



Helping Student's Stay Connected!

Having access from home to your teachers, school email and data is important.

We've listened. Starting **April 6, 2020** IT support services in your district, will be adding the following support options to our service catalog, to help you stay connected, and to help you maintain access to your school based digital resources.

Send a message using one of the methods below. Include your name, school name, grade number and the type of support you require. Ex: reset my password, I don't remember my account or what is my email address and an IT support person will respond with help.

Txt: Send a txt message to **1-506-210-0127**, IT staff will respond and help you get access to your account, password or electronic resources.

Email: Use the District email address **northstudents@nbed.nb.ca** you can initiate a support call of your own.

Teacher: If you already have a means of communicating with your classroom teacher, just ask, they can initiate support on your behalf.

Call centers for laptops used for distance learning

Students whose laptops are provided by the school's learning support services (due to learning difficulties, reading difficulties, etc.) and for medical reasons:

Any questions about :

- Office 365 Pro Plus
- Teams
- OneDrive

Neil Squire Call Centre: 1-855-450-3287

Other students who own a computer used for distance learning :

Any question about:

- Office 365 Pro Plus (home connection and installation)
- Teams
- OneDrive
- PowerSchool
- Desire 2 Learn (D2L)
- Wi-Fi

Bell Call Centre: 1-833-453-1140

Other computer-related issues

Operating problem - IMP Solutions

For any operating problems related to computers purchased through IMP Solutions

IMP Solutions: 1-800-387-5757 or <https://www.dell.com/support/home/fr-ca/>.

Forgot your password or email address?

For forgotten password or email: contact your child's teacher.

Office 365 – Student Log in

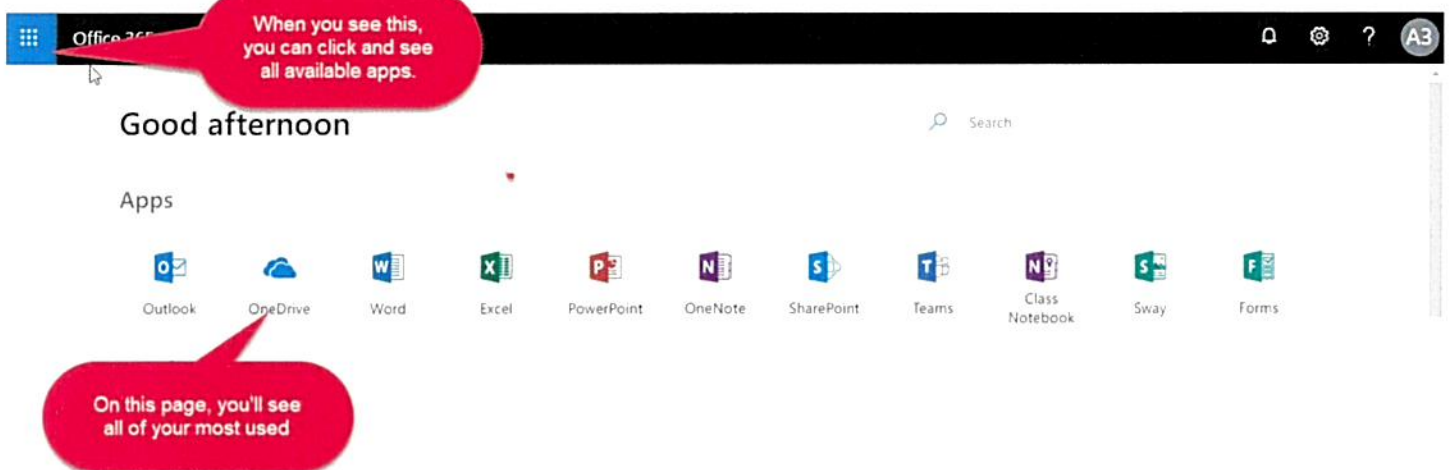
1. Open any Internet browser (*except for Internet Explorer*)



