Microsoft 365 Guide

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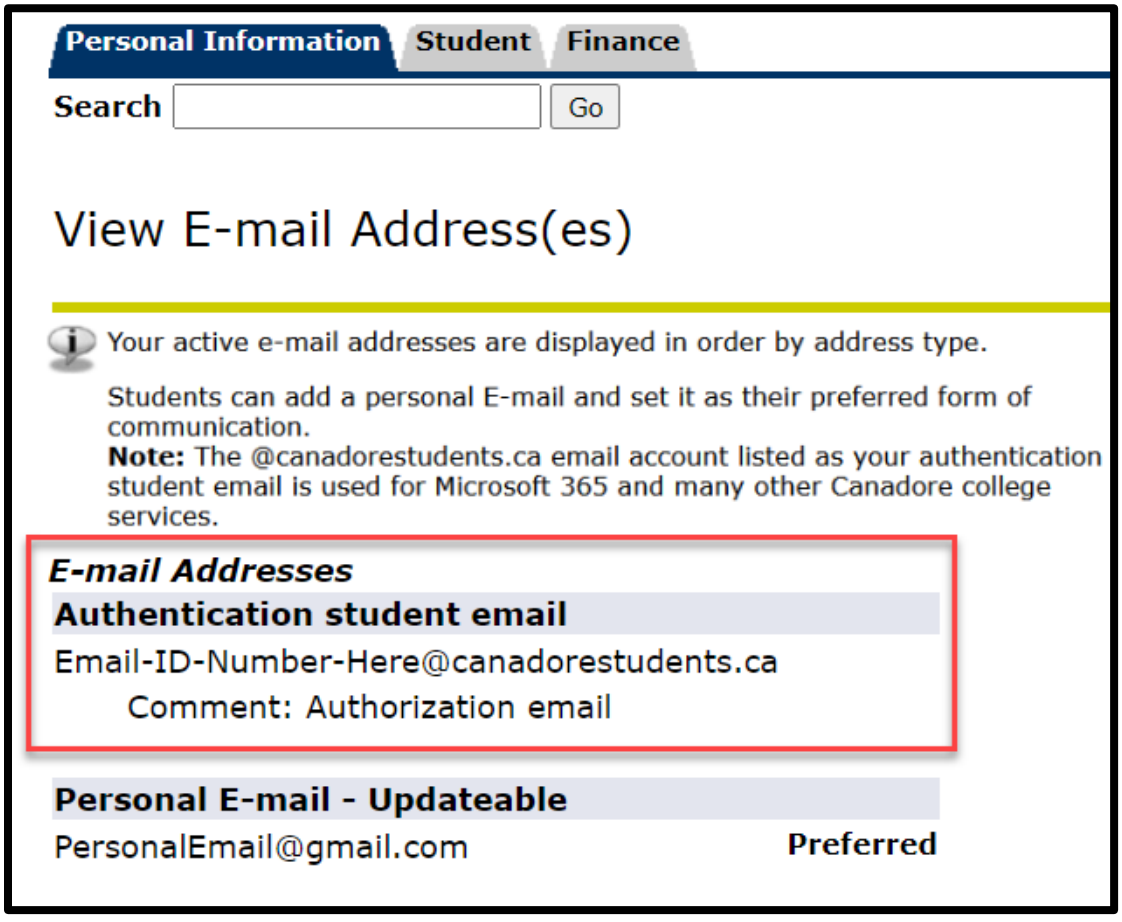
Microsoft 365 accounts for students

As a Canadore College student, you are entitled to use Microsoft 365 while you are enrolled. Each student is assigned an "@canadorestudents.ca" email address before the start of their semester. This account will be available up to 30 days before the upcoming semester if you have completed registration. Students will have access to this email and Microsoft 365 only while they are actively enrolled. If a student is no longer enrolled because - they graduated or are taking a semester break - then their account will be deleted. If they enroll again their account will be reinstated but any previous data will be lost. It is advised students not use their @canadorestudents.ca email to keep important personal information on your account for this reason.

How to determine your Canadorestudents.ca email address

Your email account is based on your Email ID Number which is located in Self-Service.

1. Navigate to Self-Service User Login (canadorecollege.ca) and login.
2. Select the "**Personal Information**" tab on the home screen.
3. Select "**View E-mail Addresses**."
4. On this page your Email ID is under "**Authentication student email**."
   - **Example of an Email ID:** (**123456**@canadorestudents.ca)
     Your Email-ID-Number is different from your Student ID number and unique only to your email.



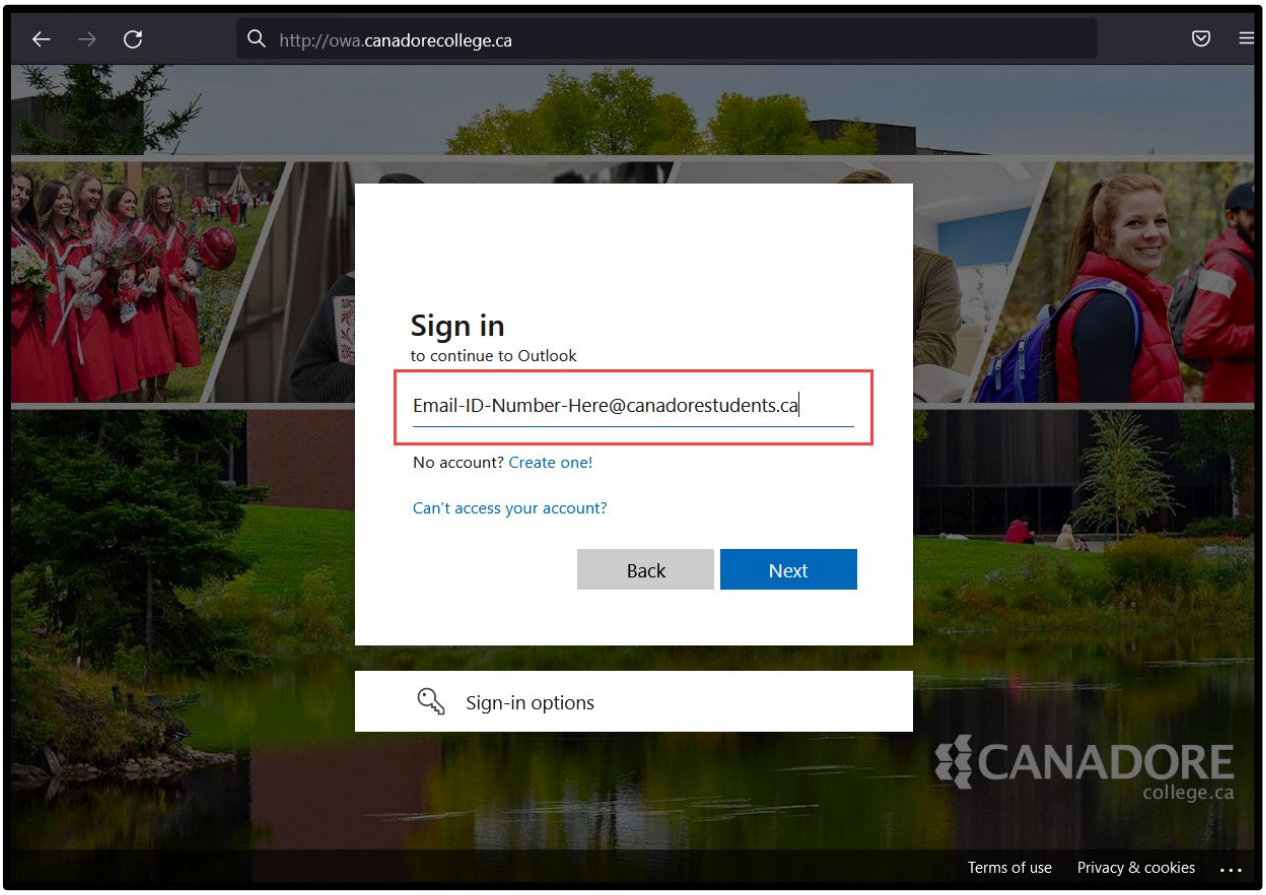
What services use your @canadorestudents.ca email credentials?

Canadore students use their @canadorestudents.ca email credentials for a variety of Canadore services.

