

Common Issues:

1. Activating or accessing your Microsoft 365 account can be done on any mobile device from anywhere in the world.
2. If a student can't login to Office.com ask if they can login to a school computer, it's the same account and password.
3. The student is trying to login with the incorrect login name, they are using name@student.nbed.nb.ca instead of name@nbss.nbed.nb.ca, or they don't know their account (prefix) name.
4. The student is not using the correct password, mostly because they are missing upper and lower case characters, or they are using the shift keys incorrectly to create the + and they end up with the = symbol. Ask them to open Word and try typing their password to be sure they are doing it correctly.
5. The student enters the password wrong 5 times and is getting locked out for 15 minutes, and they have to wait, this is a security setting on the school network using a school computer, not with Microsoft online.
6. When installing apps, iOS devices may need the most recent version of the operating system to install Microsoft applications, which is usually stated when they do the download.
7. A mobile device should have the Teams application installed, do not try to run it from a Browser, even when it works its not fully functional. The only place that the web version of Teams works well is on a computer running Windows 10 with the latest version of Edge or Chrome.
8. When installing applications we recommend they login to Office.com and click on Settings  and using their Contact Preferences to locate the Apps link to **Install Office**, as shown below. This installer seems to work better to select and download applications (including Outlook and Teams) than using the App store, probably because the user is already authenticated to their account so Microsoft completes the setup without any issues.
9. The enclosed FAQ describes how to install teams, login to the account, etc.

