**Web Onboarding Page content**

**Welcome to Mansoura College International Schools!**  
Congratulations on joining our community! This page will guide you through activating the school account and using **Microsoft Teams** as your academic and learning platform.

We are excited to support you in the **student onboarding process**. Here, parents and students will find simple steps to:

* Set up their accounts
* Access Microsoft Teams
* Begin their digital learning journey smoothly

* *“Welcome to Mansoura College”* (embed video here)

## **📌 Benefits of Activating Your Account**

* Track your child’s **academic progress** daily.
* See **homework** and upcoming assignments.
* Get instant **school announcements** (trips, activities, events).
* Follow your child’s **reading progress**.
* Access **daily summaries** of missed lessons.
* Watch **recorded videos** anytime.
* Communicate with **teachers and school administration** easily.

**Step 1 — Activate your school account**

**Tutorial**

* Embed video: *“Install and sign in to Microsoft Teams (mobile & desktop)”*

**Requirements**

* Username and password from the SMS sent by MC College
* A phone /a laptop/PC

**Process (mobile)**

1. Open Google Play [Google\_Play-Logo.svg](https://mc01-my.sharepoint.com/:u:/g/personal/oelsayed_mc_edu_eg/EbLvRAroC6hHpHP67T-E4RgBM7jog71AZBVmODckmw1VBw?e=NnT95O) or the App Store[App\_Store\_(iOS)-Logo.svg](https://mc01-my.sharepoint.com/:u:/g/personal/oelsayed_mc_edu_eg/EeKqGQnLDkNLqrLGcMvGO_8BD8KlDwjFEEtTQnMlojJRqg?e=kjOthz).
2. Install **Microsoft Teams** [Microsoft\_Teams-Logo.svg](https://mc01-my.sharepoint.com/:u:/g/personal/oelsayed_mc_edu_eg/EbgwNzl0aJhNlzpu-i97_4oB57Qe1H9Q9OtSIPPI6TpCFw?e=naMvIw) (links below).
3. Open Teams and sign in using the school username & password.(in case of having more than one student at school, use multiple accounts).
4. Allow notifications to receive announcements.

**Download Links**

* Android [Google Play — Microsoft Teams]
* iOS : [App Store — Microsoft Teams]
* Desktop/Web: [teams.microsoft.com]

**Support : stu\_support@mc.edu.eg**

**Step 2 — Students Onboarding inside Teams**

**Tutorial**

* Embed video: *“Student Onboarding”*

**Requirements**

* Successfully signed in to Teams [Microsoft\_Teams-Logo.svg](https://mc01-my.sharepoint.com/:u:/g/personal/oelsayed_mc_edu_eg/EbgwNzl0aJhNlzpu-i97_4oB57Qe1H9Q9OtSIPPI6TpCFw?e=j3ONEt)

**Process**

1. In Teams, open the **Team** named **“Channel Book”** (this is where school announcements appear).
2. Inside Channel Book, open the channel named **“Onboarding Guide”**.
3. Go to **Classwork → Onboarding Module** to find short tutorials and the Onboarding Activity.

**What you will find in the Onboarding Module**

* Quick guides (PDFs) and short tutorial videos:
* How to open class channels and read Posts
* How to use Class Notebook
* How to access Files / Class Materials
* How to open and submit Assignments
* How to join Meetings
* Check your knowledge

**Support : stu\_support@mc.edu.eg**

## **Frequently Asked Questions (FAQs)**

**Q: I received the SMS — what do I do first?**  
 A: Use the username & password in the SMS to sign in at [**https://portal.office.com**](https://portal.office.com/) and activate the account. Then proceed to install Teams and sign in there.

**Q: The SMS contains a short link to the onboarding page. What is on that page?**  
 A: The onboarding page includes step-by-step instructions, embedded tutorial videos, download links for Teams, the Onboarding Module location in Teams, and support contact details.