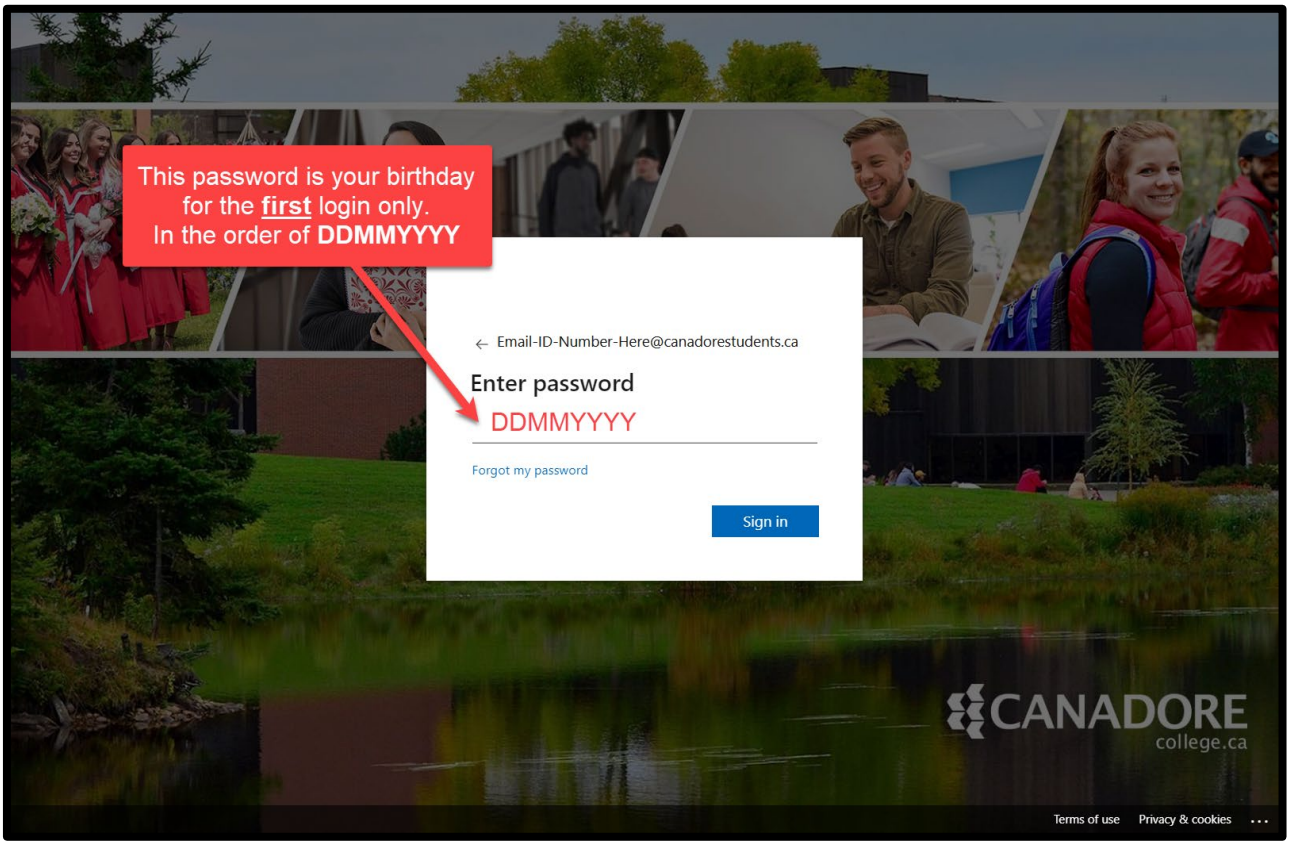
- On-Campus Computer Login
- Student Webmail access
- iLearn
- Accommodate (Student Success Services)
- Connect2 (Media Design Equipment Portal)
- Harris Learning Library
  - Omni Login (Library account)
  - Off-Campus Login (To access online resources)

Canadore College Microsoft 365 Log In

1. Launch any internet browser (Chrome, Safari, Firefox, or Edge) and navigate to the following website: http://owa.canadorecollege.ca . Alternatively, you can go to www.office.com and click "**Sign in**".



2. Enter the **Email-ID-Number-Here@canadorestudents.ca** that you confirmed in Self-Service on Page.2 as the username.



If you have not logged into one of the services listed on page. 3, then your password will be your birthday by default.

It will be in **DDMMYYYY** format.

Example: If you were born **January 23rd, 2005**, you would use **23012005**.

Your Microsoft 365 password is synchronized with the accounts mentioned on "What services use your @canadorestudents.ca email credentials?", if you change this password while logging into any of these services you use the same password for all these accounts.

If this is your first-time logging into your email, you will be prompted to change your password and set up MFA (**Multi-Factor Authentication**). Your password expires every **90** days, so make sure to update it regularly or you could be locked out of your account.

Canadore College passwords must be at least **8 Characters** long and have **three** out of the **four** criteria below.

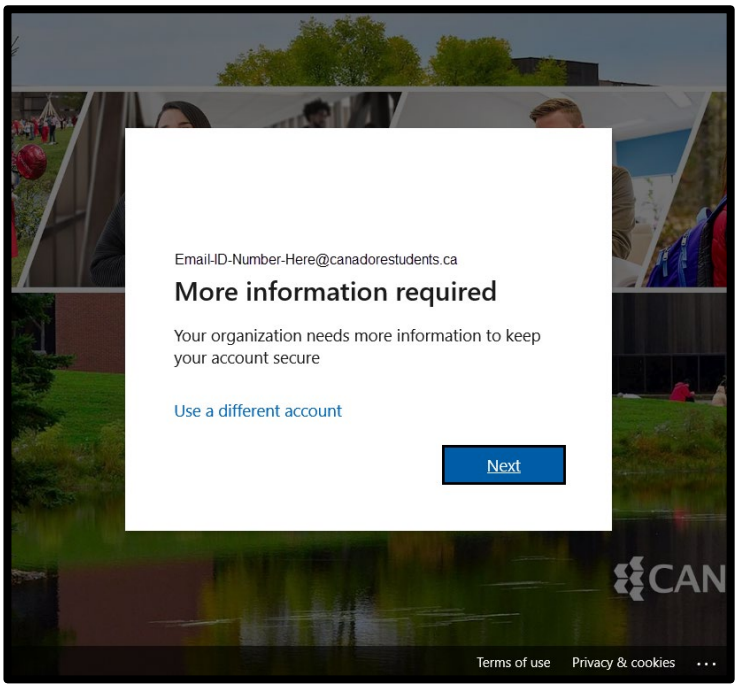
- **Uppercase Letters**
- **Lowercase Letters**
- **Numbers**
- **Special Characters** Any of the following are acceptable: **'-!"#$%&()*,./:;?@[]^_`{|}~+<=>**

Multi-Factor Authentication (MFA)

Canadore is transitioning to using MFA (Multi-Factor Authentication) for all Microsoft related student accounts. This is a security feature to protect the information on your account and meet industry wide standards for Ontario Colleges.

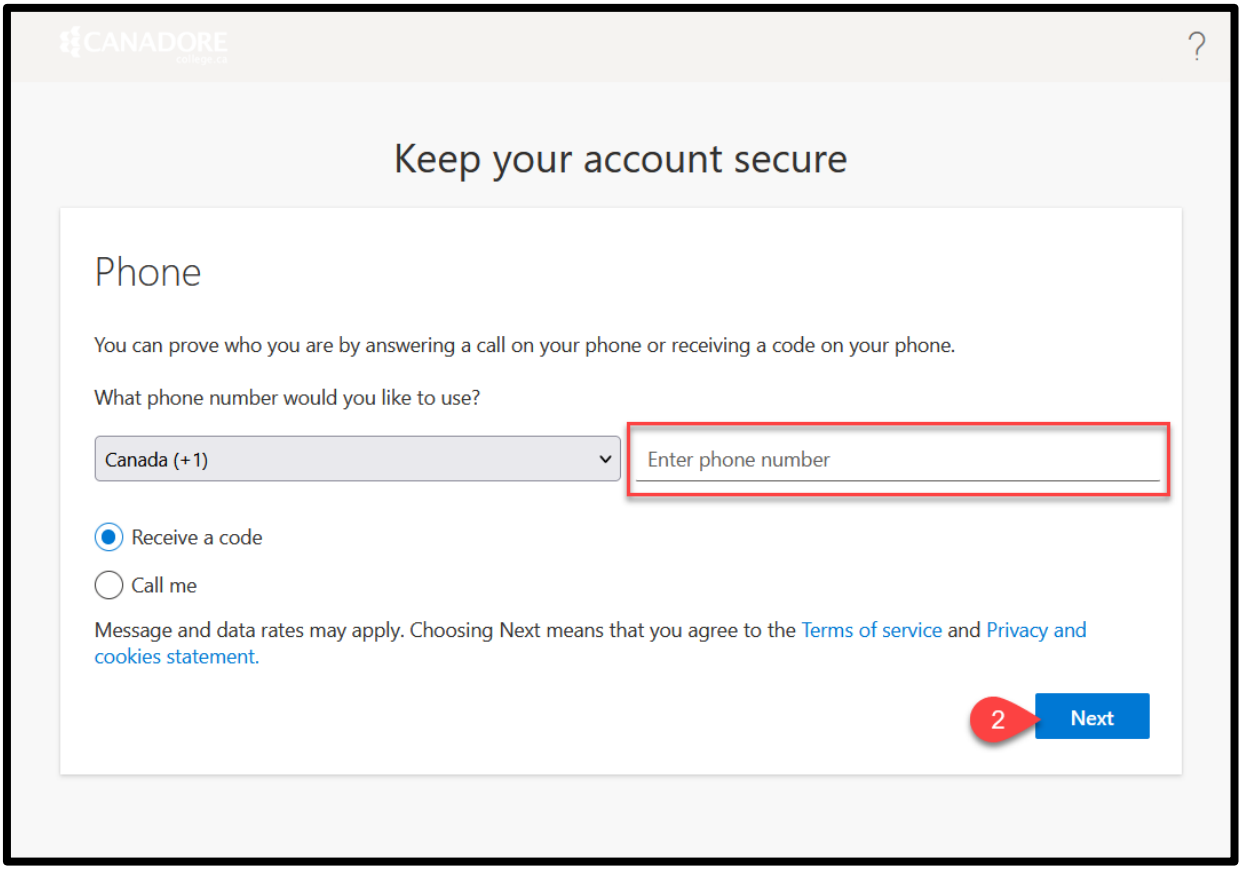
You will be prompted to authenticate with MFA when signing into below services:

- Microsoft Office 365 Apps (Word, Excel, etc...)
- Teams
- OWA (Online Web Access - Webmail)
- iLearn
- And any other Microsoft app that uses your @canadorestudents.ca email account



Setting up an Authentication

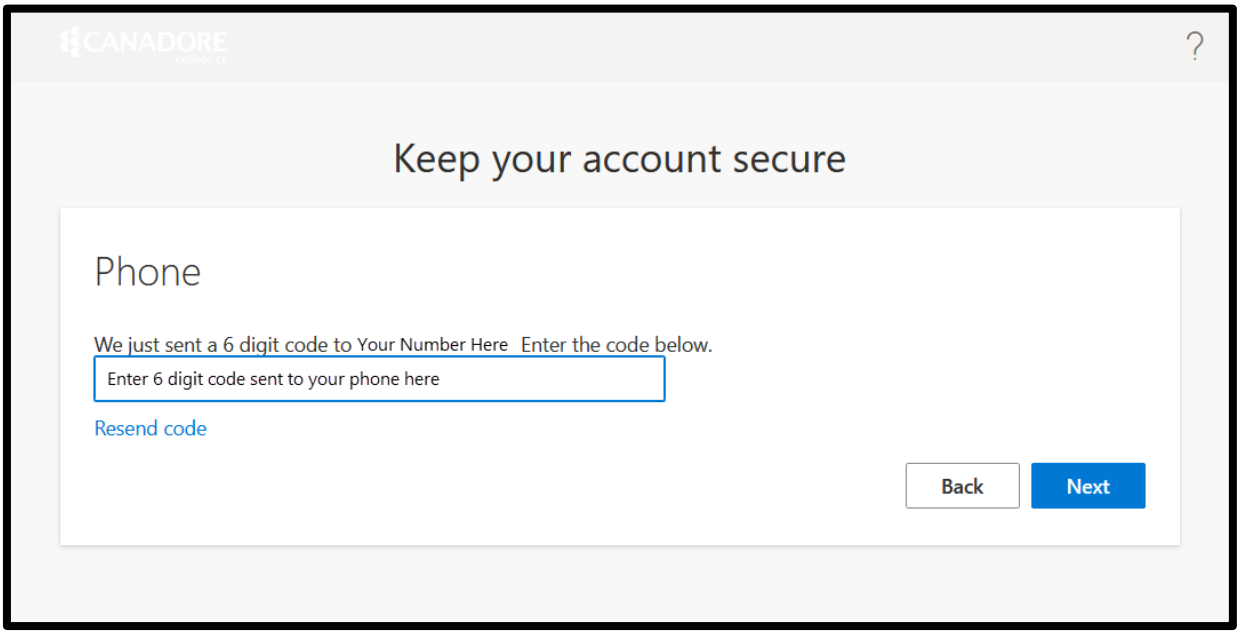
1. When you next log in to your Microsoft account, you will be prompted that "**More information is required.**" Click **Next** to proceed with the setup. You may be prompted to enter your current password.
2. On this screen, select your country code and enter your phone number. Next choose to "**Receive a code**" or "**Call me**", click **Next** .



A. If you select the "**Text me a code**" option, you will receive a mobile text message.

Example: Use verification code (6 digits) for Microsoft Authentication.

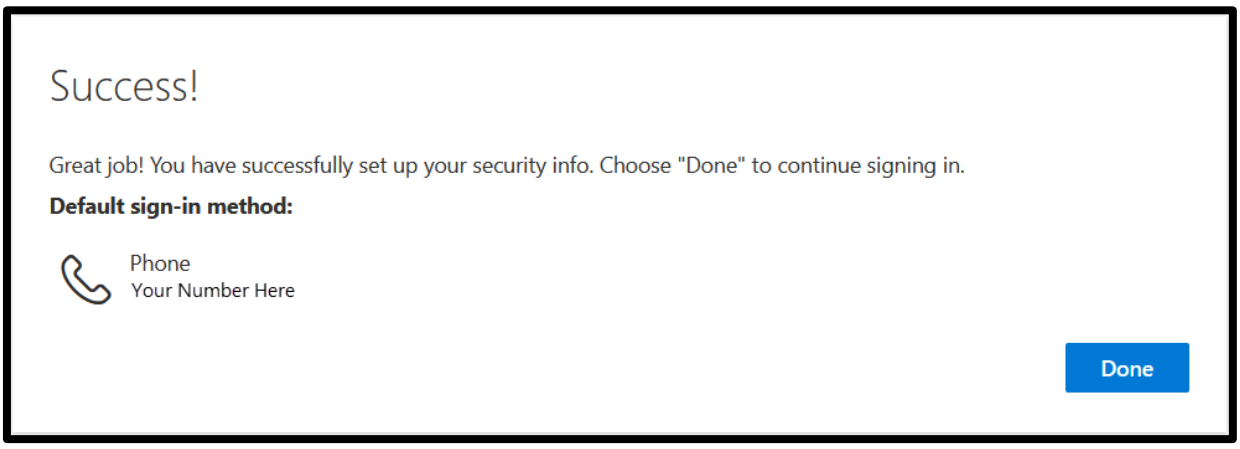
Back on the "**Keep your account secure**" page, you will be prompted to enter the code you received in the text, then select **Next** .



Once you have entered the correct verification code, you will receive a "**SMS verified**" prompt.

B. If you instead selected "**Call me**," you will receive a call on the phone number you entered in the step above. Answer the call and it will ask you to press the **#** key to confirm it is you signing in.

If the call was successful, you will receive a "**Call Answered**" prompt, then select **Next** .



You have now completed registering your mobile phone as your authenticator. Select **Done** and you will be signed into OWA (Online Web Access).

What if I can't authenticate?

It is possible that the mobile device you set up as your authentication device has been damaged, lost, or had the phone number changed. If you are trying to login and are unable to do so because you are getting an error or one of the reasons above, contact us at the Service Desk for assistance.

Email: Service.desk@canadorecollege.ca
Phone: 705-474-7600 ext. 5800
Room Number: D228
Hours of Operation: Monday to Friday, 8:00am - 4:30pm

Please be sure to provide the following in your email:

- **Student ID**:
- **First name and Last name**:
- **Date of Birth (In DDMMYYYY order)**:
- **Phone Number (used to register MFA if applicable)**:
- **Program you are in**:
- **Campus**:

Canadore College Password Policy

Canadore College passwords must be at least **8 Characters** long and have **three** out of the **four** criteria.

