mot de passe

Log In | Connexion

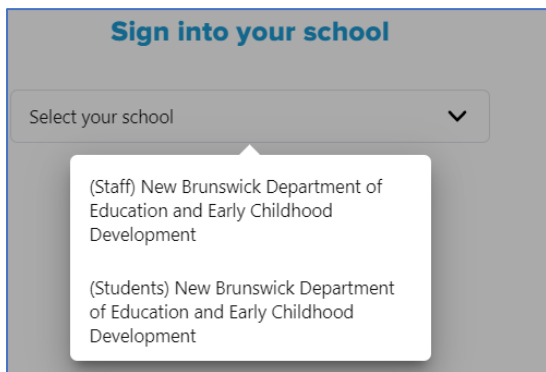
Q9. I am a student, how do I login to the SORA online “e-library” application?

If your school was granted access to use the online library resources, the instructions to login are listed below.

- 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

New Brunswick
Canada

New Brunswick Department of
Education and Early Childhood
Development
Digital Library

Domain\Username |
Domaine\Nom d'utilisateur
nbss\johsmi67890

Password | Mot de passe

Log In | Connexion

Sample Staff (NBED) Login

New Brunswick
Canada

New Brunswick Department of
Education and Early Childhood
Development
Digital Library

Domain\Username |
Domaine\Nom d'utilisateur
nbed\john.smith

Password | Mot de passe

Log In | Connexion

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

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Q10. I entered my account and password incorrectly and now I am locked out, what do I do?

There is a network password policy that protects our NBED (staff) and NBSS (student) accounts from unauthorized access by limiting the number of consecutive times that a password can be entered incorrectly. That “threshold” or limit is currently set to 5 attempts to enter your password, and on the 6th attempt your account will be “locked” and you will not be able to try another login for 10 minutes. If your account is locked, you need to wait for 10 minutes before trying it again.

Please remember:

Your account and password are required to login to the BYOD wireless network, <https://Office.com> and to any school computer. If your account is locked you will not be able to login to any service or application that requires your account and password.

Check with your teacher to be sure you have the correct login and password. You could also have a look at question number 3 above. If all else fails, and you still cannot login, ask your teacher to open a help desk request for assistance, there could be an issue with your account or the password.

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