E-Johns portal user guide

Open the webpage https://online.stjohnsemerald.ac.zw in any browser of your choice (Chrome / Edge / etc).
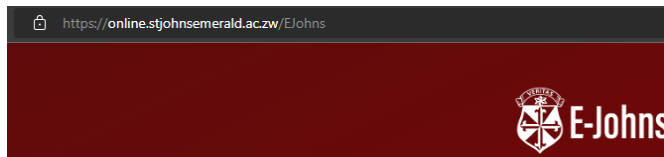
Enter username and password

If not sure of username and / or password, select on **Forgot password?** (*bottom right corner*)

On the **Account Recovery** screen, enter the school-based email address and select **Proceed**
[All students are assigned a school-based email address in the format surname.firstname@stjohnsemerald.ac.zw, e.g. xyz.abc@stjohnsemerald.ac.zw, where *xyz* is the surname and *abc* is the first name.

A confirmation will be displayed showing that an email with login has been sent to the entered email address.

After a confirmation has been sent, select **Login Page** to go back to the Login screen

To access the email: Open another tab to access your email. Enter the url
https://outlook.office.com/mail

Enter school-based email address

Select **Next**

Enter your password. (same as MS Teams password)

NOTE: If not sure of the email password here, send WhatsApp message to **0714817608** in the format **Error 1 : Surname Name Class, e.g. Error 1 : Xyz Abc 4K.**
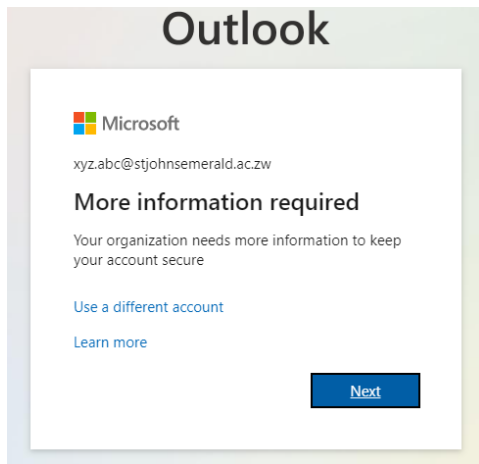
You will receive a reset password to use to access email. Enter received password.

Select **Sign in**

Select **Next**

You will be asked to set up a phone number (*recommended*) or alternative email to recover your account.

We recommend you set up a phone; select *Authentication Phone is not configured.* *Set it up now*

Select *Zimbabwe* (if in Zimbabwe and using Zimbabwean mobile number) and enter a reachable phone number.
Select **text me**.

You will instantly receive a text message (SMS) with a 6-digit code from *Microsoft®*.

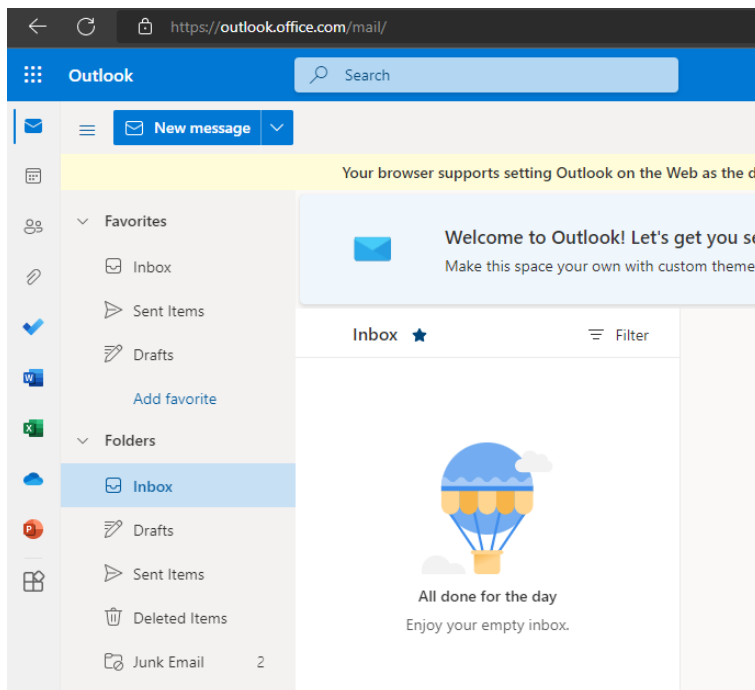Enter the 6-digit code and select **verify**