- **Uppercase Letters**
- **Lowercase Letters**
- **Numbers**
- **Special Characters (**Only the following are acceptable: **'-!"#$%&()*,./:;?@[]^_`{|}~+<=>)**

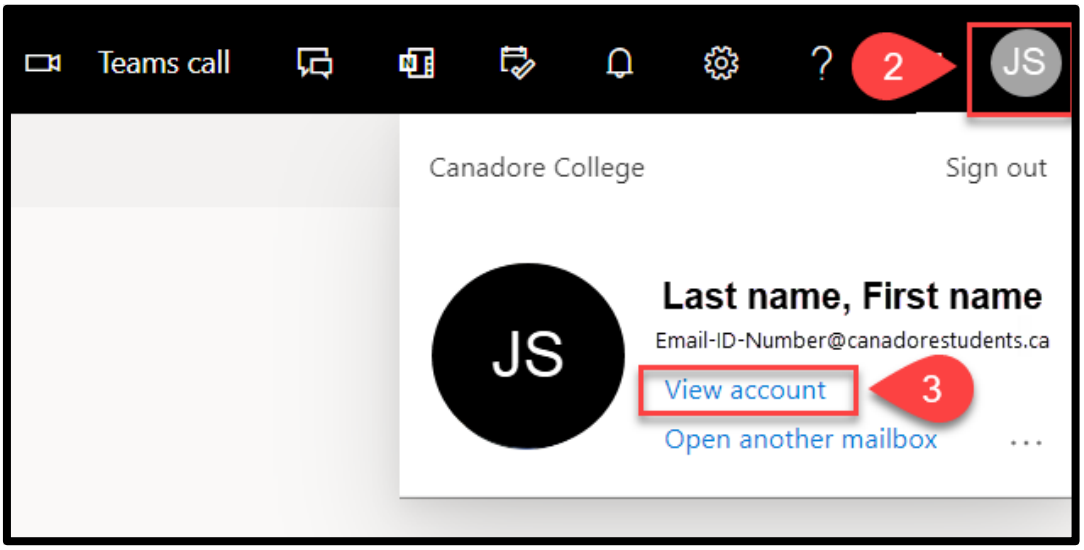
You cannot reuse words or numbers from your previous (**8**) passwords.

If you receive the message "**Unable to update the password. The value provided for the new password does not meet the length, complexity, or history requirements of the domain.**" Then please review the above requirements.

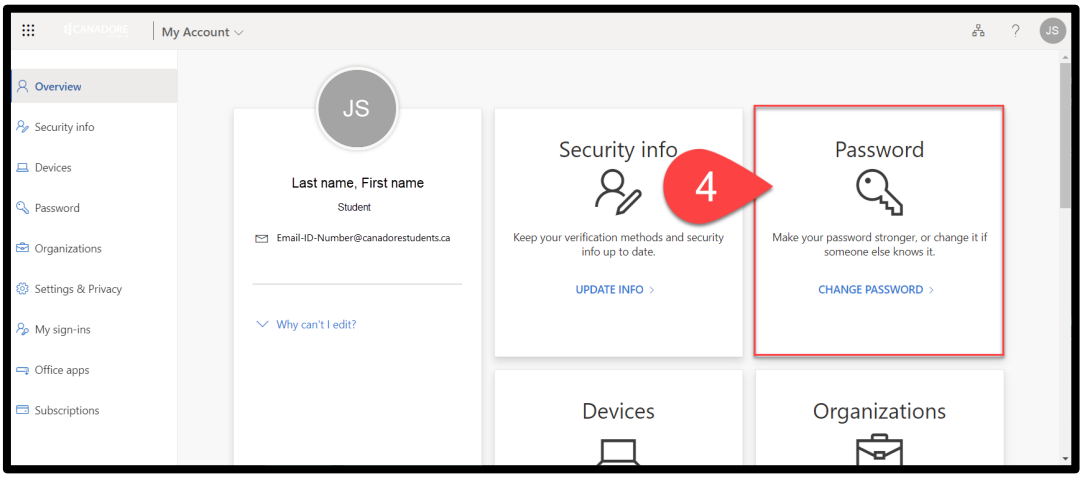
Your password is valid for **90** days. Be sure to keep it up to date. If you try to login with a password past **90** days you may be prompted to change it as it has expired.

Changing your password via Webmail

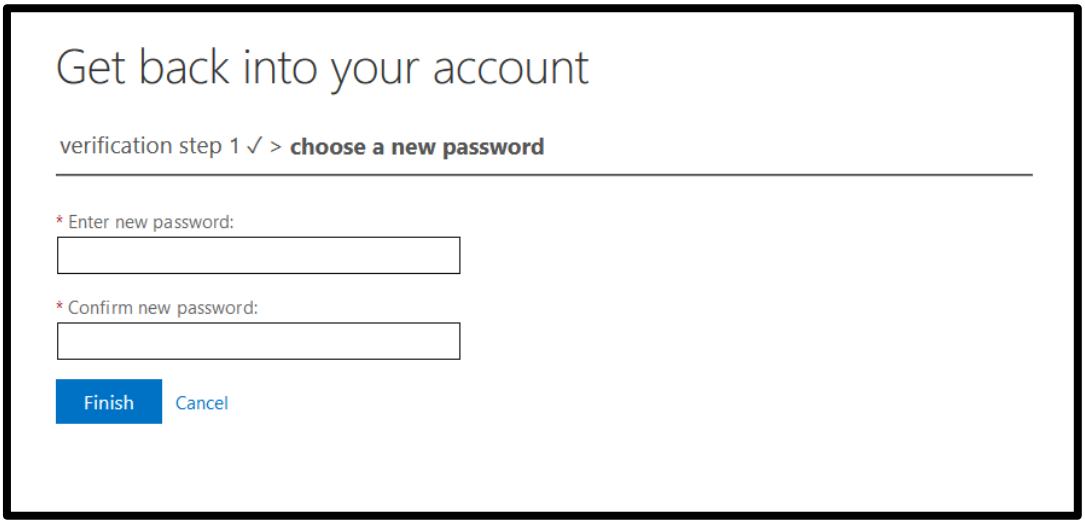
1. Login to owa.canadorecollege.ca with your current password.
2. Navigate to the top right and click on your initials or your profile image.
3. Click "**View account**.".



4. Click "**Change Password**" under the Password category.



5. You will be asked to enter the current password then create a new password and confirm it.



Changing your password via a campus computer

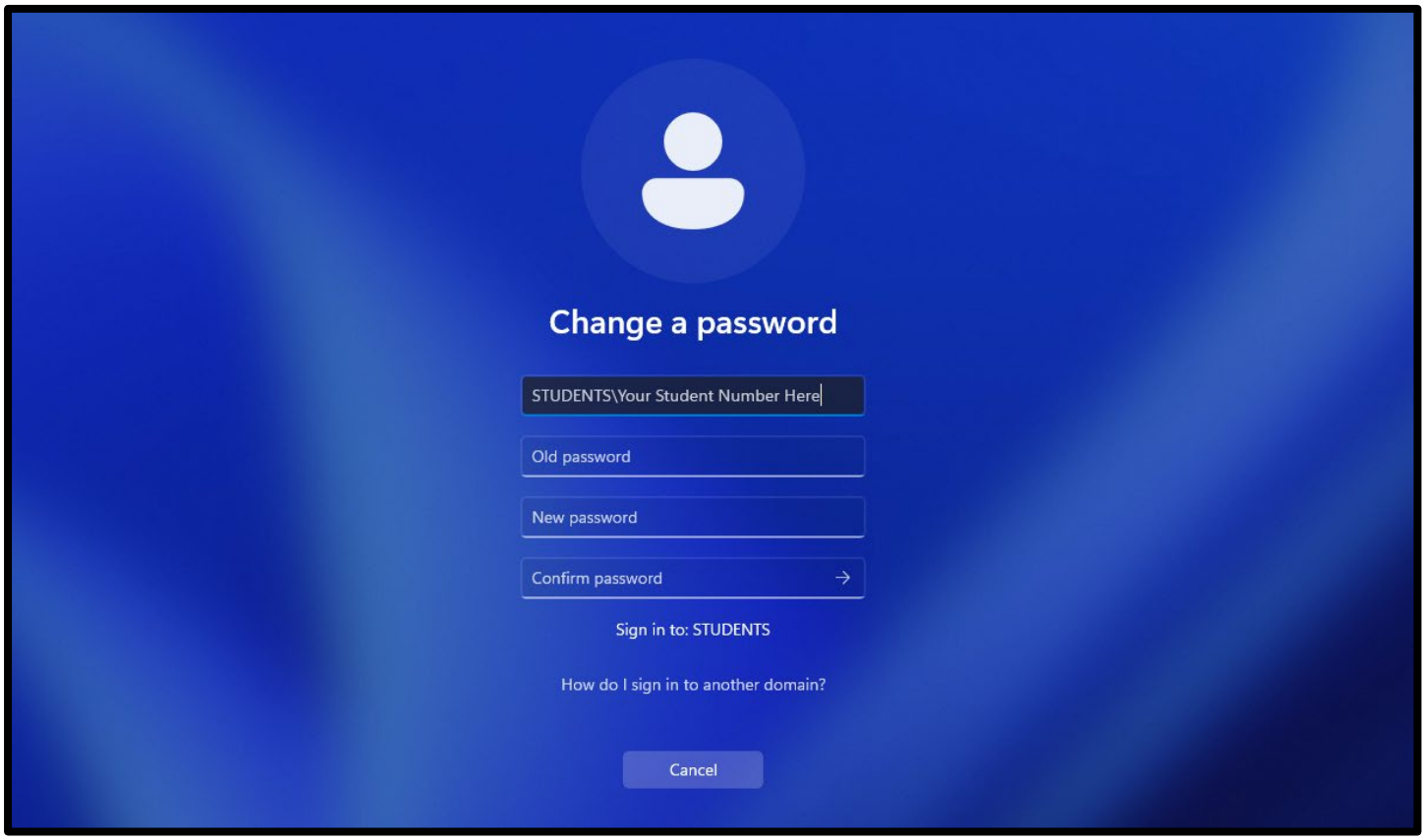
Students can change their password at any student computer on campus.

