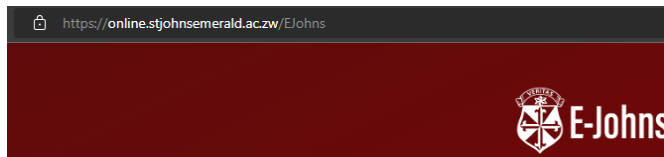


E-Johns portal user guide

Open the webpage <https://online.stjohnsemerald.ac.zw> in any browser of your choice (Chrome / Edge / etc).



Enter username and password

A screenshot of the E-Johns login page. It has a dark red header with the logo and "E-Johns". Below is a white box with the heading "Log in". There are two tabs: "Student" (selected) and "Staff". The form includes fields for "Username" (placeholder: "Enter username") and "Password" (placeholder: "Enter password"). There is a checkbox for "Remember me" and a dark grey "Sign in" button. A link "Forgot password?" is at the bottom right. A small copyright notice "© 2021 Graphic Lab Information Services" is at the bottom.

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

A screenshot of the E-Johns Account Recovery page. It has a dark red header with the logo and "E-Johns". The main heading is "Account Recovery". Below it, the text says "Please enter the email associated with your account". There is an input field with the placeholder "Enter email" and a dark grey "Proceed" button. The text "Login Page" is at the bottom right. A small copyright notice "© 2021 Graphic Lab Information Services" is at the bottom.

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.

Account Recovery
Please enter the email associated with your account

A confirmation has been sent to your email!

xyz.abc@stjohnsemerald.ac.zw

Proceed

Login Page

© 2021 Graphic Lab Information Services

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

Log in

Student Staff

Username
Enter username

Password
Enter password

Remember me

Sign in

Forgot password?

© 2021 Graphic Lab Information Services

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

Outlook

Microsoft

Sign in
to continue to Outlook

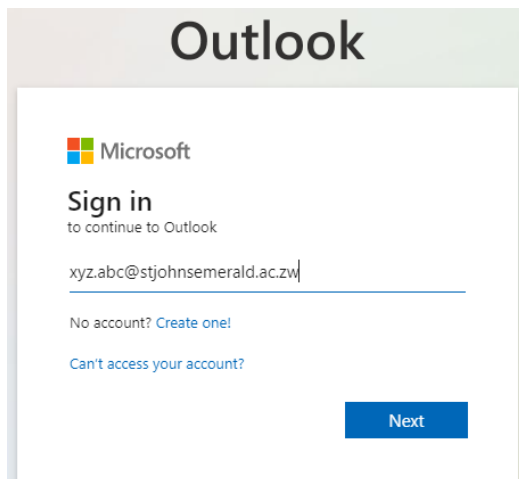
Email, phone, or Skype

No account? [Create one!](#)

Can't access your account?

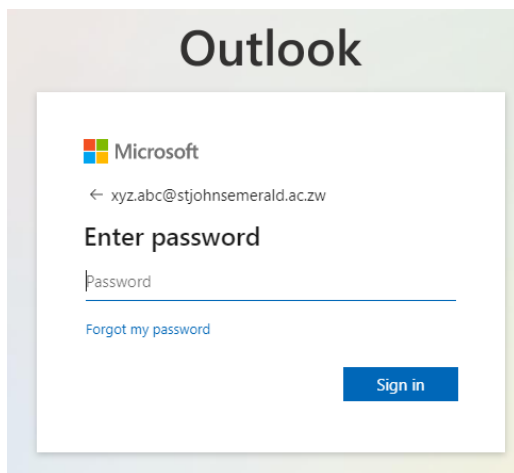
Next

Enter school-based email address



The screenshot shows the Outlook sign-in page. At the top, the word "Outlook" is displayed in a large, bold, black font. Below it, the Microsoft logo is followed by the text "Microsoft". The main heading is "Sign in", with the subtext "to continue to Outlook" underneath. A text input field contains the email address "xyz.abc@stjohnsemerald.ac.zw". Below the input field, there are two links: "No account? Create one!" and "Can't access your account?". At the bottom right, there is a blue button labeled "Next".

