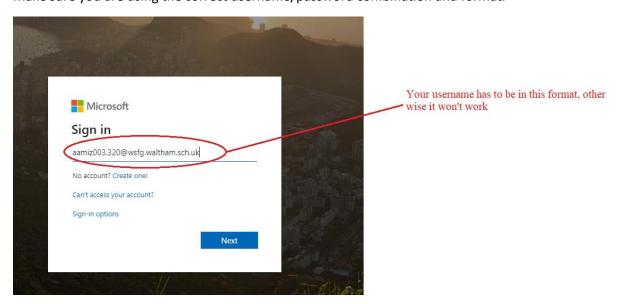## How do I access my email or Teams
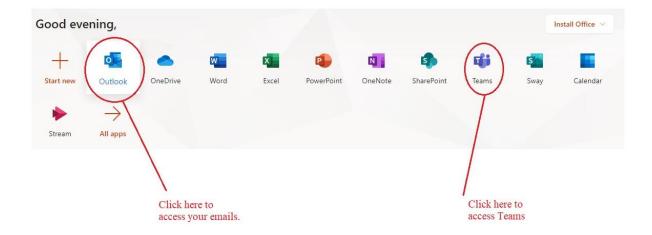
Open Google Chrome or Microsoft Edge browser and navigate to

https://portal.office.com

I cannot login Teams or O365.

Make sure you are using the correct username/password combination and format.

Your username has to be in this format, other wise it won't work

Click here to access your emails.

Click here to access Teams

I can login O365 but Teams isn't working.

- **Mac**

  Teams doesn't work well in the Mac Safari browser, so you have to install Microsoft Edge and use that as a browser instead.

- **Windows 7**

  Make sure you are using the latest version of Google Chrome.

- **Windows 10**

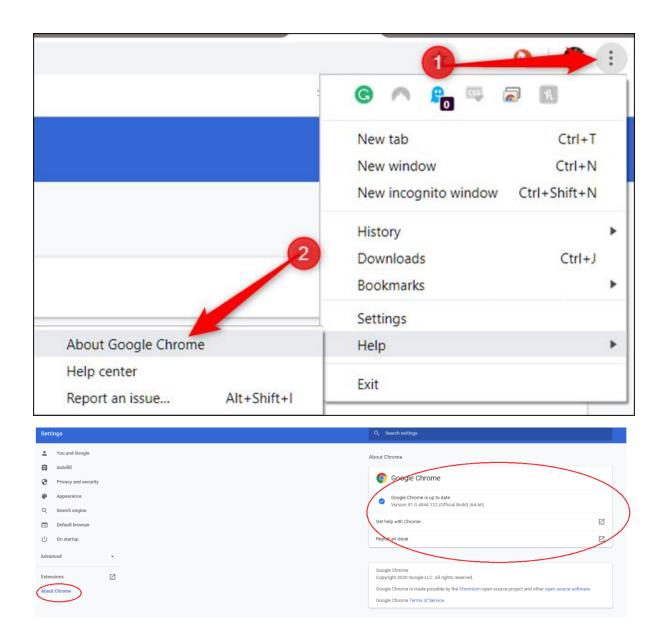 Use Microsoft Edge or the latest version of Google Chrome.

- **Ipad**

  Step 1: Make sure your iPad is up to date.

  Step 2: Install Teams and Office (Word/Powerpoint/Excel) apps from Appstore

  Step 3: Install Microsoft Edge and login the O365 website.

  Step 4: Open Teams from the website and that will redirect the connection to the Teams app you have just installed.

- **Chromebook**
  Step 1: Sign out of Teams and O365 on that device. Once that's done, restart the Chromebook and try logging into Teams and O365 again.

  Step 2: If that doesn't work, verify that your Chromebook is up to date. Here's a link that would help https://www.androidauthority.com/how-to-update-chromebook-876118/

  Step 3: Once it's updated, try accessing Teams again.

  Step 4: If this doesn't work, try installing Microsoft Edge from the Google Playstore and use that as a browser instead.

How do I update Google Chrome?

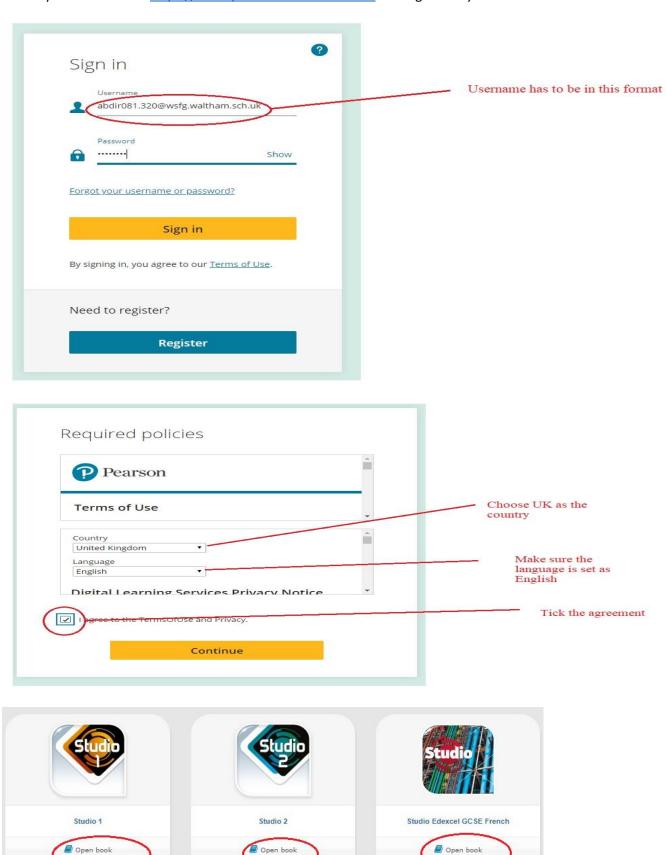Follow the steps below to update your Google Chrome browser.

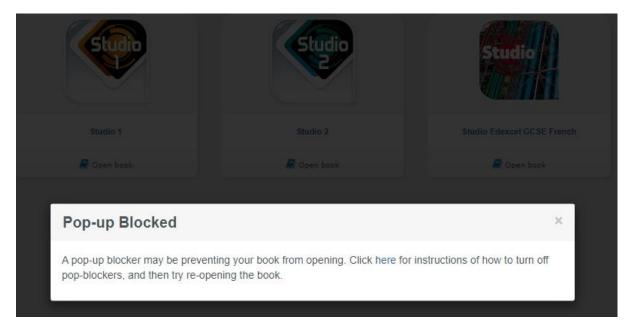**I have tried all the solutions but Teams is still not working.**

"Teams isn't working" is too vague, we need more details than that in order to assist you. Send a screenshot of any error message you are getting and add any other detailed information you have and we will report it to Microsoft.

How do I access my Active Learn textbooks for example Studio1/Viva1?

Access your books from https://www.pearsonactivelearn.com and login with your O365 email.

Username has to be in this format

Choose UK as the country

Make sure the language is set as English

Tick the agreement

I am getting "Pop-up Blocked" error when accessing Active Learn

You can resolve it by disabling your pop up blocker and then refreshing your browser.

How do I disable pop-up blocker in Google Chrome

Step 2 : Click on Done

Step 1 : Select "Always allow pop-ups..."

How do I disable pop-up blocker in Microsoft Edge