1. Login into the campus computer.

- **Username:** Your student ID which typically begin with (*A000, 19 and 20*)
- **Password:** Your @canadorestudents.ca email password

2. Once logged in press **CTRL** + **Alt** + **Delete** simultaneously.
3. You will get a blue menu, click "**Change Password**."
4. You will be asked to enter your current password and confirm a new password.
5. Once complete press **Enter** or click the arrow → on the confirm password field.

Microsoft placed the **Cancel** button where most people would assume the confirm or continue button would be. When confirming the password be careful to not press this button accidentally.

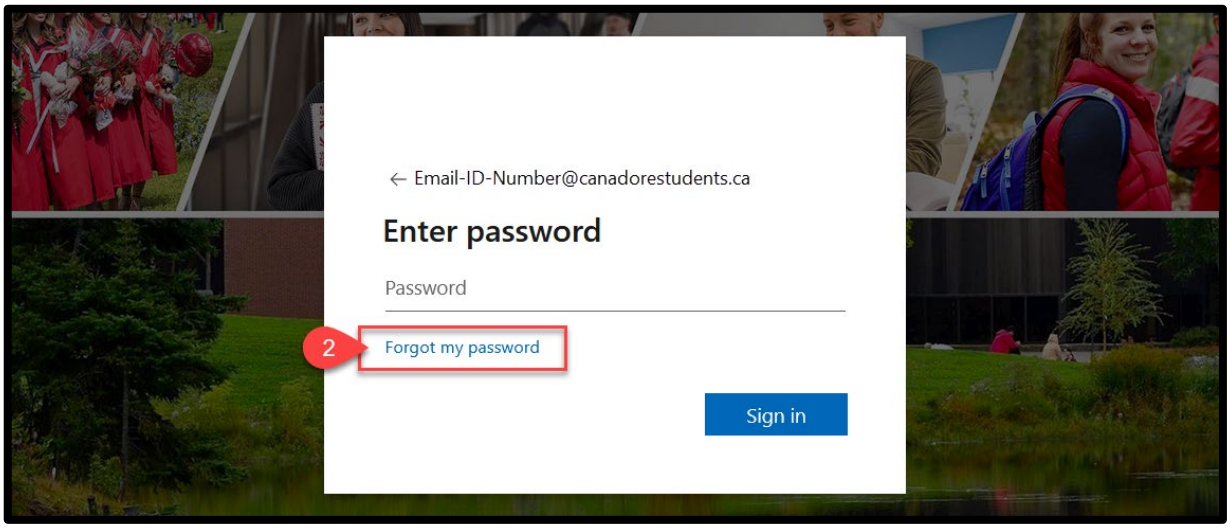


SSPR (Self Service Password)

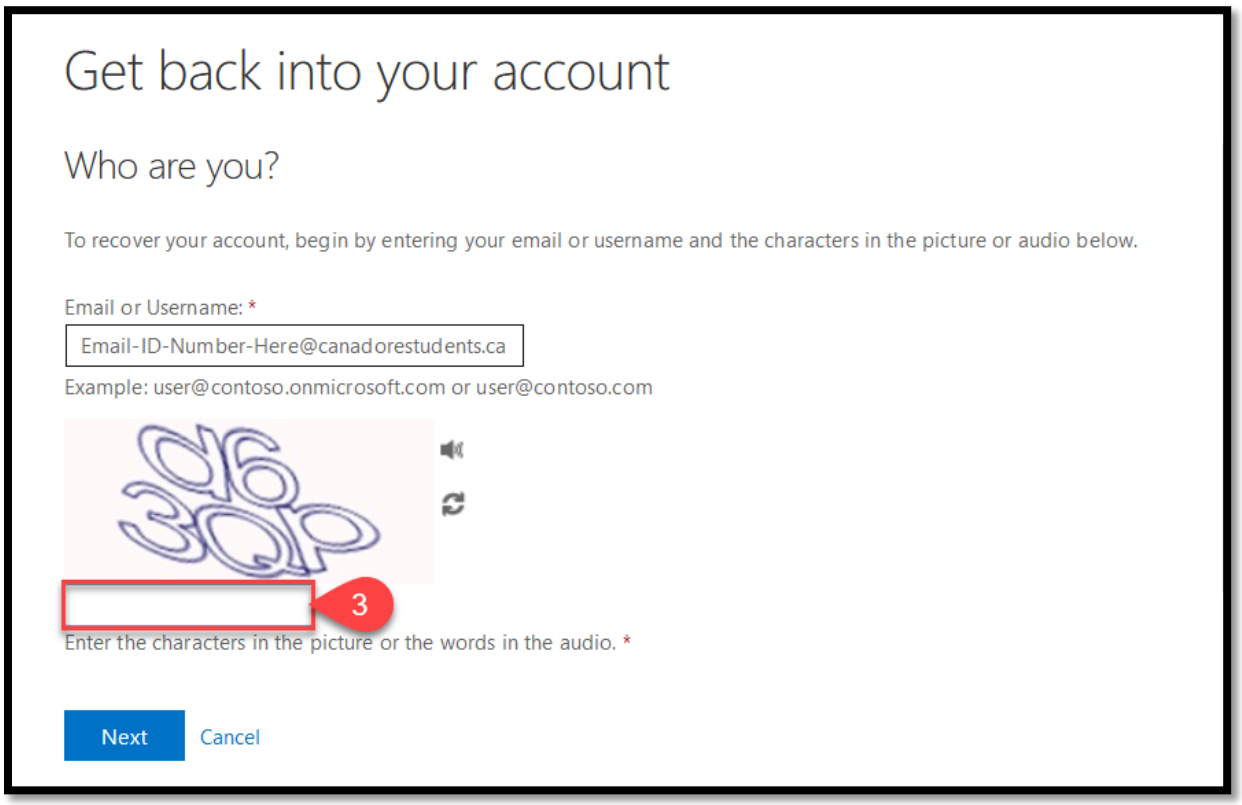
Microsoft SSPR (Self-Service Password Reset) not to be confused with Canadore College Self-Service (used to register for classes) is a feature that allows you to reset your password on your own by using your authentication device to confirm your identity. This can be used outside of Canadore ITS service hours like weekends.

You can use SSPR at the login screen for OWA (Webmail) or at (Microsoft Online Password Reset).