Select **Next**

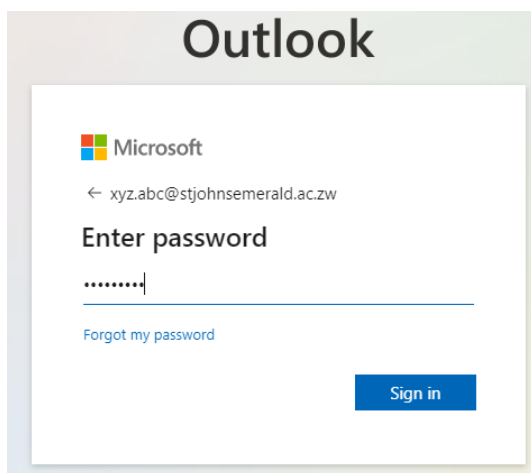


The screenshot shows the Outlook sign-in page. At the top, the word "Outlook" is displayed in a large, bold, black font. Below it, the Microsoft logo is followed by the text "Microsoft". The main heading is "Enter password", with the subtext "to continue to Outlook" underneath. A text input field contains the password "Password". Below the input field, there is a link: "Forgot my password?". At the bottom right, there is a blue button labeled "Sign in".

Enter your password. (same as MS Teams password)

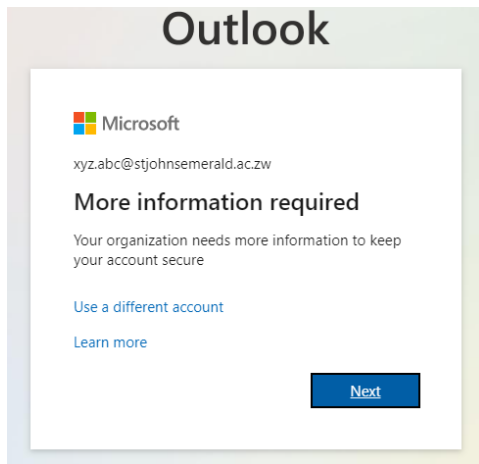
NOTE: If not sure of the email password here, send WhatsApp message to **0714817608** in the format **Error 1 : Surname Name Class, e.g. Error 1 : Xyz Abc 4K.**

You will receive a reset password to use to access email. Enter received password.



The screenshot shows the Outlook sign-in page. At the top, the word "Outlook" is displayed in a large, bold, black font. Below it, the Microsoft logo is followed by the text "Microsoft". The main heading is "Enter password", with the subtext "to continue to Outlook" underneath. A text input field contains the password ".....". Below the input field, there is a link: "Forgot my password?". At the bottom right, there is a blue button labeled "Sign in".

Select **Sign in**



Select **Next**

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

Don't lose access to your account!

To make sure you can reset your password, we need to collect some info so we can verify who you are. We won't use this to spam you - just to keep your account more secure. **You'll need to set up at least 1 of the options below.**

! Authentication Phone is not configured. [Set it up now](#)

! Authentication Email is not configured. [Set it up now](#)

finish cancel

We recommend you set up a phone; select *Authentication Phone is not configured*. [Set it up now](#)

