

mySOE Email

- Your School of EMS (SOE) account will be set up once you have completed your application. Your login information will be sent to you once you have applied for a program. Please refer to your email from admissions as this email will contain your login information.
- If you receive the error, “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. You will need to use the SOE email that was issued to you in the previous email from admissions.
- Once you receive your login credentials, you should immediately update your password. Please choose something that is easy to remember, but is complex to reduce security breaches.
- That’s it! You are now able to log in to O365 and begin using SOE email, Word, Excel, PowerPoint, and Teams. This username and password will be used across various mySOE services through an enhanced Single-Sign On (SSO) feature.
- Please check your email as you may already have notifications. We ask that you check this **DAILY**. You also now have access to the Web App version of O365 which includes Microsoft Word, Excel, PowerPoint, and teams. To navigate to these resources please login to <https://office.com>.
- You have access to the Mobile app versions of these resources which can be downloaded from your device’s app store. The use of Desktop versions of Office apps are not available to students as the web version and mobile apps will work just fine.
- For a convenient method to check and send school emails, please download the Outlook app on your mobile device (**Reference page 6 of SOE Student IT Setup Guide**). 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.
- You can navigate to <https://schoolofems.org/mysoe> for quick access to your SOE applications.
- Your SOE email account will be used for all course communication and should be used for all school email communication with instructors and administrative staff.
- Please refrain from using personal email for SOE communication unless you lose access to your SOE email and need to communicate with your instructor and/or IT support.
- Your SOE email should **NOT** be used for personal use unless otherwise instructed.
- Failure to abide by SOE communication policies may result in removal from the program without refund.

Other SOE Services

*****The following SOE Services are 3rd party applications/programs that SOE uses in conjunction with their school activities. SOE has service agreements that allow SOE IT to provide limited support on these applications or programs.***

- Canvas: This is SOE’s LMS (Learning Management System) and is the primary method of instruction for most courses. Students will gain access to Canvas during their Zero Week which includes their course start date. Our admissions department will be actively enrolling students in their Canvas courses during their Zero Week so if you are unable to sign in, please be patient as your course enrollment is in process.
- Ambassador Bookstore: This is SOE’s bookstore found on the SOE website and is not operated by SOE. SOE has partnered with a third-party vendor to supply all curriculum materials, uniforms, ID badges, and other supplies found in the bookstore. Communication with Ambassador can be found in the bookstore under FAQs.

- 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.
- Respondus Lockdown Browser: Respondus Lockdown Browser is SOE's secure testing monitor program. You will be required to download this program for specific quizzes such as midterm and final exams. Please refer to these links for the specific device you are using:
 - [Windows Download LockDown Browser \(respondus.com\)](https://www.respondus.com/windows-download-lockdown-browser)
 - [Mac/iOS Download LockDown Browser \(respondus.com\)](https://www.respondus.com/mac-ios-download-lockdown-browser)
 - [Chromebooks](#) or [iPads](#)—Please review all connectivity guidelines from Respondus LockDown.

General IT Tips

- If you're ever experiencing issues with your SOE applications loading, please clear your browsing history, cookies, and cache and restart your device prior to engaging your instructor or IT Support for assistance.
- You should also check your network connection to ensure you are not experiencing network interruptions. To find your network speeds, visit [SpeedTest](#) to check your network speeds. You should run 3 consecutive speed tests with 30 seconds between each test. Your speeds should be at least 70 mbps (megabits per second) download and minimum of 6 mbps upload. If you are not getting these speeds, please troubleshoot your network first before reaching out to SOE staff.
- All SOE applications use an SSO option which means that you should always use your SOE credentials when logging into any SOE application unless otherwise instructed. Once you set up your account, the same username and password will be used for mySOE (admissions, payment, enrollment), Smartsheets, Canvas, Office 365, and Teams.
- 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. Be sure to double check your username and password when logging into SOE applications. 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.
- If you're having MFA (Multi-Factor Authentication) issues with the Authenticator app such as not receiving the verification code, it's most likely due to your profile not being properly set up. You will need to submit a ticket for this and should include your current mobile number to reduce the delay in resolving the issue.

IT Support

- Please email IT Support at ITsupport@schoolofems.org with any issues related to your email, Teams, Smartsheets, Canvas, or mySOE. IT Support hours are Monday-Friday, 0800-1700 CST. Outside of these hours, the IT Team will try to respond in a timely manner.
- Prior to submitting a ticket, 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. When capturing screenshots, you should include the entire screen so IT can get a good idea of what is happening. Be sure to include your name and cohort and copy your instructor in the ticket email.
- Email your course instructor with any course specific questions, such as due dates or assignments as these are not IT related. The IT team is not able to adjust anything course specific such as unlocking assignments or modules, fixing grades, reassigning assignments or quizzes, etc.
- If you're having issues with Patient Care Reports (PCRs) or Preceptor Evaluations (PEs) that you've already submitted, you must contact the Clinical Department by submitting the [PCR/PE Corrections Request](#) form. The IT Team cannot make any changes once the form has been submitted.