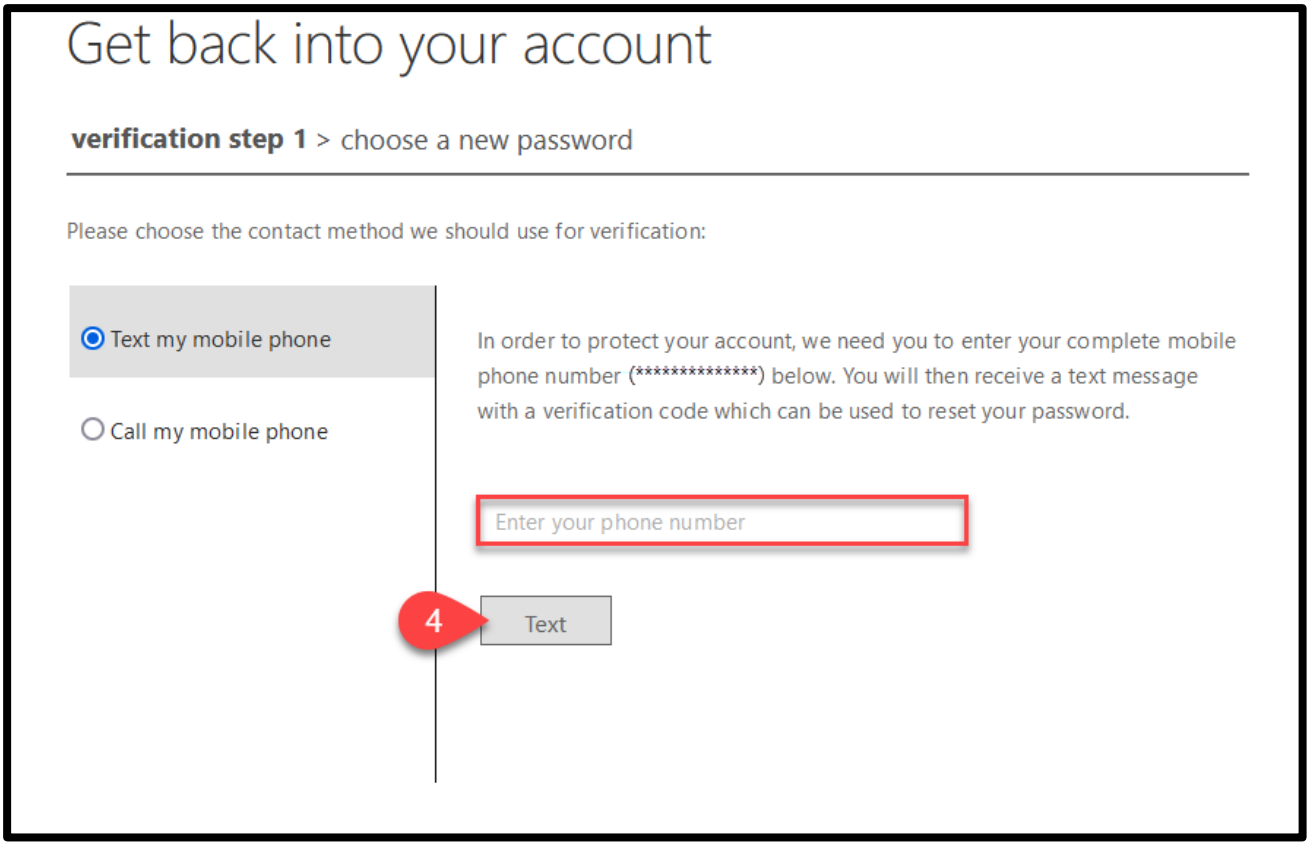
1. Visit owa.canadorecollege.ca and enter your @canadorestudents.ca email address, click **Next**.
2. On the "**Enter Password**" page, click "**Forgot my Password**" below the password field.



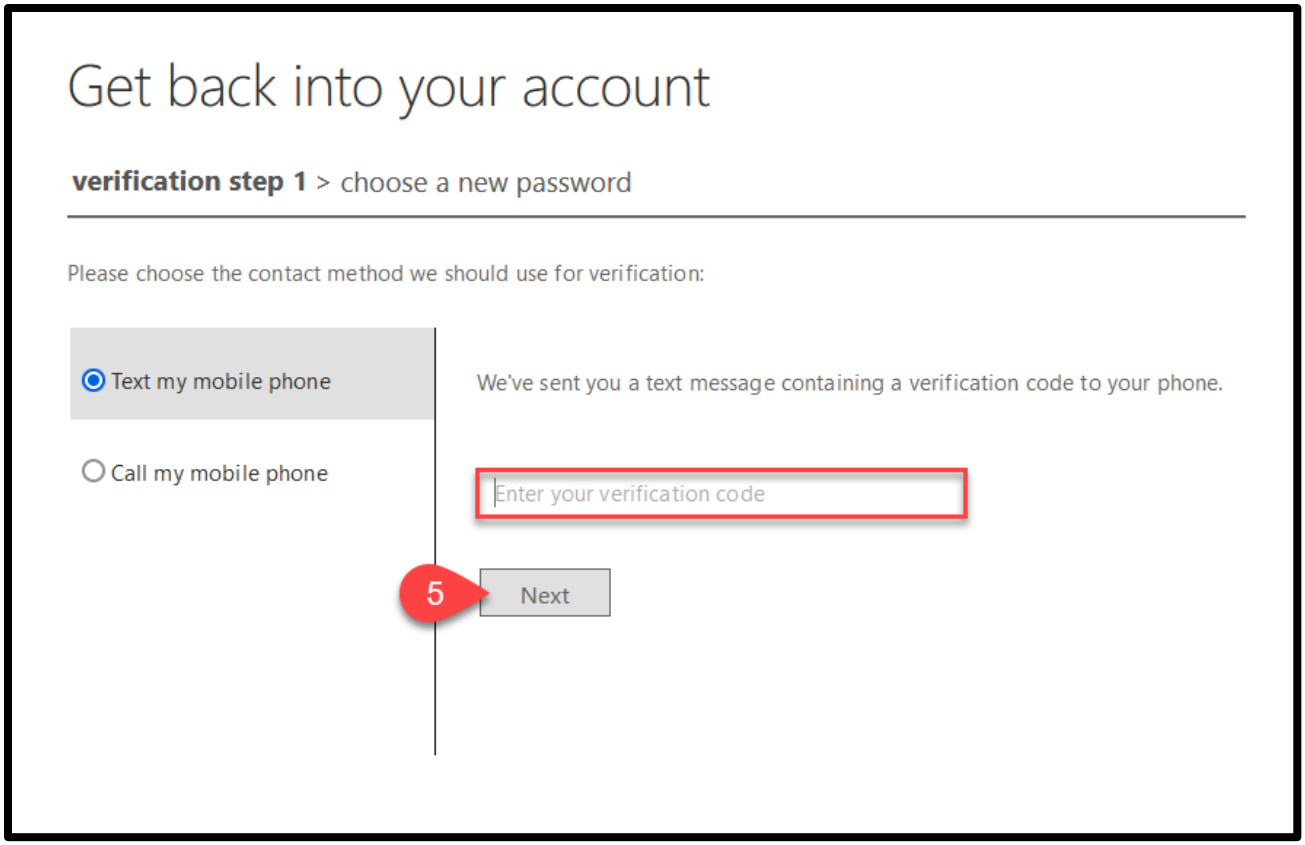
3. Below your Email, enter the CAPTCHA code based on the unique image shown to you. click **Next**.



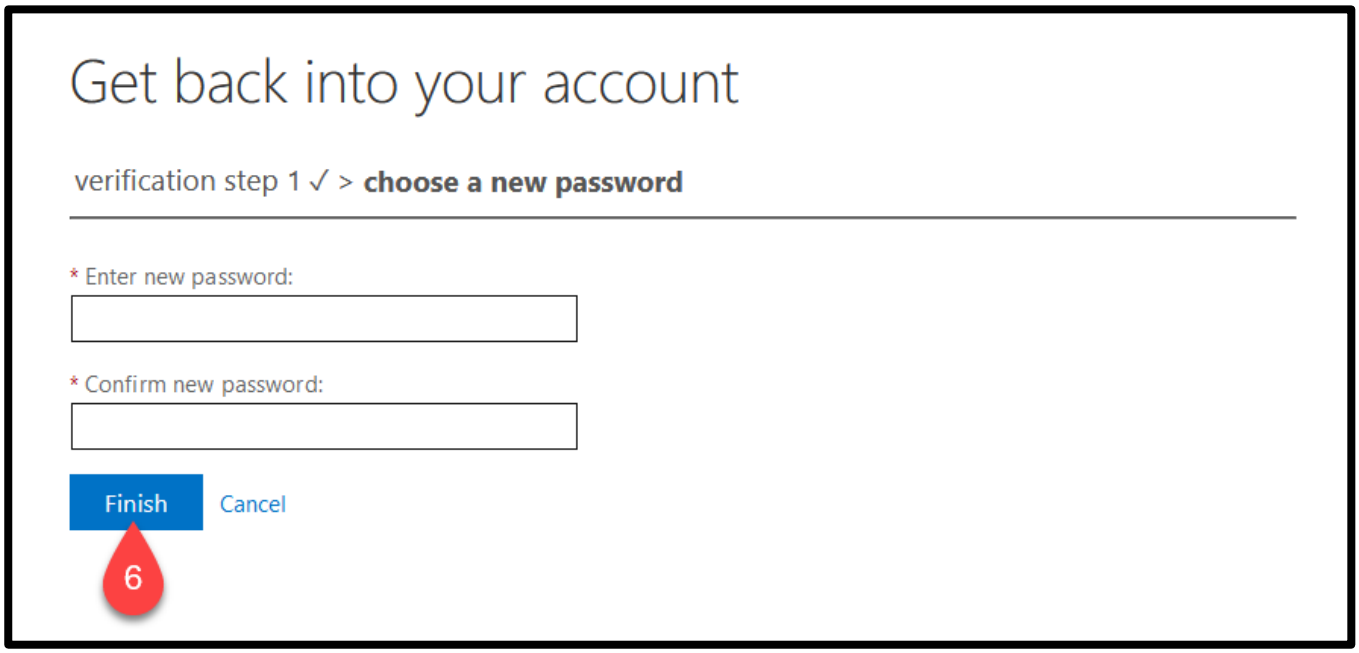
4. You will next be asked to verify the phone number you registered for MFA. Make sure to confirm the number matches the last two digits, it will give as an example. Then click **Text**.