Authentication phone

Select your country or region ▼

Enter your authentication phone number

text me call me

back

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**

Don't lose access to y

Thanks! We'll use the info below to recover yo

✔ Authentication Phone is set to +263 07732

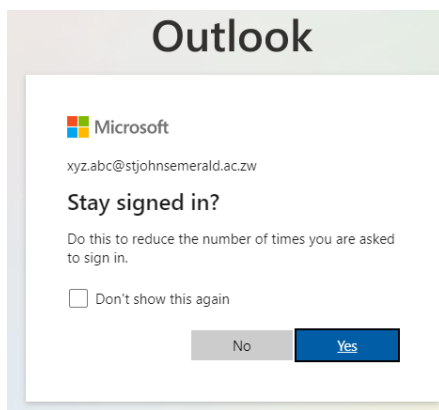
❗ Authentication Email is not configured. Se

finish

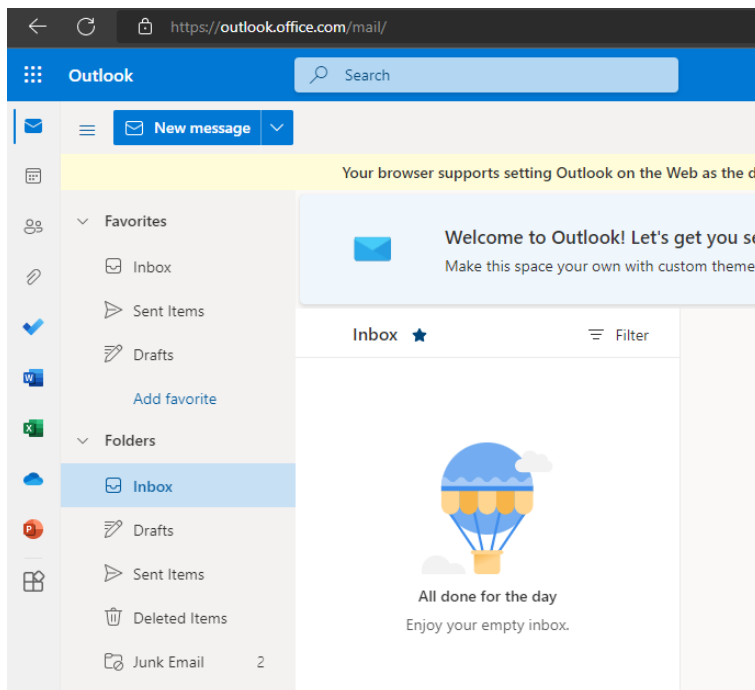
cancel

NOTE: This phone number will be used when you have forgotten, or you wish to change your email password.

Select **Finish**

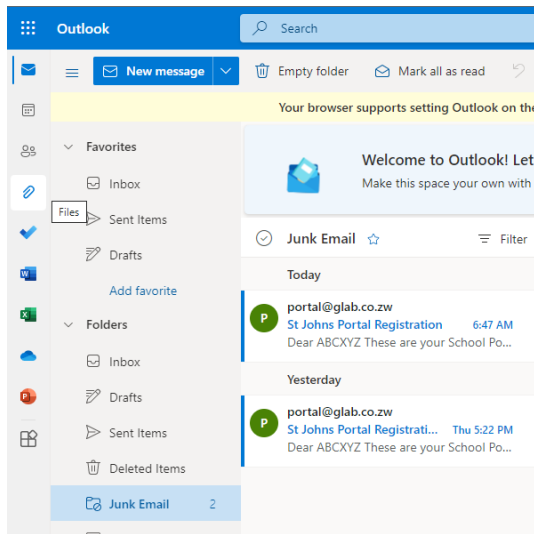


On whether to stay signed in?, you can select Yes or Not depending on your preference.

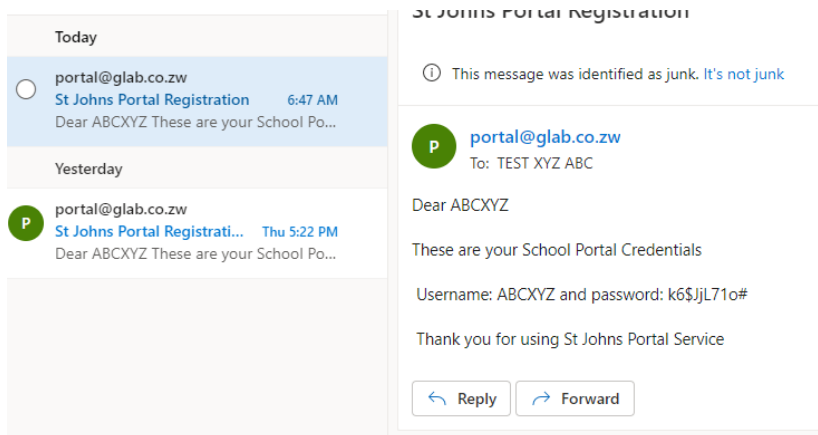


You have successfully accessed your recovery email.

