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**Subject: Cadet 365 Onboarding – Common Questions & Answers**

**Q: What is Cadet 365?**

A: Cadet 365 is the official communication and collaboration platform for all Canadian Cadets. It provides access to email, Microsoft Teams, OneDrive, and other essential tools.

**Q: Is Cadet 365 mandatory?**

A: Yes, all cadets are required to use Cadet 365 as it is our primary communication platform for training, announcements, and internal messages.

**Q: When will I receive my Cadet 365 account?**

A: You will receive your account shortly after enrolment. Your unit staff will provide you with login details and activation instructions.

**Q: How do I log in for the first time?**

A: Once you receive your username and temporary password:

- 1) Go to <https://portal.office.com>
- 2) Enter your Cadet 365 email
- 3) Enter the temporary password and set a new one
- 4) Follow the setup prompts to activate your account

**Q: What if I forget my password?**

A: If you forget your password, you must contact your unit staff to request a reset. This can take up to 1-2 weeks for processing.

**Q: Can I access Cadet 365 on my phone?**

A: Yes! Download the Microsoft Outlook and Microsoft Teams apps on your phone to stay connected. Use your Cadet 365 credentials to log in.

**Q: What should I do if I have trouble logging in?**

A: If you experience login issues, try:

- 1) Double-checking your username and password
- 2) Clearing your browser cache or trying a different browser
- 3) Connect with your chain of command for further assistance

**Q: Can I use Cadet 365 for personal emails and activities?**

A: No, Cadet 365 is strictly for official cadet-related communications and should not be used for personal matters.

**Q: How do I check my emails?**

A: Log in to <https://outlook.office.com> using your Cadet 365 credentials. Check your inbox regularly for important updates!

**Logging In & Setup**

**Q: How do I log in for the first time?**

A: Once you receive your username and temporary password:

- 1) Go to <https://portal.office.com>
- 2) Enter your Cadet 365 email (provided by your staff)
- 3) Enter the temporary password and set a new one
- 4) Follow the setup prompts to activate your account

 **Helpful Tips:**

- Use a strong password and store it safely
- Log in on a computer first before setting it up on your phone (***ensure you signed out of any other Teams account, ex, school***)
- If you're asked for multi-factor authentication (MFA), follow the steps carefully – ***make sure this is a phone you have access to as the code will be sent to the provided phone number.***
- Check your email & Teams messages regularly – at least once a week
- Keep your password secure and do not share it with others
- Log out after use if using a public or shared computer
- Use respectful and professional communication at all times
- Ask for help if you have trouble using Cadet 365 – your unit staff is here to support you!

## Step-by-Step Guide: Accessing Teams on Desktop & Phone

### Using Microsoft Teams on Desktop:

- 1) Open Microsoft Teams on your computer or go to <https://teams.microsoft.com>.
- 2) Sign in with your Cadet 365 account ([yourname@cadets.gc.ca](mailto:yourname@cadets.gc.ca)).
- 3) On the left menu, click on "Teams."
- 4) Select "T-CEN-9 Army" from your list of teams.

### Using Microsoft Teams on Your Phone:

- 1) Download the Microsoft Teams app from the App Store (iOS) or Google Play Store (Android).
- 2) Open the app and sign in with your Cadet 365 account.
- 3) Tap on "Teams" at the bottom menu.
- 4) Select "T-CEN-9 Army."

### Where to Find the Weekly Routine Orders (WROs)

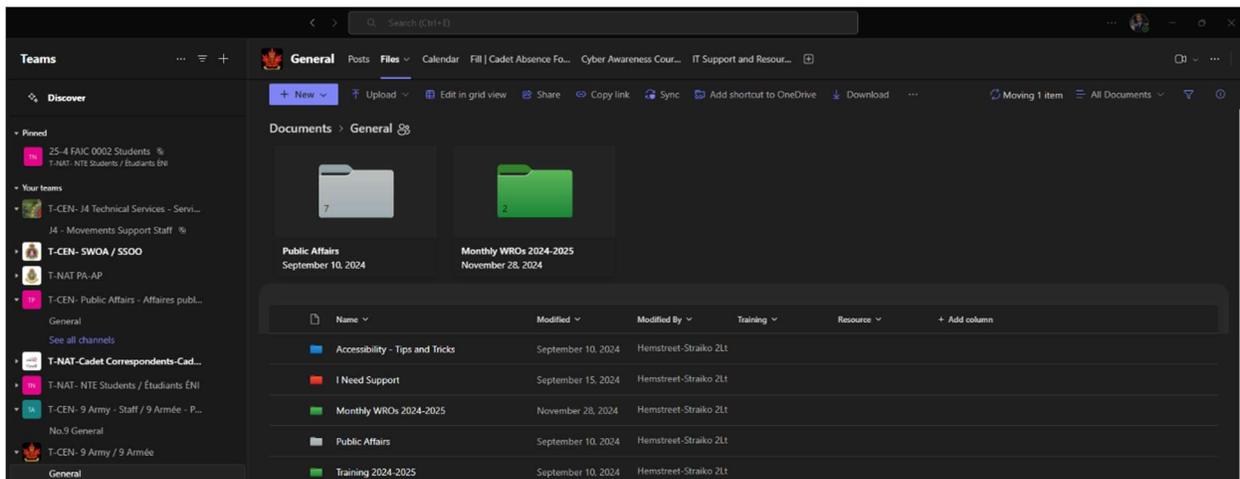
#### On Desktop:

- 1) Click on the "General" tab under T-CEN-9 Army on the left menu.
- 2) At the top menu bar, click on "Files."
- 3) Open the green folder titled "Monthly WROs."

#### On Mobile (Phone or Tablet):

- 1) Open the Microsoft Teams app and select "Teams" at the bottom.
- 2) Tap "T-CEN-9 Army" and select the "General" channel.
- 3) Tap on "Files" at the top.
- 4) Open the green folder titled "Monthly WROs."

**Check the WROs regularly for important updates on training, events, and activities! If you have any questions, contact your Chain of Command.**



## Where to Find the Cadet Absence Form

### On Desktop:

- 1) Click on the "General" tab under T-CEN-9 Army on the left menu.
- 2) At the top menu bar, click on **Cadet Absence Form**

### On Mobile (Phone or Tablet):

- 1) Open the Microsoft Teams app and select "Teams" at the bottom.
- 2) Tap "T-CEN-9 Army" and select the "General" channel.
- 3) Tap on "Apps".
- 4) Tap on "Cadet Absence Form."

***Cadets must submit an absence form if they are unable to attend training. If you have any issues accessing the form, contact your Chain of Command.***