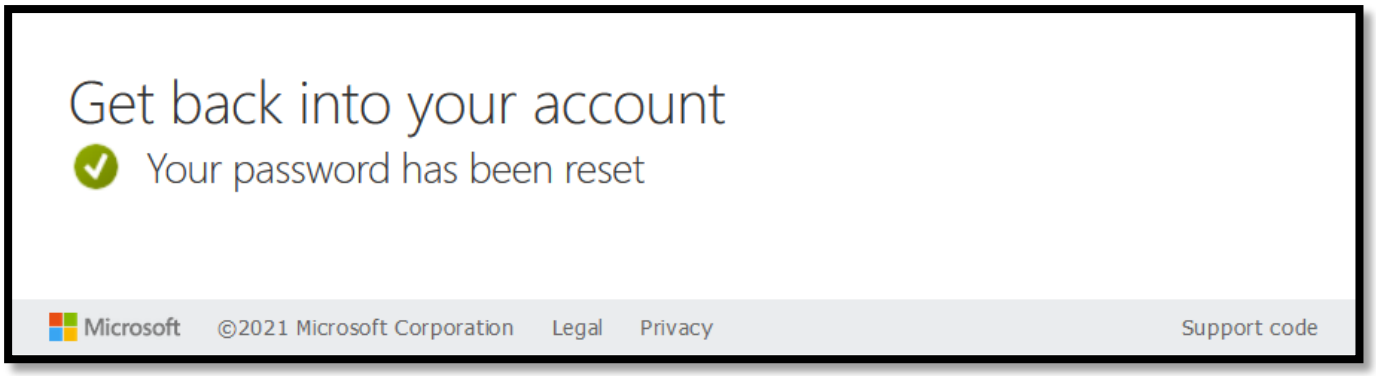
5. You will then be sent a text with a 6-digit verification code. Enter this code in the box then click **Next**.



6. You will now be asked to "**choose a new password**". You will need to enter it twice to confirm then click **Finish**.



7. If you have successfully changed your password, you will get a "**Your password has been reset**" message.



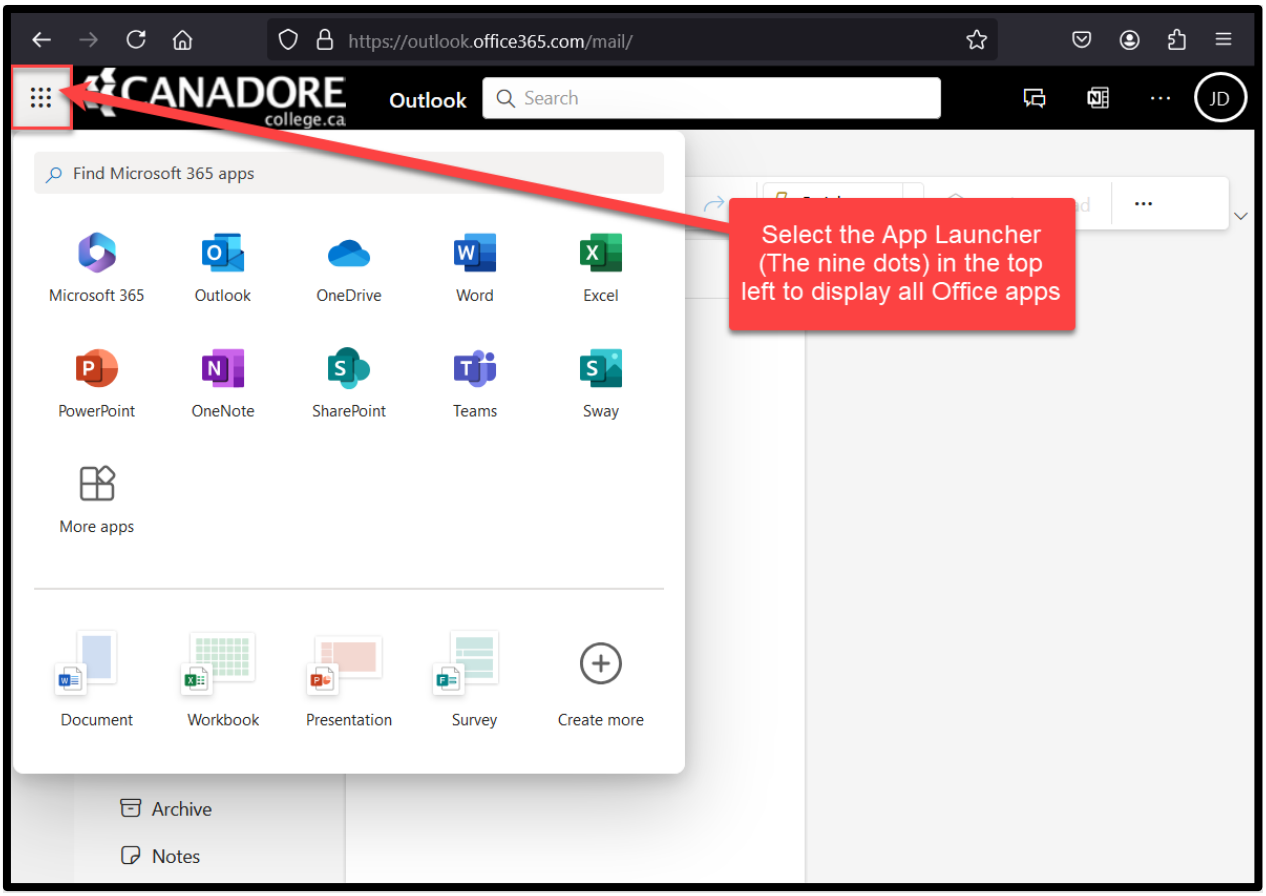
8. After you may need to close all open browser windows and wait between 15-30 minutes for the new password to sync. You should now be able to login to webmail using the new password.

Accessing Microsoft 365 apps via OWA (Online Web Access)

After logging into webmail at owa.canadorecollege.ca or Office.com, you can access all the apps on the Microsoft 365 suite for students.

You have access to the following Office products with your Microsoft 365 license:

- Word
- Excel
- PowerPoint
- Outlook
- OneDrive
- Teams
- Visio
- OneNote
- Planner
- To Do



The web versions available in the portal allow you to work on your documents from any computer with an internet connection.

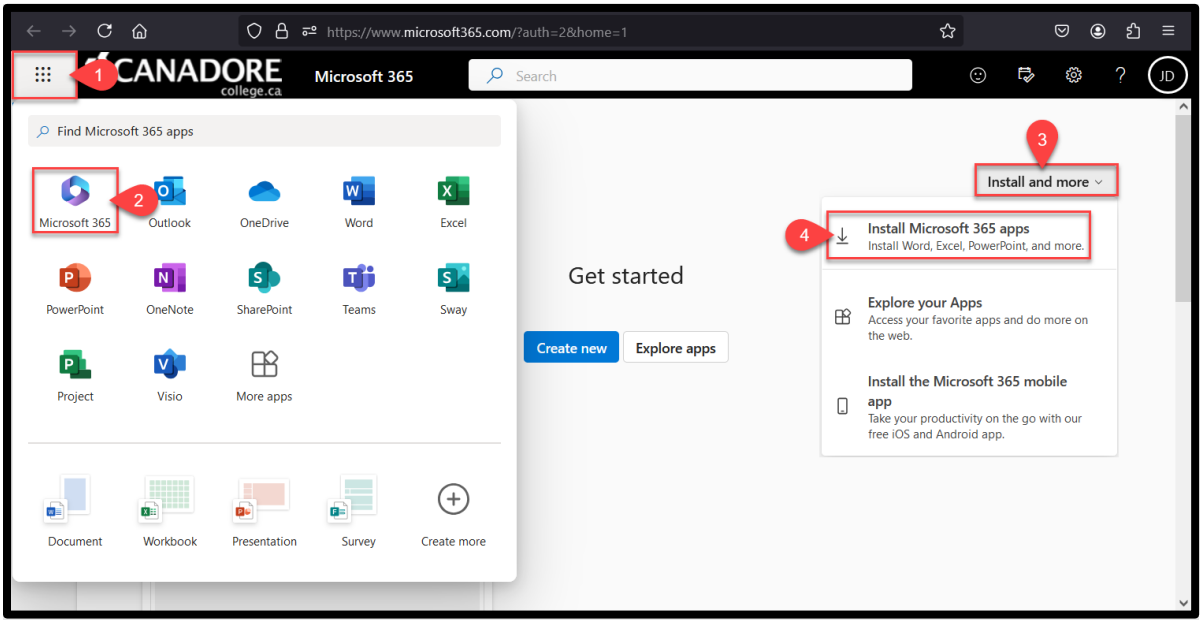
Do note the web versions of office apps may not have all the functions of the full desktop version. If you need these features install the desktop version.