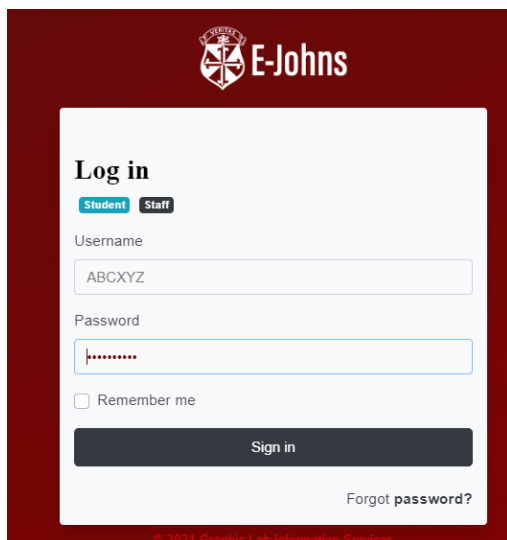
Open the **Junk Email** folder



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

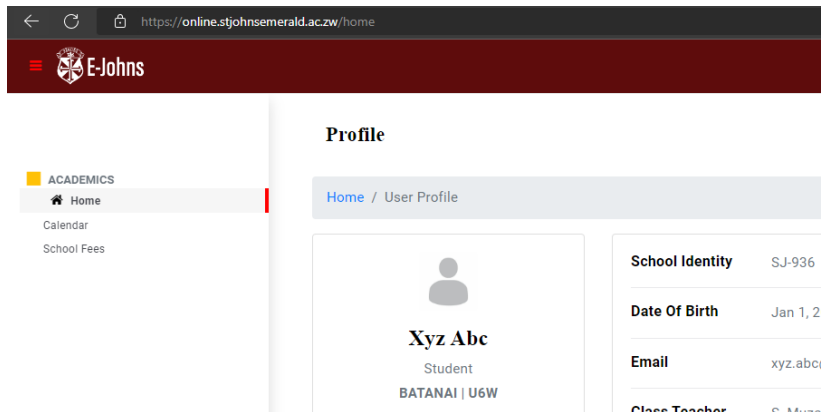


Use the *Username* and *password* in the email to access your e-johns portal

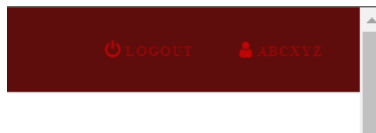


Select **Sign in**

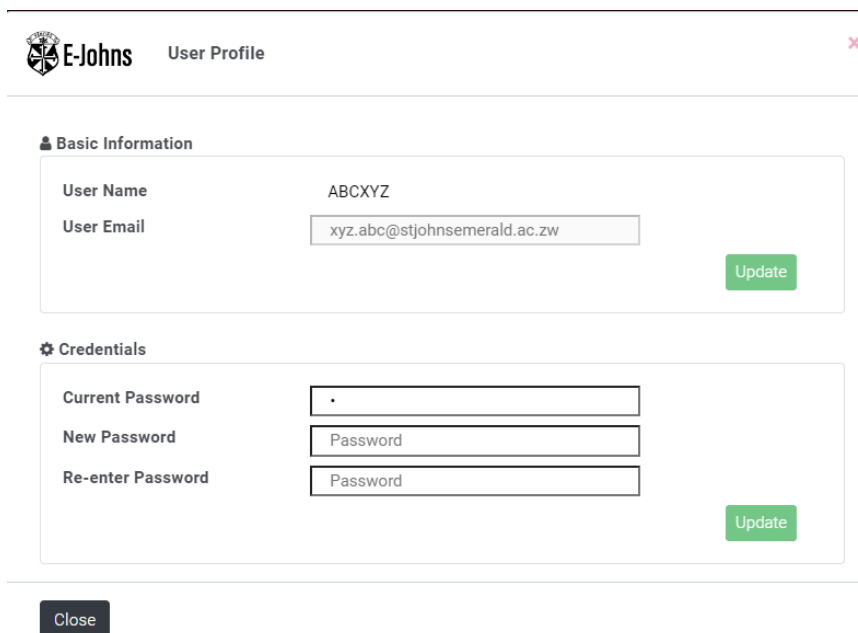
You have successfully logged into your portal