2. In the address bar, type **portal.office.com**

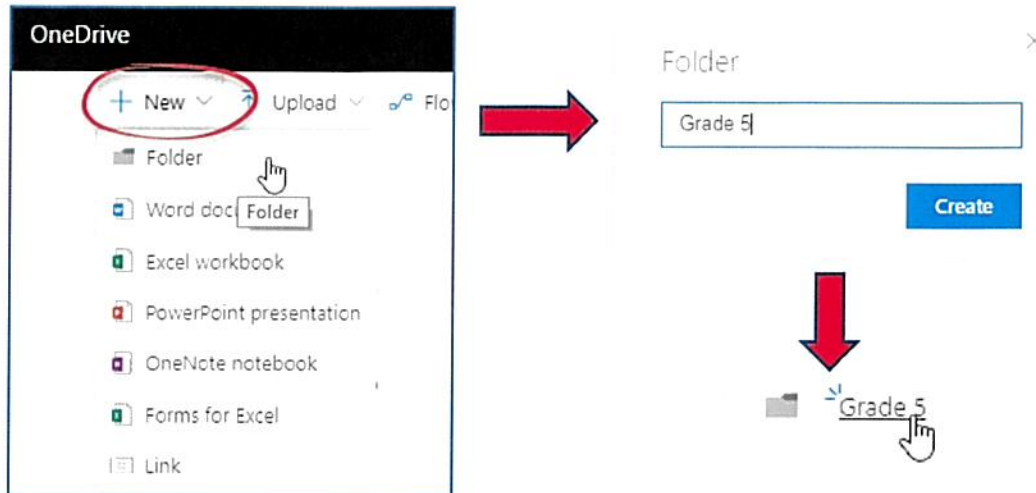
3. Enter your school email address using this format: **username@nbss.nbed.nb.ca** and then enter your school computer password.

4. The Office 365 homepage will open. Here you see the most used apps that are available to you.

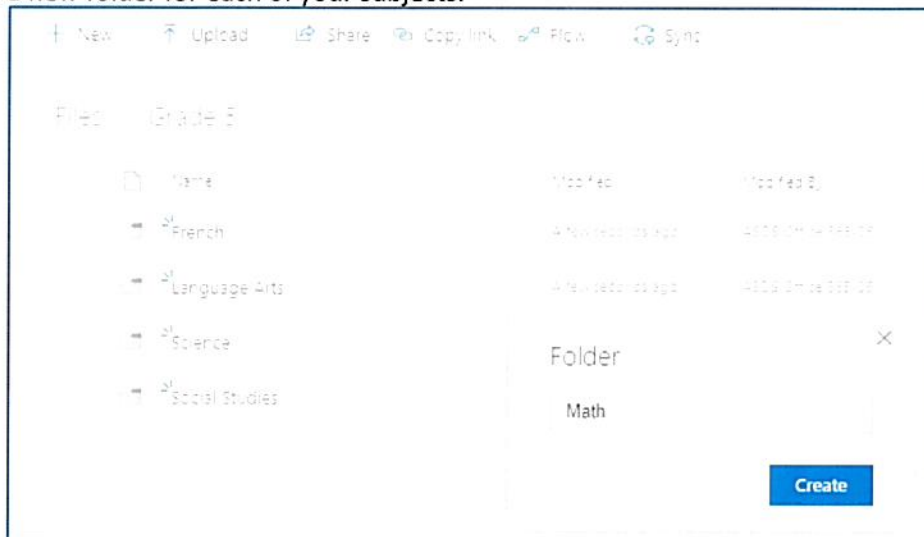


5. **Outlook**- This is your email.
OneDrive- This is online storage for files.
Word / Excel / PowerPoint- These are online versions of the software that you already have used and know.