NOTE: *This phone number will be used when you have forgotten, or you wish to change your email password.*
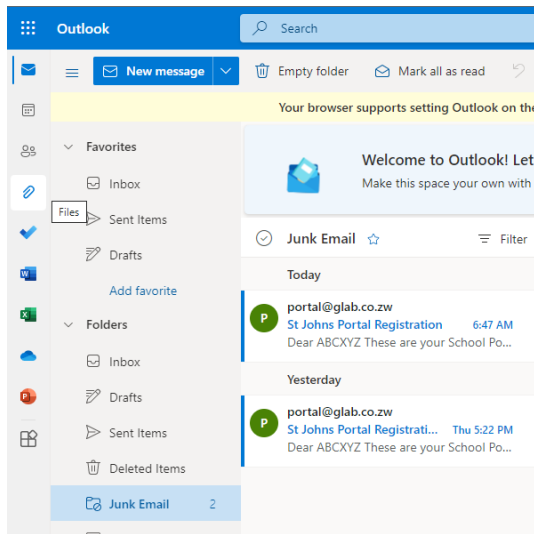
Select **Finish**
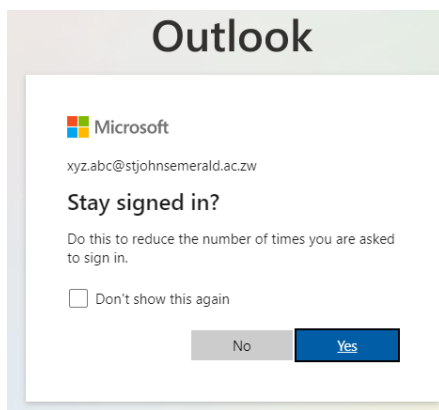
On whether to stay signed in?, you can select Yes or Not depending on your preference.

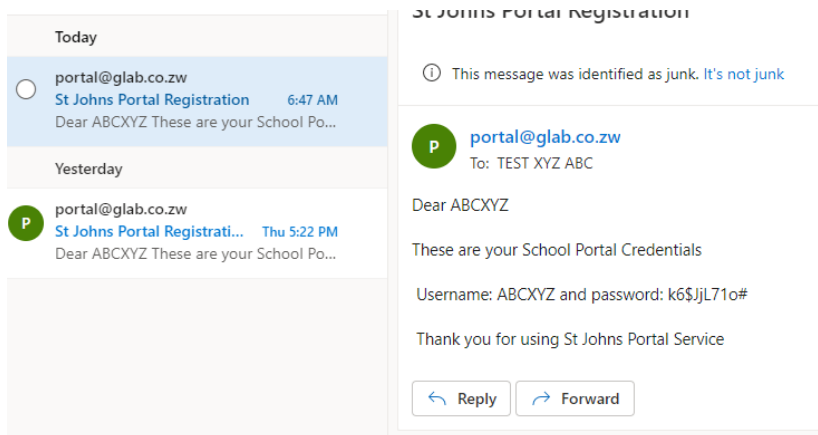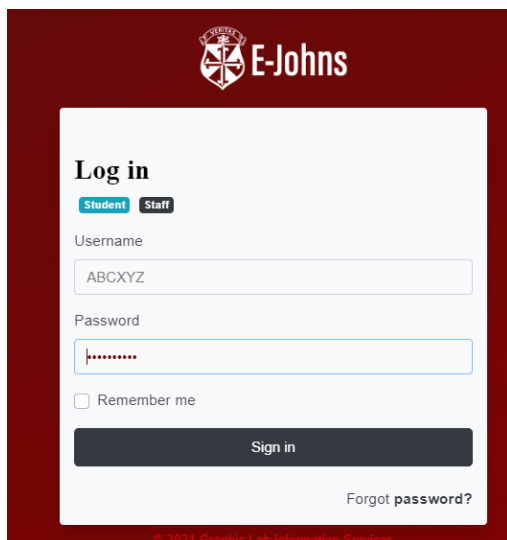You have successful accessed your recovery email.

