

ACCESSING ONLINE REPORTS: E-JOHNS' PORTAL FAQ

We have come to the end of 2022 academic Term 1. The students' assessment reports will be accessible on the students' **e-Johns'** online portal online.stjohnsemerald.ac.zw. as from the **13th of April 2022** at **1200pm**.

How to access the portal?

In your browser, go to the address online.stjohnsemerald.ac.zw. After the greeting, you enter the student username and password.

Not sure of username and password?

To access the username and password, simply click on **Forgot password?**. You will be prompted to enter the recovery email address.

The portal is connected to the student's school assigned email address which is in the format surname.name@stjohnsemerald.ac.zw. Type the email address and click **Proceed**. The reset password will be automatically sent to the student's email.

How to access the email?

To access the email, go to address outlook.office.com/mail/ and log in using Microsoft Teams login credentials. Check your inbox for the latest email with a subject *St Johns Portal Registration*.

NOTE: If the email is not in the Inbox, check the **Junk mail folder**. Open the email and make sure you click on *It's not junk* so that next time the email is not sent to the junk mailbox.

Use the username and password provided in the email to login in the portal.

Password is complex!!!

The automated password is usually complex; and you may need to change it. After logging in using the received credentials, click on the username at the top-right corner in the student portal. You will be prompted to **update password**. Use the received password as **current password** and type your own password. Your password will be successfully updated.

I do not know my email username and password???

The email address to access outlook.office.com/mail/ is in the format surname.name@stjohnsemerald.ac.zw. Contact our admin office 0242-335082 if you have forgotten your email password from the 25th of April 2022 during office hours.

Portal username and password not received in email even after I reset???

If you have reset your portal password but did not receive an email with login credentials, send a WhatsApp message with the opening text **Portal Error 1** on number +263 71 481 7608. Make sure the student's full name and surname are on the error message.

My Microsoft teams email is not in the format surname.name@stjohnsemerald.ac.zw???

For students not registered on Microsoft Teams or those students whose Microsoft Teams account's usernames are not in the format surname.name@stjohnsemerald.ac.zw; send a WhatsApp message with the opening text **Portal Error 2** on number +263 71 481 7608. Make sure the student's full name and surname are on the error message.

Report errors

If you access your report and there are some errors, get in touch with the respective class teacher.