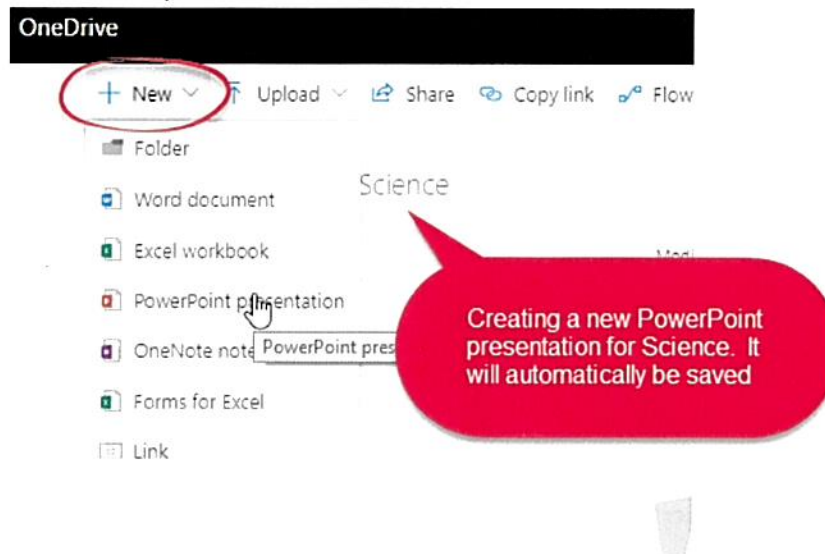
6. Click the OneDrive icon to launch. Once it opens, click the New drop down and choose Folder. Name it your current grade. Click on the folder name to open it.



7. Then, create a new folder for each of your subjects.



8. From now on, when you need to make a new document for a subject, open the correct folder, click New, and choose the type of document you need.



9. Rename your files by clicking where it says "Presentation" or "Document" in the middle of the top of the page.

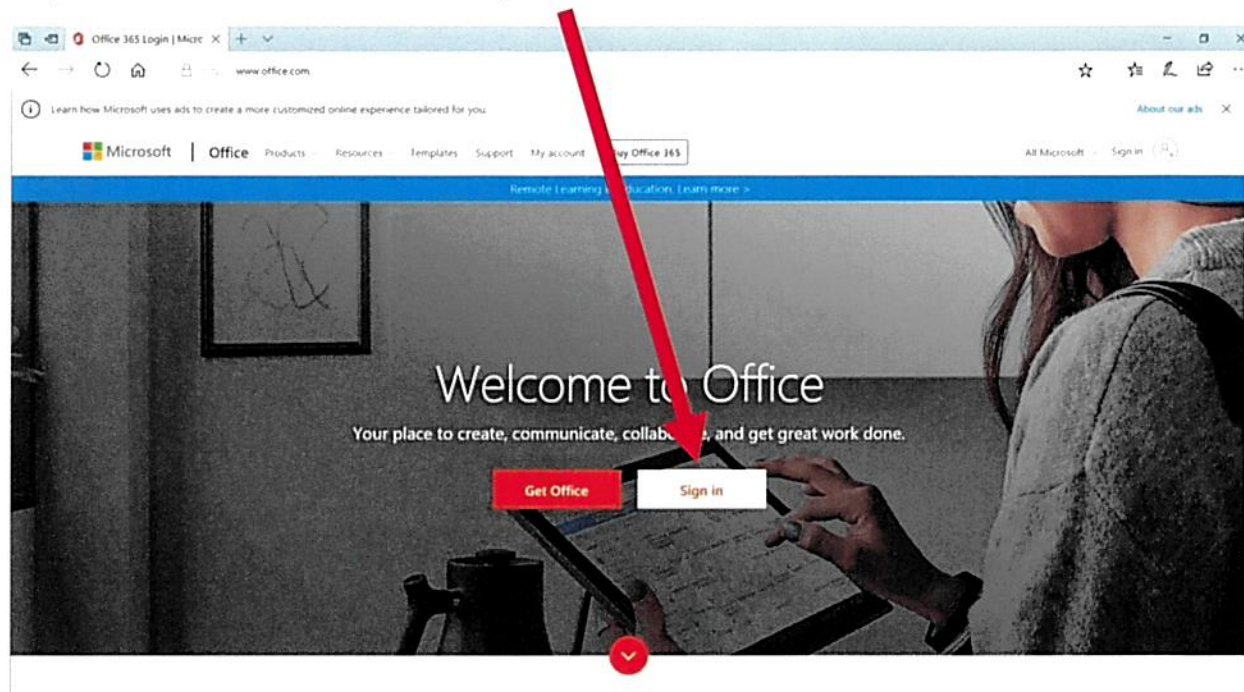


10. After that, you don't have to ever click Save. Your work will save constantly every time you type or change anything.