Open the **Junk Email** folder

Open latest email from portal@glab.co.zw.
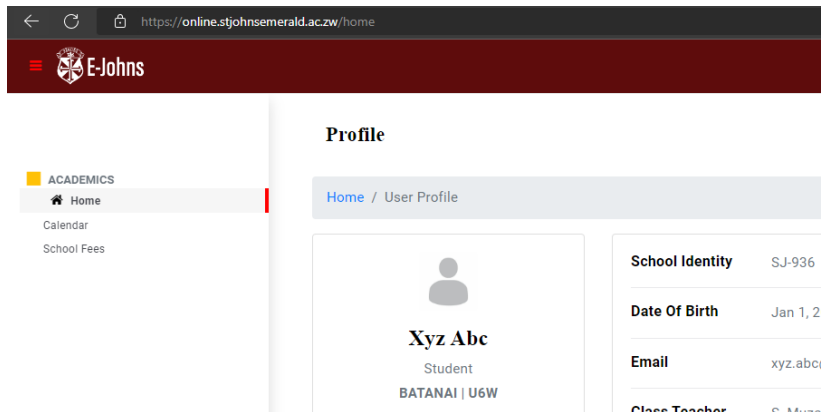

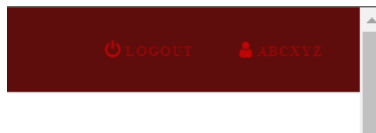Use the *Username* and *password* in the email to access your e-johns portal
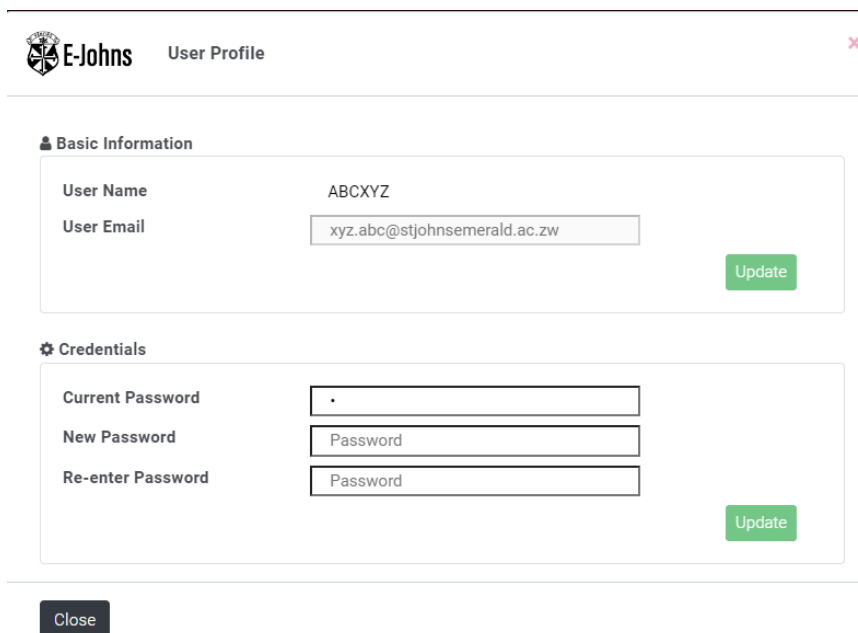

Select **Sign in**

You have successfully logged into your portal

The password you have used is computer generated and is complex to remember. To change the password, go to the top-right of your portal screen and select your username

A *user profile* screen is displayed.

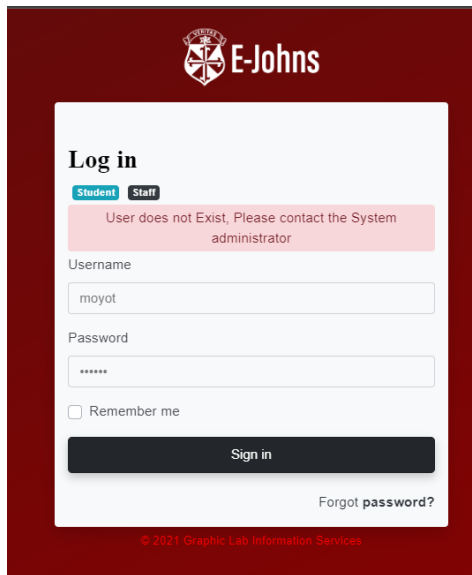On **current password**, enter the password received from email

On **New password**, enter your own password and repeat it on **Re-enter password**.

Select **Update**.

After updating, you can now delete the email from **glab**, the computer-generated password you received is no longer valid.
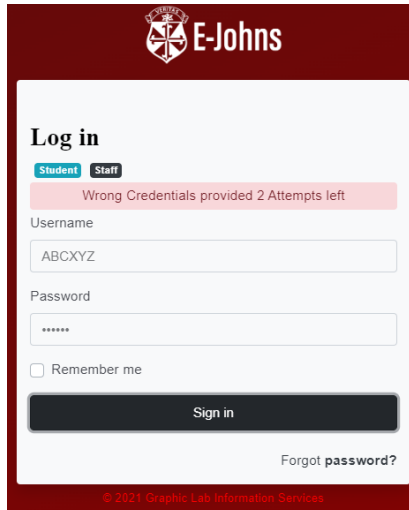
Common errors

1.

