

# Student O365 Self-Help Guide

This short guide is designed to aid students in quickly diagnosing Office 365 and related issues.

## I am a new student and do not know my log in details

- Once you have fully enrolled, an email with your log in details will automatically be sent to the email address you used when you signed up to your course. Don't forget to check your junk/spam folder for this. You should receive this the same day your enrolment is confirmed.

If you have not received this, email: [enrol@yeovil.ac.uk](mailto:enrol@yeovil.ac.uk) for support.

## I cannot log into...

### Office 365 (also includes Teams, Outlook, OneNote, OneDrive etc.)

- **Are you entering the correct username?**
  - This should be: [IDnumber@yeovil.ac.uk](mailto:IDnumber@yeovil.ac.uk)
- **Is the login screen stating the account is locked?**
  - If so, you have entered the log on details incorrectly too many times. Email: [learningcentre@yeovil.ac.uk](mailto:learningcentre@yeovil.ac.uk) or call **01935 845450** to reset the password.
- **Are you receiving an error screen stating a lack of permissions or IT administration access is required?**
  - Are you logged into Office.com with the correct user credentials?
  - Have you just enrolled? It can take up to 24 hours to gain access to the Microsoft Teams and associated apps.
  - If you have not just enrolled, email: [helpdesk@yeovil.ac.uk](mailto:helpdesk@yeovil.ac.uk) or call **01935 845321** for support.
- **Do you have access to an Office 365 account that is not with Yeovil College (e.g. A parent's Office 365 account)? If so, they might be logged into this.**
  - Instructions to log out of the alternative Office 365 account or use other solutions can be found [here](#).

### Moodle - <https://moodle.yeovil.ac.uk/>

- **Are you clicking the Yeovil College 365 button to log in?**
  - Guidance for students to log into Moodle can be found [here](#).
- **Is the log in screen stating the account is locked?**
  - If so, you have entered the log on details incorrectly too many times. Email [learningcentre@yeovil.ac.uk](mailto:learningcentre@yeovil.ac.uk) or call **01935 845450** to reset the password.
- **Are you receiving an error screen stating either: 'Invalid login: User not found in Moodle...' or 'The existing token for this user does not contain a valid user ID...'?**
  - Have you only enrolled within the last day? If so, you need to log into Office 365 for the first time before they can start using Moodle. Moodle will then become accessible around 3 hours after login. Please email: [learningcentre@yeovil.ac.uk](mailto:learningcentre@yeovil.ac.uk) to clarify.

- **Do you have access to an Office 365 account that is not with Yeovil College? If so, this could be blocking your Moodle access.**
  - Instructions to log out of the alternative Office 365 account or use other solutions this can be found [here](#).

### ProPortal (Timetable, ILP etc.)

- **Are you entering the correct username?**
  - This should be your **ID number**.
- **Is the log in screen stating the account is locked?**
  - If so, you have entered the account incorrectly too many times. Email [learningcentre@yeovil.ac.uk](mailto:learningcentre@yeovil.ac.uk) or call **01935 845450** to reset the password.
- **Are you on campus or off campus?**
  - The link to ProPortal is different depending on where you access it.
    - **On Campus link:** <http://ilp.yeovil.ac.uk/ProPortal>
    - **Off Campus link:** <https://learner.yeovil.ac.uk/ProPortal/>

### Wi-Fi connection at Yeovil College

- You need to select the **Campus** option from the available Wi-Fi networks on their device.
- Once connected, to log into Wi-Fi enter:
  - **Username:** ID number
  - **Password:** Regular college password
- If the you are still having problems, please email: [helpdesk@yeovil.ac.uk](mailto:helpdesk@yeovil.ac.uk) or call **01935 845321** for support.

### Microsoft Teams Issues

#### Not seeing the correct information on Teams

- **I can log into Microsoft Teams, but cannot access my class Team.**
  - Newly enrolled students must access Office.com before you can start using apps such as Teams. It can then take up to 24 hours to see your class Team(s) after your initial login to Office.com.
  - Ensure you are logged into **your own** Yeovil College Office 365 account when trying to access Teams. Others in the household using the same device might already have signed in. Instructions for this can be found [here](#).
  - Have you changed your password recently? You may need to log out of Teams and back in again to resync your information.
  - If you are logged into Teams with a current password but cannot see your class Team(s), please email: [learningcentre@yeovil.ac.uk](mailto:learningcentre@yeovil.ac.uk) or call **01935 845450** for support.
- **I cannot see the assignment I am meant to complete on Teams.**
  - Have you changed your password recently? You may need to log out of Teams and back in again to resync your information.
  - Select the **Assignments** tab in the relevant Team. If the assignment is not listed, contact your lecturer for assistance.

#### Meeting (remote learning sessions) within Microsoft Teams

- **I am not receiving meeting invites via email for my online sessions.**

- Are you checking your Yeovil College Office 365 Outlook account? Invites **will not** go to your personal email addresses. Go to Office.com and log in with your Yeovil College credentials. Select outlook and check your emails.
- If you cannot see the email invite and there is not a scheduled session in your calendar, contact your lecturer for support.
- **I don't know how to get into my lesson on Teams.**
  - Log into Microsoft Teams and select your calendar. You will see your scheduled lecturers listed here. Select **Join** to enter the session.
  - If the lesson is not in your calendar, contact your lecturer and they can call you into the meeting directly. Ensure you have the Teams app open and signed in with your Yeovil College credentials to accept this call.

## Other Office 365 questions

- **I cannot open work my lecturer has posted on Moodle/Teams (Documents, PowerPoints etc.)**
  - You do not have Microsoft Office installed on their device. You can download this by logging into Office.com and clicking on the **Install Office** button. You can then follow the prompts to download the desktop versions of the apps.
- **I'm using the web version of Office 365/Teams etc. which internet browser should I use?**
  - Microsoft Edge is the preferred browser, followed by Google Chrome. The most important thing is that your internet browser is up to date. Avoid Internet explorer.
- **I can't open Microsoft Whiteboard on my Apple device, I get an error.**
  - [Microsoft](#) advises you to download the Microsoft Authenticator app onto the device you are trying to use the Whiteboard.

## Appendices - Log on Information for other systems not covered above.

**Students starting/initial password is:** first two letters of surname and date of birth (DDMMYY)

### **Computer login on site / in college**

Username: ID number  
 Password: Same as O365 password

### **Release printing at the printer**

Username: ID number

### **Heritage (Library Catalogue)**

Log on/user code: ID number

### **Access to e-books and e-resources**

Username: ID number  
 Password: Same as O365 password

### **Planet Estream**

Username: ID number  
 Password: Same as O365 password

### **Smart Assessor**

Username: Personal email - not managed by college authentication

Password: Unique to Smart Assessor. To reset / forgotten passwords - click option on Smart Assessor home page.