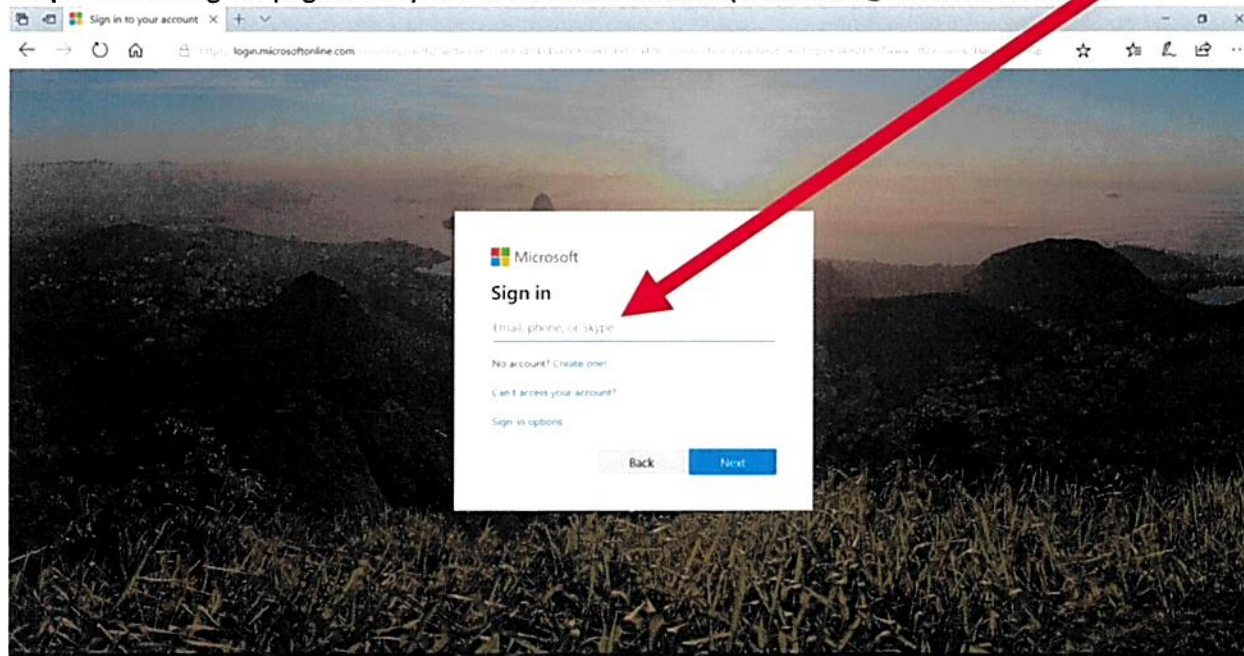


The following will show you how to login to office.com to access outlook (student email) and Microsoft Teams.

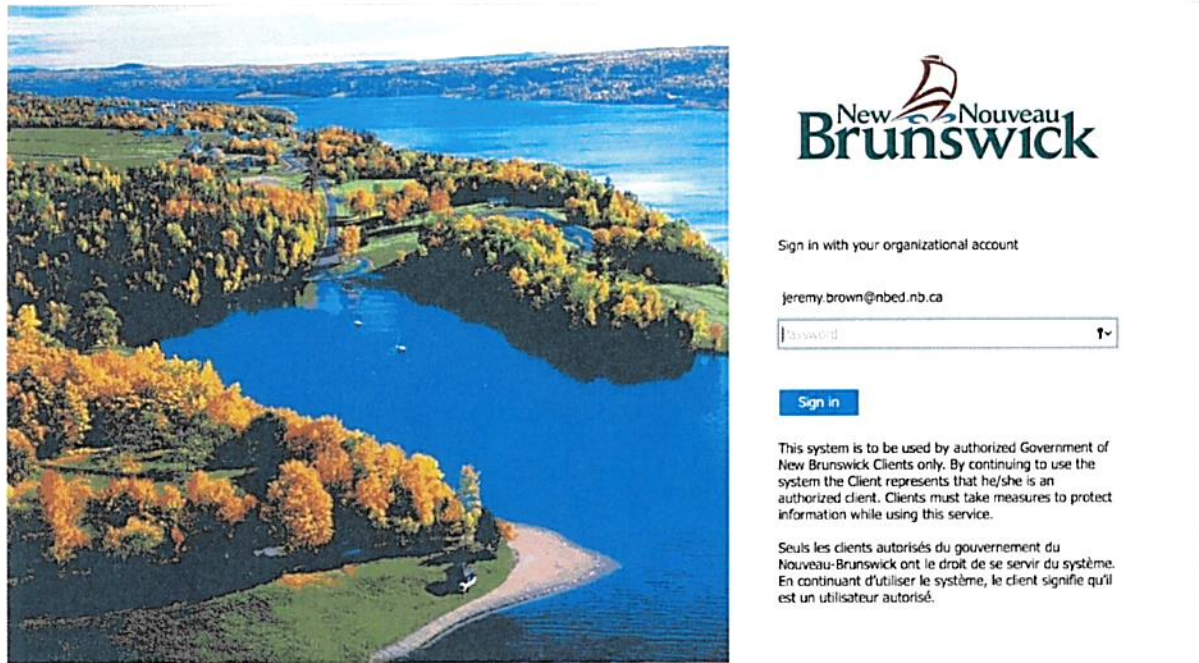
Step 1: Go to office.com and click the "Sign in" button