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

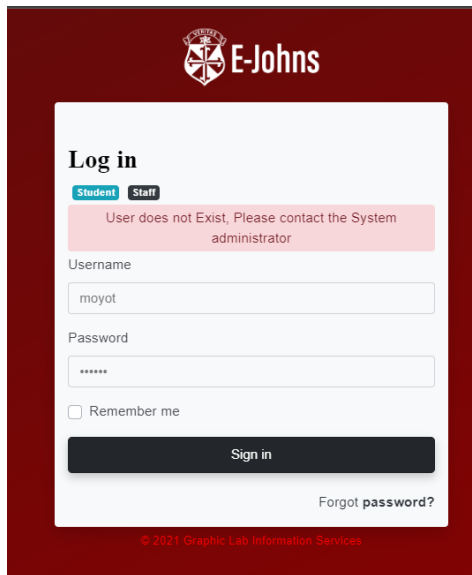
On **New password**, enter your own password and repeat it on **Re-enter password**.

Select **Update**.

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

Common errors

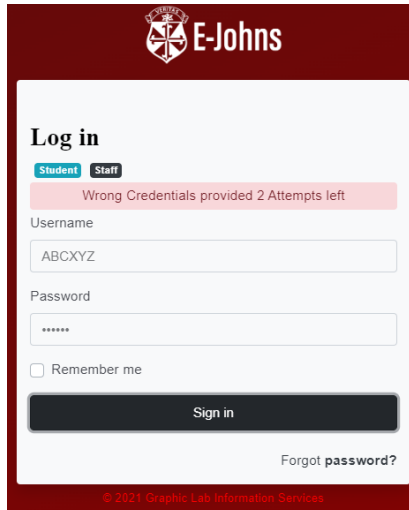
1.



The screenshot shows the E-Johns login interface. At the top, there is a logo with a shield and the text 'E-Johns'. Below the logo, the title 'Log in' is displayed. There are two tabs: 'Student' (selected) and 'Staff'. A red error message box states: 'User does not Exist. Please contact the System administrator'. Below this, there are input fields for 'Username' (containing 'moyot') and 'Password' (containing '*****'). A checkbox for 'Remember me' is present and unchecked. A dark 'Sign in' button is at the bottom. A link for 'Forgot password?' is located at the bottom right. At the very bottom, there is a small copyright notice: '© 2021 Graphic Lab Information Services'.

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.

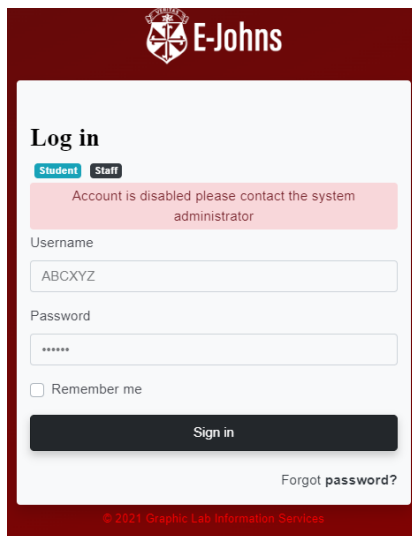
2.



