



If you are having trouble accessing the online orientation and receive a message stating you do not have permission to view please follow these steps.

1. The student must sign out of their other Office 365 account and sign in with their BV account. This can be done at <https://portal.office.com> and the BV Office 365 account uses the same information as student email.
2. The student uses a different web browser that is not logged in with the other Office 365 account.
3. The student uses the same browser but opens a private browsing window and logs in with the BV Office 365 account in the private window.
 - A. Mozilla Firefox:**
 1. Open Mozilla Firefox to [log into](#) one Office 365 account.
 2. Open the menu (the three lines in the top right corner) and select New Private Window.
 3. After the New Private Window opens, log into your other Office 365 account.
 4. The keyboard shortcut to open a New Private Window is Ctrl, Shift, and the P Key.
 - B. Google Chrome:**
 1. Open Google Chrome to [log into](#) one Office 365 account.
 2. Open the menu (the three lines in the top right corner) and select New Incognito window.
 3. After the New Incognito window opens, log into your other Office 365 account.
 4. The keyboard shortcut to open a New Incognito window is Ctrl, Shift, and the N Key.
 - C. Microsoft Edge**
 1. Open Microsoft Edge to [log into](#) one Office 365 account.
 2. In Microsoft Edge, select **Settings and more** > **New InPrivate window**
 3. After the New InPrivate window opens, log into your other Office 365 account.
 4. The keyboard shortcut to open a New Incognito window is Ctrl, Shift, and the N Key.