The entered username does not exist. Go to **Forgot password?** and follow the necessary steps mentioned above. The username will be shown in the email.
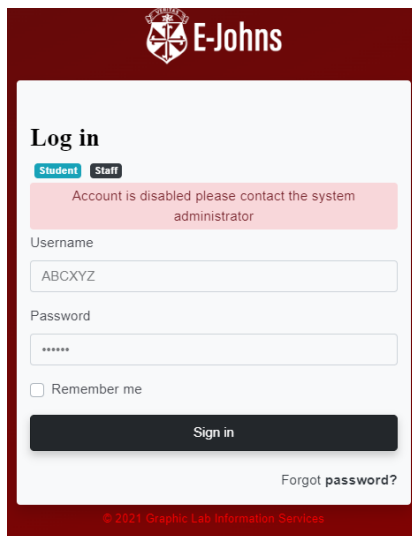
2.

The entered password is wrong. Go to **Forgot password?** and follow the necessary steps mentioned. The password will be reset.

3.

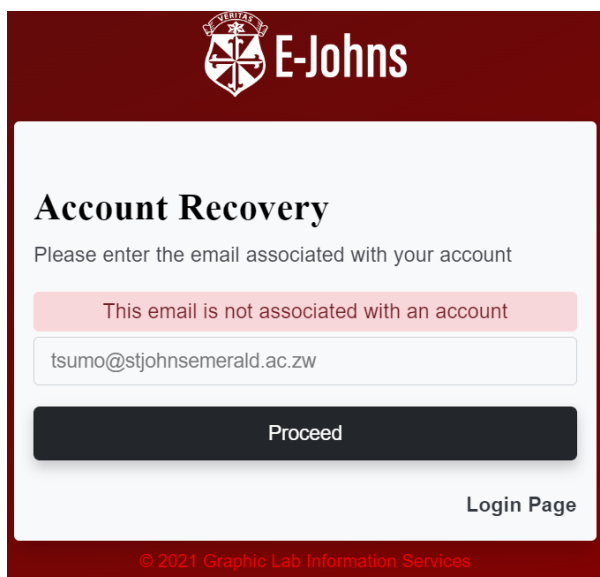Wrong password entered more than 3 times. Go to **Forgot password?** and follow the necessary steps mentioned. The password will be reset and account will be automatically enabled.

4.

The school-based email is wrong, the email is in the format surname.name@stjohnsemerald.ac.zw. Many users usually misspell *stjohnsemerald* as stjohnsemarald or stjohnsemeraldhill.

If the email address is correct but still receiving the error message shown above, send a WhatsApp message to **0714 817608** in the format *Error 2: Surname Name Class*, e.g. **Error 2 : Xyz Abc 4K**.

5.
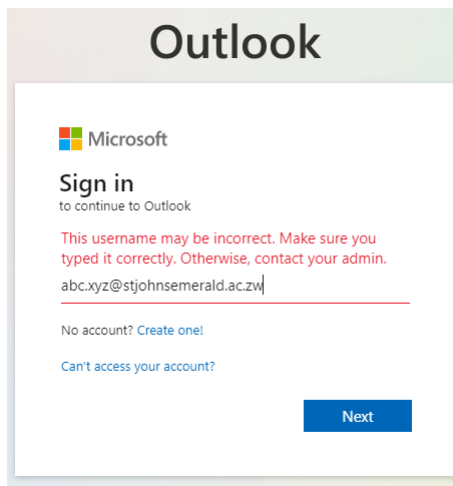
If a confirmation email has been sent but outlook displays this message:

- Check if the email address is the correct one, if not, make the necessary corrections.
- If the email address is correct, it means the email address has not been set up properly.
  send a WhatsApp message to 0714 817608 in the format: *Error 3 : Surname Name Class, e.g.*
  Error 3: Xyz Abc 4K

6. For other errors not mentioned, kindly send a WhatsApp message to 0714817608 in the format
   Error Gen – Surname Name Class, detail of error e.g. ***Error Gen – Xyz Abc 4K, failing to…..***

For missing subject marks, contact the respective class teacher.

NOTE: All communication related to reports are to be communicated via our WhatsApp technical helpline +263 714 817608 from **0800** to **1500hrs** weekdays only. This is a text only number, **DO NOT CALL**.

For prompt assistance, include the error number specified in this guide.