The screenshot shows the E-Johns login interface. At the top, there is a logo with a shield and the text 'E-Johns'. Below the logo, the title 'Log in' is displayed. There are two tabs: 'Student' (selected) and 'Staff'. A red error message box states: 'Wrong Credentials provided 2 Attempts left'. Below this, there are input fields for 'Username' (containing 'ABCXYZ') and 'Password' (containing '*****'). A checkbox for 'Remember me' is present and unchecked. A dark 'Sign in' button is at the bottom. A link for 'Forgot password?' is located at the bottom right. At the very bottom, there is a small copyright notice: '© 2021 Graphic Lab Information Services'.

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

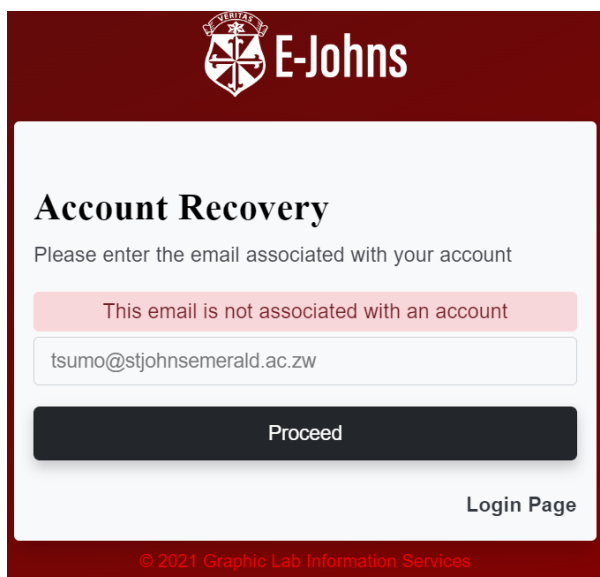
3.



The screenshot shows the E-Johns login interface. At the top, there is a logo with a crest and the text 'E-Johns'. Below the logo, the heading 'Log in' is displayed. There are two tabs: 'Student' (selected) and 'Staff'. A red error message box states: 'Account is disabled please contact the system administrator'. Below this, there are input fields for 'Username' (containing 'ABCXYZ') and 'Password' (containing six asterisks). A 'Remember me' checkbox is present and unchecked. A dark 'Sign in' button is at the bottom, with a 'Forgot password?' link below it. The footer contains the copyright notice: '© 2021 Graphic Lab Information Services'.

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.

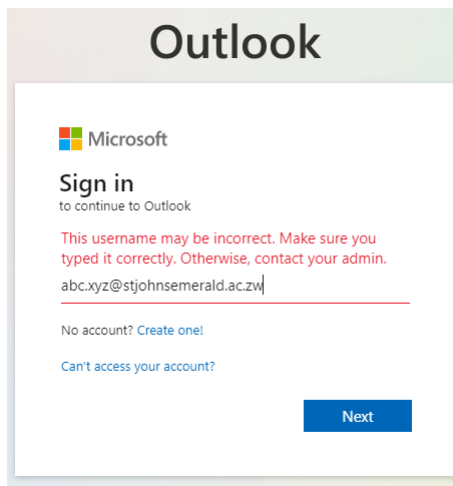


The screenshot shows the E-Johns Account Recovery page. At the top, there is a logo with a crest and the text 'E-Johns'. Below the logo, the heading 'Account Recovery' is displayed. A sub-heading reads: 'Please enter the email associated with your account'. A red error message box states: 'This email is not associated with an account'. Below this, there is an input field for an email address containing 'tsumo@stjohnsemerald.ac.zw'. A dark 'Proceed' button is at the bottom. The text 'Login Page' is visible in the bottom right corner. The footer contains the copyright notice: '© 2021 Graphic Lab Information Services'.

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.