**Q: How do I activate the school account?**  
 A: Go to [**https://portal.office.com**](https://portal.office.com/), sign in with the SMS credentials (username and password), follow any first-time prompts (you may be asked to change the temporary password), then explore the App Launcher to confirm the account is active.

**Q: I can’t sign in to Office 365 — what should I try?**  
 A: Check for typing mistakes and extra spaces. If it still fails, use the “Can’t access your account?” link on the Office sign-in page or email [**stu\_support@mc.edu.eg**](mailto:stu_support@mc.edu.eg) with student name and username.

**Q: How do I install Microsoft Teams?**  
 A: Mobile: use the Google Play or App Store links on the onboarding page. Desktop: visit **teams.microsoft.com** or download the desktop app. Then sign in using the same school username & password.

**Q: Can I use Teams without installing the app?**  
 A: Yes, you can use the web version at **teams.microsoft.com**. However, the app gives notifications and better meeting stability.

**Q: I have more than one child and they share one mobile. How can I add more than one account in Teams?**  
 **A:** The Teams app supports multiple accounts. Follow these steps:

**On mobile (Android / iOS)**

1. Open the **Microsoft Teams** app.
2. Tap the **profile picture** (top-left).
3. Tap **Add account** (or **Sign in to another account**).
4. Enter the school **username & password** for the second child and finish sign-in.
5. To switch between accounts: tap the profile picture and select the child’s account.

**On desktop (Windows / Mac)**

1. Open Teams, click your **profile picture** (top-right).
2. Click **Add account**, sign in with the other child’s credentials.
3. Switch accounts from the same profile menu (or use **Accounts & orgs** to manage).

**On the web**

* Use different browser profiles (Chrome/Edge profiles) or an incognito/private window to sign in to another account. Each profile keeps sessions separate.

**Important tips & privacy**

* Don’t permanently share passwords. Use **Add account** instead.
* When children finish using a shared device, encourage them to **switch accounts** or **sign out** if someone else will use the device.
* Notifications are per account if you need notifications for both children, make sure each account is signed in when needed or check Teams regularly.
* For help, email [**stu\_support@mc.edu.eg**](mailto:stu_support@mc.edu.eg) and include both students’ names and usernames.

**Q: Where is the Onboarding content inside Teams?**  
 A: Open the Team named **Channel Book** → open the **Onboarding Guide** channel → go to **Classwork → Onboarding Module**.

**Q: What will I find in the Onboarding Module?**  
 A: Short guides and videos that show how to: open class channels, read Posts, use Class Notebook, access Files, open/submit Assignments, join meetings, and the Onboarding Activity assignment.

**Q: What is "Check Your Knowledge" in the onboarding modules?**  
 **A:** It is a simple quiz assignment designed to make sure you understand the onboarding steps (like logging in, finding announcements, or joining a class). It won’t affect your grades — it’s just to help you feel confident before starting classes.

**Q: The tutorial video on the onboarding page won’t play — what should I do?**  
 A: Refresh the page, try another browser (Chrome or Edge recommended), or view the tutorial inside Teams. If it still fails, download the video (if available) or contact support.

**Q: How long should onboarding take and is there a deadline?**  
 A: Onboarding typically takes 20–40 minutes. Check the assignment due date in Classwork — teachers may set a specific deadline for completion.

**Q: Can parents complete onboarding on behalf of their child?**  
 A: Parents can follow the onboarding steps to help, but students must sign in with their own school account and submit the Onboarding Activity themselves.

**Q: Who do I contact for onboarding technical support?**  
 A: Email [**stu\_support@mc.edu.eg**](mailto:stu_support@mc.edu.eg). Include the student’s full name, class, username, and a short description of the issue.

**Q: My child’s classes don’t appear after signing into Teams — what now?**  
 A: Confirm you signed into Teams with the school account from the SMS. If correct, refresh Teams or sign out and sign in again. If the problem persists after 30 minutes, email [stu\_support@mc.edu.eg](mailto:stu_support@mc.edu.eg).