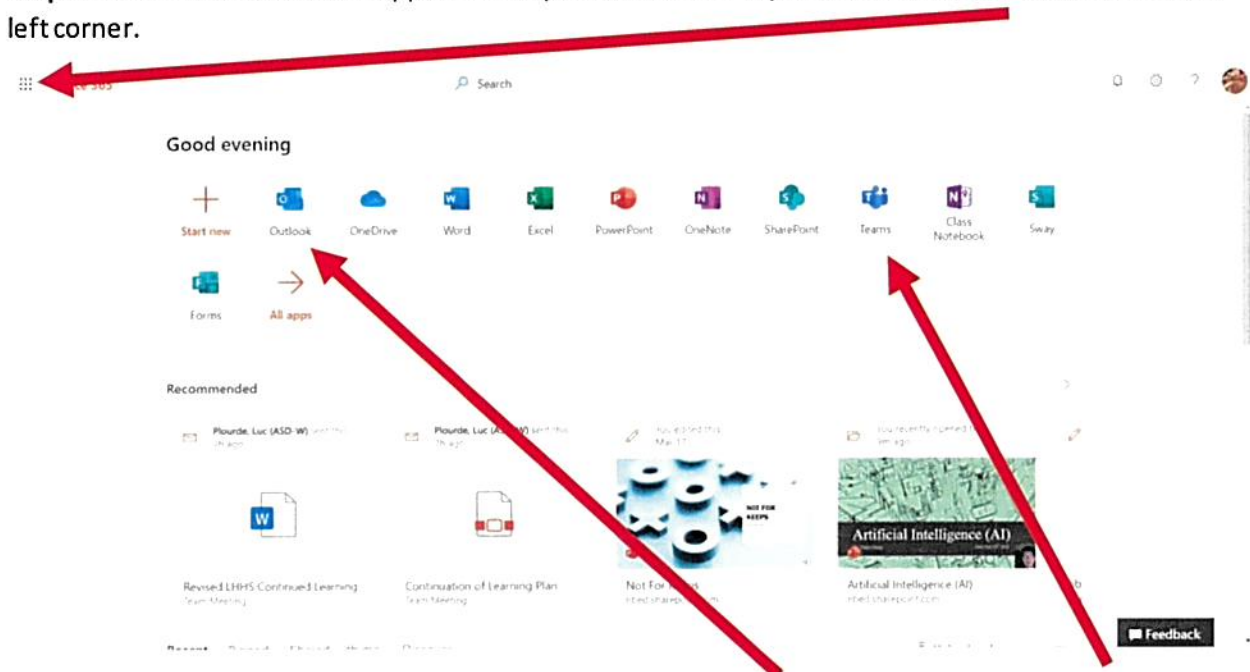
Step 2: On the sign in page enter your school email account (username@nbss.nbed.nb.ca)



Step 3: Type in your school email address and student password (same password you would use to sign in to a school computer or connect to the wifi with your phone)



Step 4: You should see a list of apps at the top of the screen. If you don't, click the 9 dots in the upper left corner.



Step 5: Select the app you want to use. For Student email select Outlook. For Teams select Teams.