

# PARENT TECHNOLOGY FAQs

## USER NAME and PASSWORDS

**What is my child's user name to log into office.com?**

firstname.lastname@stu.sd72.bc.ca

**What is my child's password to log into office.com?**

Elementary: S####00! - Contact your teacher to obtain the exact password if you do not know it.

Middle/High School: Student Created

**If my child forgets the password how is it reset?**

Elementary: It is not. Please contact the teacher to obtain the password.

Middle/High School: Student can visit the [Self Serve Password site](#) to reset their own (if registered). If they have not registered, contact the school's TIST, Teacher Librarian OR EBlend teacher if taking online courses.

**How does my child log into the [online library system](#)?**

Access link from "My Apps" from [office.com](#). Go to Insignia -> OPAC. Once logged into Office.com, the application will use the Single Sign On process. If it doesn't automatically login – use the SD72 email address and password.

**If I don't know their SD72 email username and password?**

Contact the teacher – they can look it up OR ask the Teacher Librarian at the school.

## OFFICE 365

**How does my child access Office 365 from home?**

Go to [office.com](#). Sign in using: [firstname.lastname@stu.sd72.bc.ca](#) & network password (see above)

**How does my child access Teams from home?**

There are TWO methods Teams can be accessed from home:

1. Log into [office.com](#) -> click on the Teams icon

2. [Download the Teams](#) app for desktop use.

### **Can I install Office 365 on my child's personal devices (computer, tablet, mobile device)?**

Yes.

The “Install” desktop application is available from the [office.com](https://office.com) homepage (top right).



Install Office ▾

The Office apps for mobile devices are available from the Apple Store and Google Play for both Apple and Android devices.

### **I would like to use speech to text (DICTATE) or immersive reader (READ ALOUD) in word? Is this possible?**

If your computer has a microphone attached, it is very easy to use both of these features in MOST Office 365 products – NOT just word. Click [HERE](#) to access information about the use of Assistive Technology in Office 365.

## **EBOS/EBLEND/EBHUB**

### **How does my child access Teams from home?**

See answer above.

### **How does my child access Moodle courses from home?**

There are a few methods:

1. Log into the online access: <https://learn.sd72.bc.ca/>
2. Access from the class Team site -> Top tab.



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3. Download the app on tablet or mobile device from Apple Store and Google Play.

### **How does my child log into to Moodle site?**

Same username as password for Office.com (see above).

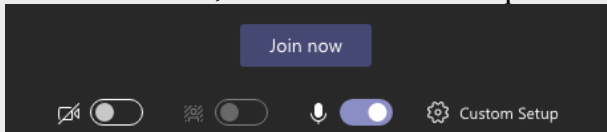
# TEAMS

## How does my child access the class Team from home?

See answer under the Office 365 heading.

## The microphone and camera don't work on the computer when having online meetings. How can I troubleshoot this?

Once the student is in the meeting, click on the "Custom Setup" icon. You will then have the ability to choose what camera, audio and microphone you would like selected for the Team meeting.



## How does my child hand-in assignments in Teams?

Depending on how the teacher set it up, the student can:

1. Work directly online in the template provided. Click "Turn in" when completed.
2. Insert the completed document from the OneDrive account by clicking on the "Add work" icon, navigating to the OneDrive file and clicking "Turn In" when done.
3. Take a picture OR use the OneDrive app on a mobile device to scan a document and Insert it from the mobile Teams app.

# EPORTFOLIOS / SCHOLANTIS CLASS SITES

## If my child's teacher is using a class site, how does my child access the teacher class site from home?

Go to the SD72 home page -> click on "Sign In->Portal". Log in using office.com username and password (see above). The teacher class site will be listed as an icon on the landing page (there might be more than one there – make sure you are going to the correct one).



## If my child's teacher is using ePortfolios, how does my child access it from home?

Go to the SD72 home page -> click on “Sign In->Portal”. Log in using office.com username and password (see above). Click on the BLUE icon -> **Eportfolio**

**I received an invite from my child’s teacher. What is this AND what do I do with it?**

This is an invite to access the ePortfolio site that your child’s teacher will be using to post pictures, student projects and assessments throughout the year. Use the process outlined [HERE](#) to accept the invite so you have access to it.

**If my child’s teacher is using ePortfolios, how do I access it?**

Your teacher will send you an invite. Accept the invite and register using the provided access code AND your child’s student number.

**I don’t know my child’s student #, how do I obtain this?**

Contact your child’s teacher. They will have a list with this information.

**If my child’s teacher is using a class site, how do I access it?**

Use the same procedure as the ePortfolio process. The class site is accessed from the “Grad hat” icon located beside the child’s name.

*NOTE: The site will ONLY be accessible if the teacher has made the class site “public”.*

## RESOURCES

**I would like access online instructions, where do I find these resources?**

1. The SD72 home page -> Parent & Student tab -> [Technology Resources](#).
2. [The ITC YouTube site](#). Many channels are located there. Search for the specific channel (Teams, Sharepoint – class sites, Office 365).
3. The [Tech Untangled Blog](#). Use the “Categories” section located on the right to narrow down the search.
4. Contact your teacher. There are some resources created by school librarians, specialty teachers or school teachers that they have access to.
5. Check out the school library site – there are some GREAT resources located here. School website -> Program Services