



# mySOE IT Quick Start Guide



# Before we Begin...



- **Please clear your browsing history, cookies, and cache.**
- Many users already have a Microsoft-based email account (Microsoft, Live, Xbox, Hotmail, other school email, etc...) and your device *may* try to recall this information when signing in. You may also use a private browsing window.
- If you receive an error that your “email does not exist in the School of EMS Tenant”, this is the most common issue as your device is attempting to log in to our server with a non-SOE email.
- Once you set up your account, the same username and password will be used for mySOE (admissions, payment, enrollment), Canvas, Office 365, and Teams.

# IT Support



- Please email IT Support at [ITsupport@schoolofems.org](mailto:ITsupport@schoolofems.org) with any issues related to your email, Teams, Canvas, or mySOE.
- Please read through this entire guide first as many questions are answered here.
- When emailing IT Support, please include a detailed description of your issue, along with the browser you are using, the attempts you have made to resolve the issue, and any applicable screenshots. Be sure to include your name.
- Email your course instructor with any *course specific* questions, such as due dates or assignments as these are not IT related.

# mySOE Email



- Your School of EMS email account will be used for all course communication and should be used for all school email communication with instructors and administrative staff.
- Once you set up your account, this username and password will be used across various mySOE services through an enhanced Single Sign On feature.



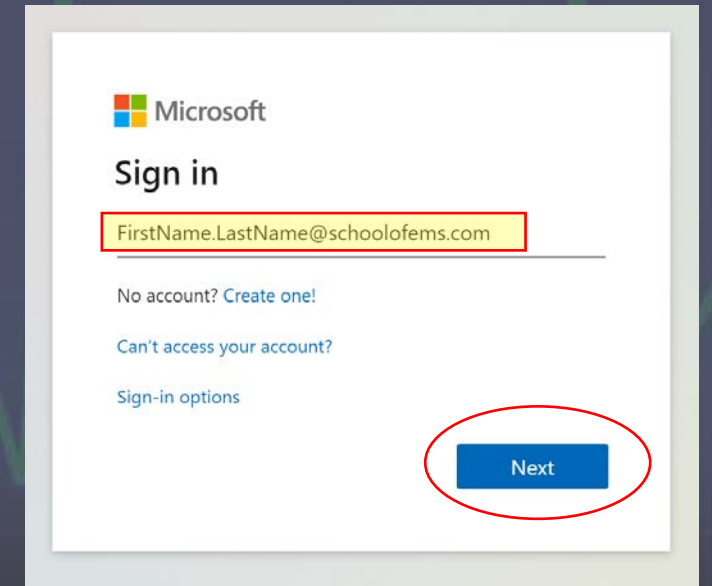
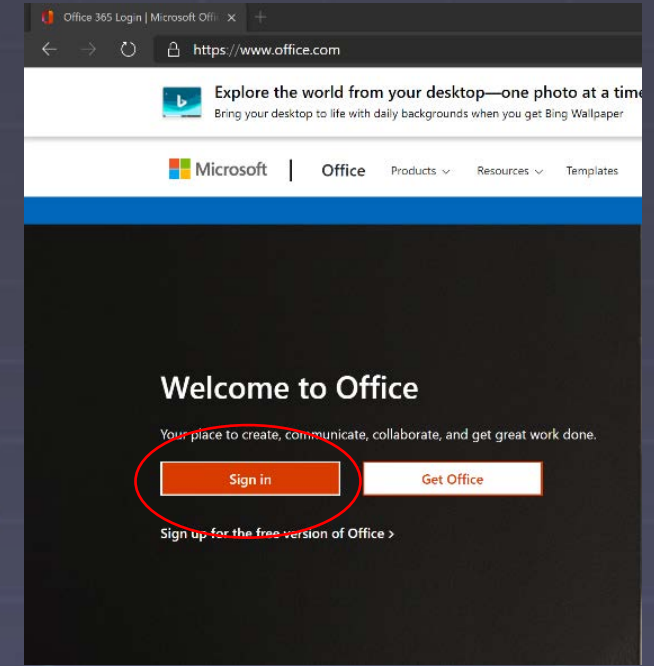
# mySOE Email



- Once you are in “Confirmed” status, your preferred email (this is what we use to send course notifications, routine school emails, enrollment information, tuition reminders, etc) will be changed from your personal email to your SOE email account.
- We ask ALL students check their SOE email daily as your instructors will provide feedback and announcements through Canvas that will be delivered directly to your SOE email.

