

Common problems

DO NOT USE the Teams APP!

All students must use the web browser

Web browsers like Microsoft Edge, Google Chrome, Mozilla Firefox etc

Open Web browser and go to <https://portal.office.com> and logon with school credentials

School credentials example 16astudent@heathfieldcommunityschool.co.uk and then the same password you use at school.

Invalid username or password.

If you have changed your password, the details above will not be correct. Please use the password that you have set. Otherwise, ensure that you are typing the full e-mail, and that your password is entered correctly. The "H" is capital – this is important.

Going to "portal.office.com" opens somebody else's account.

You will need to access your account by using an "incognito" or "private browsing" session. The process differs from browser to browser. Please check which browser you are using and research how to achieve this on the internet.

When you need to login to Office365 but someone is already logged in on the same computer

Internet web browsers allow you to open a "Private Window"

This allows you to connect to Office365 as a second user on the same computer without affecting the first.

In the extreme top right of the browser windows you will find 3 dots (ellipses) or 3 lines / dashes

If you click on these dots / dashes you will see an option for a private window

Microsoft Edge it is called "New InPrivate Window"

Google Chrome it is called "New incognito window"

Mozilla Firefox it is called "New Private Window"

Open the private window and go to the Office365 portal (<https://portal.office.com>) and sign.

This will not affect the parent or other users current Office365 / Teams session.

Using a MAC

On a MAC you will have issues if you use the Safari web browser - rather use one of the others. Preferably Microsoft Edge for MAC but Google Chrome for MAC or Mozilla Firefox for MAC are also fine.