

ANDROID TROUBLESHOOTING

If you are using an Android device, please follow the steps below:

1. Sign out of all Microsoft applications and accounts.
2. Delete the Microsoft Office App from your device.
3. Go to the Play Store.
4. Install the Microsoft Office App.
5. Open the Microsoft Office App and click on the Profile Icon (it should be a circle at the top left hand corner of your screen in the orange coloured section).
6. Click on "Connect Account" and enter your EMSB e-mail address.
7. You will re-directed to a webpage. Enter your EMSB password.
8. Then go to the Microsoft Teams app and open it. Sign in using your EMSB e-mail address.

Your TEAMS app should now be re-activated.

TECHNICAL SUPPORT

We apologize that you are having difficulties accessing your EMSB account. Please follow the instructions below to reset your password:

WHAT YOU NEED BEFORE CALLING THE HELPDESK

Step 1 - You must provide two of the following pieces of information as per the registration form

- * QPC- Quebec Permanent Code and/or Student Fiche Number
- * Both parents full names (mother and father)

Step 2 - You must provide two of the following pieces of information as per the registration form

- * Student Date of Birth and Place of Birth
- * Student Cell Phone Number (in JADE-TOSCA)
- * Student E-mail Address (EMSB)

HOW DOES IT WORK?

1. Before you call the helpdesk, use the online profile to reset password.
2. Submit e-mail request for support at ITHELP@EMSB.QC.CA
3. Call the Help Desk at 514-483-7502 only after following steps 1 & 2.