# Setting up Email

- Navigate to <https://office.com>
- Click “Sign In”
- You will be prompted to enter your credentials.
- Please use the mySOE credentials that were issued to you. This was sent to the email address you applied with in the initial welcome email.
- Student usernames are provisioned using your `FirstName.LastName@schoolofems.com`



# Setting up Email (Continued)



- After entering your temporary password (this was the password you initially received that similar to “SoE77xxxxx”) you will be prompted to update your password.
- Please include at least 8 characters, both a capital and lowercase letter, and a symbol. You cannot use your name as the password or common words, like “password”.

A screenshot of a Microsoft password update page. The page is white with a dark blue border. At the top left is the Microsoft logo. Below it is the email address "baxter.cambone@schoolofems.com". The main heading is "Update your password". Below this is a short paragraph explaining why the password needs to be updated. There are three input fields: "Current password", "New password", and "Confirm password". At the bottom right is a blue "Sign in" button.

Microsoft

baxter.cambone@schoolofems.com

### Update your password

You need to update your password because this is the first time you are signing in, or because your password has expired.

Current password

New password

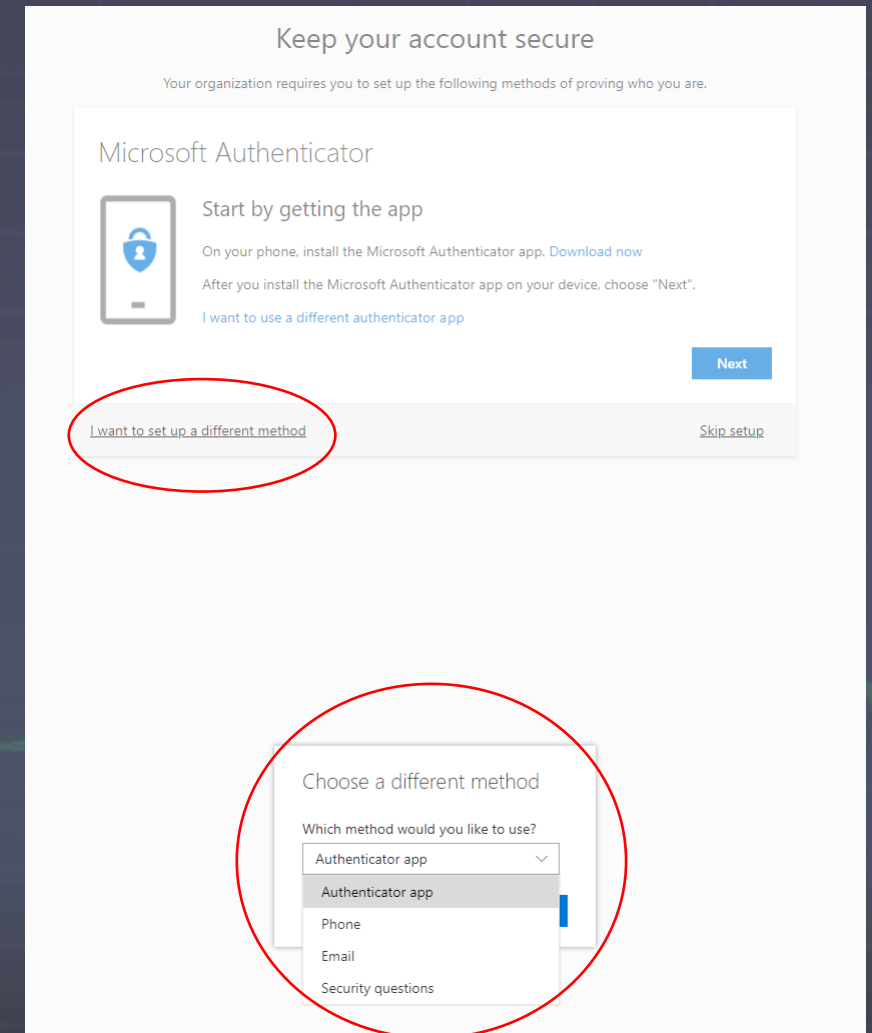
Confirm password

Sign in

**WRITE DOWN YOUR PASSWORD, it will be used anywhere SOE has Single Sign On enabled.**

# Setting up Email (Continued)

- Once your password has been reset, you will be asked to set up an authentication method.
- You may download the Microsoft Authenticator App or set up using a phone number, security questions, or an email. We suggest downloading the app or using security questions.

A screenshot of a Microsoft account security setup page. The page title is "Keep your account secure" and it states "Your organization requires you to set up the following methods of proving who you are." The main heading is "Microsoft Authenticator". Below this, there is a section titled "Start by getting the app" with a smartphone icon. The text says: "On your phone, install the Microsoft Authenticator app. [Download now](#). After you install the Microsoft Authenticator app on your device, choose 'Next'. [I want to use a different authenticator app](#)". There is a blue "Next" button. At the bottom of the main content area, there is a link "[I want to set up a different method](#)" which is circled in red. Below this, there is a "Skip setup" link. A second screenshot is overlaid at the bottom, showing a "Choose a different method" dialog box. It asks "Which method would you like to use?" and has a dropdown menu with "Authenticator app" selected. Other options listed are "Phone", "Email", and "Security questions". This dialog box is also circled in red.



