

Access to Services for Schools: Frequently asked questions

When users are given access to Services for Schools, there are some problems that are encountered more often.

This document provides the answers to the more common queries:

1. How do I get access to the site

Access is requested through a form held on the Sharepoint site ([Access to Services for Schools Sharepoint site](#)). You will need to ask a colleague with access to download a form for you. Details on completing the form are on the site. If no-one in your school has access, please contact the service you are using.

Once Service Desk receive the form, they will send you an invite to the email address on the form. The email will come from reply@sharepointonline.com. When you click on the orange button link on the email, you will see:

Welcome to SharePoint Online

To accept your invitation, sign in with a Microsoft account or an account assigned to you by your organization. By signing in you allow Calderdale MBC to use your basic profile (name and email address) in accordance with their privacy statement. Calderdale MBC has not provided links to their terms for you to review. You can remove these permissions at myapps.microsoft.com.



Microsoft account

Sign in with the account you use for OneDrive, Xbox LIVE, Outlook.com, or other Microsoft services.



Organizational account

Sign in with the account provided by your work or school to use with Office 365 or other Microsoft services.

Don't have either account? [Create a Microsoft account, it's quick and easy!](#)

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If your email is a Microsoft account, use the Microsoft account link, otherwise use the 'Create a Microsoft account' link to create one based on the email address you have provided.

Access is **only** given to the email address that the invite was sent to.

Once you have successfully signed in, please email it.helpdesk@calderdale.gov.uk to confirm this and we can then allocate any additional access that you may have requested.

2. I have not received my invite

Please check your spam folder as the invite may be in there. If you still cannot locate the invite, please email it.helpdesk@calderdale.gov.uk stating the email address that the invite should have been sent to and we will re-send the invite.

3. I'm trying to login with my schools provided Microsoft account and it is not being accepted

Either use the 'Microsoft account' option or the 'Create a Microsoft account' link at the bottom of the text. You may need to create a new Microsoft account separate from your school's provided Office 365 account.

4. I have accepted the invite and logged in, but cannot see the areas I should have access to

Please email it.helpdesk@calderdale.gov.uk to let Service Desk know that you have accepted the invite, so they can add you to additional groups that you should have access to.

5. After logging in, I can't see anything in the SENCO downloads section

The information in the SENCO downloads section is provided by the SEN team. Please contact them at senteam@calderdale.gov.uk.

6. I was able to access the site when I accepted the invite, but can no longer access it

Please ensure that you are using the correct link to access the site:

<http://calderdalecouncil.sharepoint.com/sites/S4S>

The link in the invite email does not link directly to the site, so will not work once your access has been completed.