

Parents Troubleshooting Guide to Accessing Technology



Please find below a series of short videos to help you and your child to access the GECDSB supported platforms. If you require additional support, please email technologysupport@publicboard.ca

iPad	PC
Logging into office 365	Logging into Office 365
Logging into EDSBY App	Logging into Microsoft Teams
Sharing your screen (iPad)	Tour of Microsoft Teams
I cannot insert text on Class OneNote	Joining a Teams meeting as a guest
Logging into Teams	Logging into EDSBY
EDSBY App tour	Logging into Brightspace
3 things to try if teams is really slow or I keep getting kicked off	Troubleshooting Brightspace
Troubleshoot Brightspace on an iPad	Using OneDrive for Education
Get to Class OneNote on an iPad	Sign into Smart Suite Online
EDSBY is asking for a server address	
My Camera/ Mic does not work	
Chromebook	Extra Supports
Sharing your screen	Immersive reader on Edge
	Support for ELL students using Office 365
	Set up a blue light filter (protect your eyes)