# Setting up Email (Continued)



- If you chose to use security questions, answer the questions you are most likely to remember the answer to. This will allow you to re-set your password if needed.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Security questions

What is your favorite food?

What city were you in on New Year's 2000?

What was your first job?

[I want to set up a different method](#) [Skip setup](#) [Done](#)

# Setting up Email (Continued)



- That's it! You are now able to log in to Office 365 and begin using SOE email, Word, Excel, PowerPoint, and Teams.
- Please check your email as you may already have notifications. We ask you check this DAILY. You have access to the Web App version as well as the mobile.
- For a convenient method to check and send school email, download the Outlook app on your smart device.
- Please note that due to security reasons, Outlook is the ONLY app that you may use to check email. Your account will not allow the use of Apple or Android email apps.
- Navigate to <https://schoolofems.org/mysoe> for quick access.

# Microsoft Teams



- Microsoft Teams will be used throughout your course as a communication tool. Your admissions brief, finance meeting, and any instructor or administrative conferences will be held via Teams.
- We suggest downloading the app to your smart phone as well as installing the desktop version to your computer. Your instructor will use this tool often.

# mySOE



- mySOE is your “one-stop shop” to complete items in your admissions portal, pay your tuition, upload vaccine records, and sign agreements.
- mySOE uses the same Single Sign On system as your email and Canvas.



# Other SOE Services



- **Canvas:** This is SOE's LMS (Learning Management System) and is the primary method of instruction for most courses. Every student will need to complete an orientation (SOE101) prior to beginning their EMS courses. Students will receive access to this software approximately one week prior to your course start.
- **FISDAP:** this is used to schedule your clinical and field experience shifts, as well document patient contacts and lab skills. Treat this software similar to an ePCR system and write reports as if they were "real" patient charts. You will receive login information after your Clinical Orientation.
- **ReelDX:** this is a third-party software that may be used to supplement your clinical or field experience. This software is typically used near the end of paramedic courses. Your instructor will communicate directions on how to access ReelDX if required by your course.