Installing Microsoft 365 Locally

You can install Microsoft 365 desktop apps on your own computer.

(This applies to Windows and Mac PCs only)

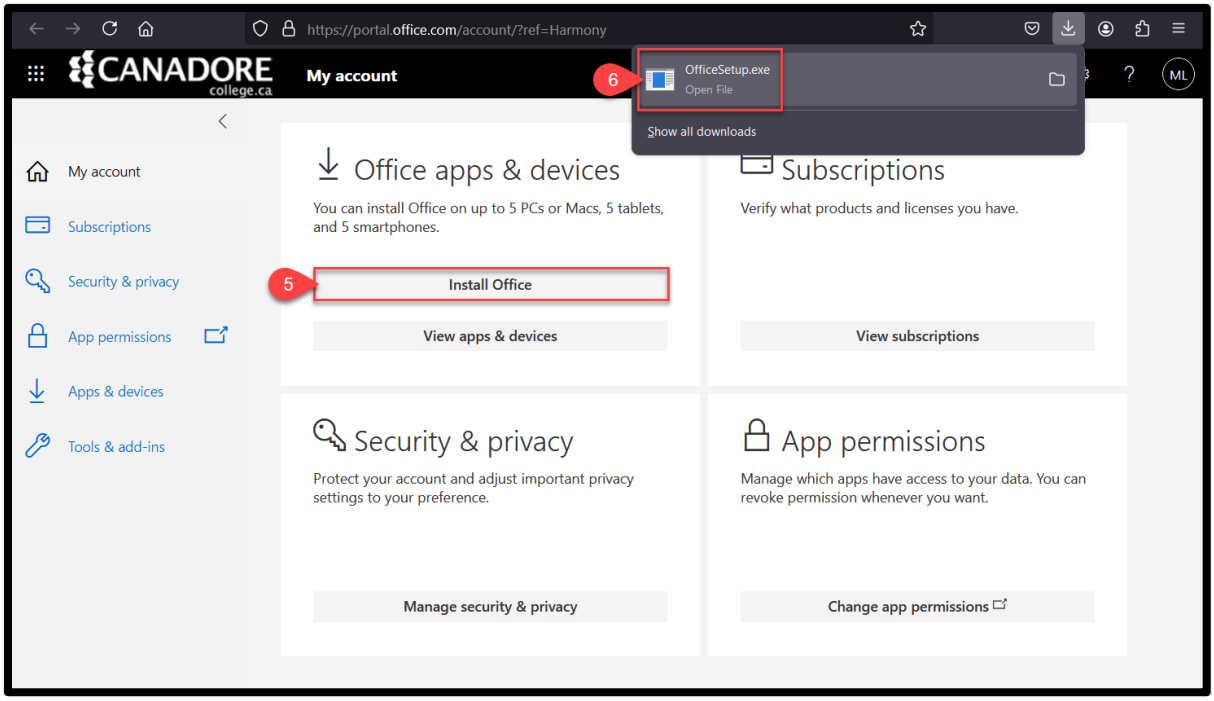
1. On any web access page, click the app launcher in the top left (Nine Dots).



2. Click on Microsoft 365.

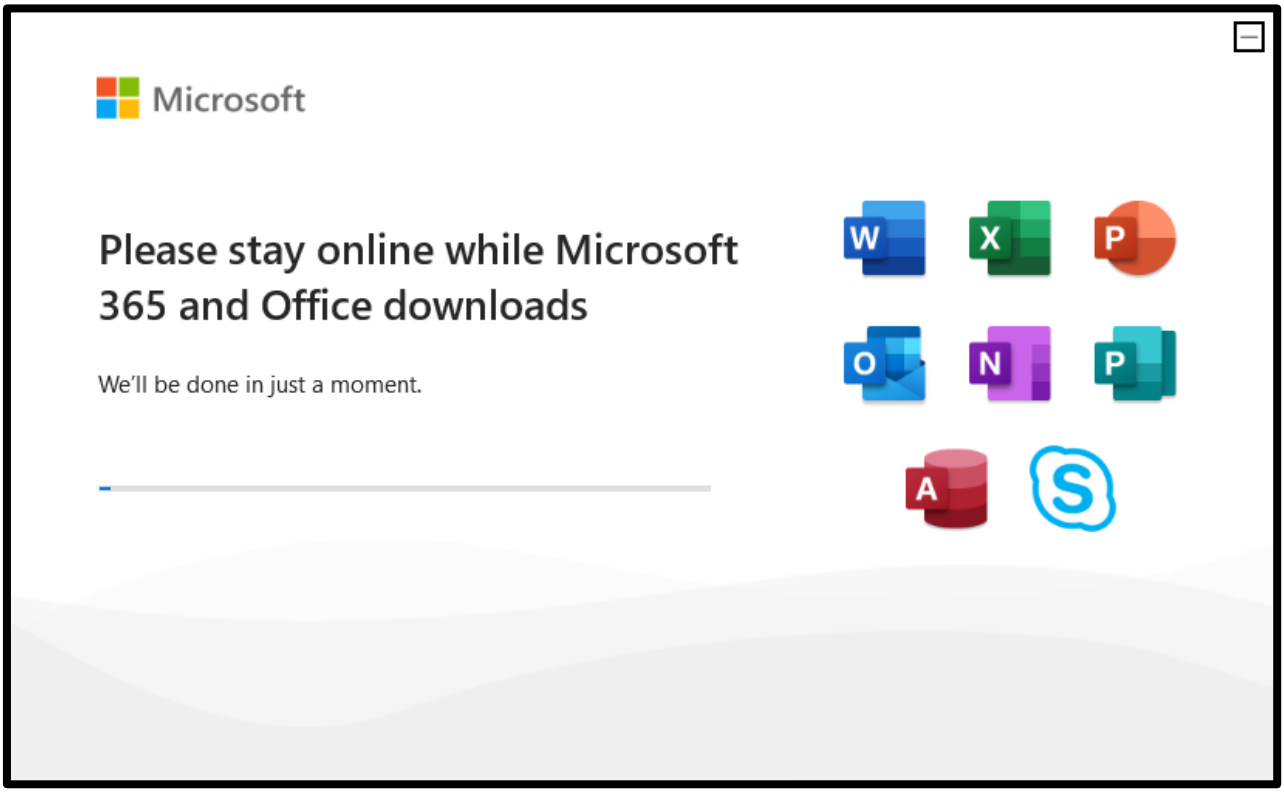
3. On this page, click **Install and more**.

4. In the dropdown menu click **Install Microsoft 365 Apps**.



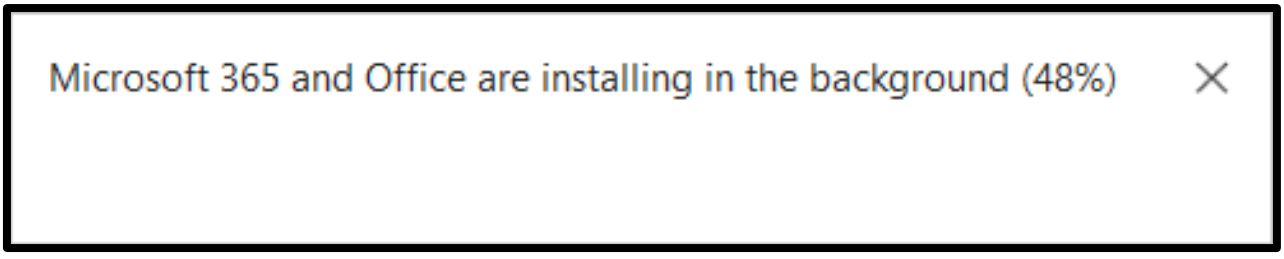
5. Click Install Office and it will start a download for the install file named "**OfficeSetup.exe**".

6. You can now run the downloaded "**OfficeSetup.exe**" install file. If you didn't see the file get downloaded you can open your recent downloads in your internet browser by pressing **CTRL** + **J** on your keyboard.



While the installer is running you will need to stay connected to the internet.

7. Once the installer has downloaded the file it will finish the install. You can still use your computer during this time.



8. When the install is finished you will need to login to Office 365 with your @canadorestudents email to activate the license.