It is important that you use another browser other than your default browser in accessing the Education Hub to make sure there are no other accounts being recognized by the system.

Please make sure to use an Internet Explorer browser when doing the given steps below:

Clearing cookies and cache:

1. Open Internet Explorer and press **Ctrl + Shift + Del** on your keyboard and make sure to check all the boxes before hitting **'Delete'**, wait for 10 seconds and close your browser. After clearing cookies and cache you may proceed to next step.
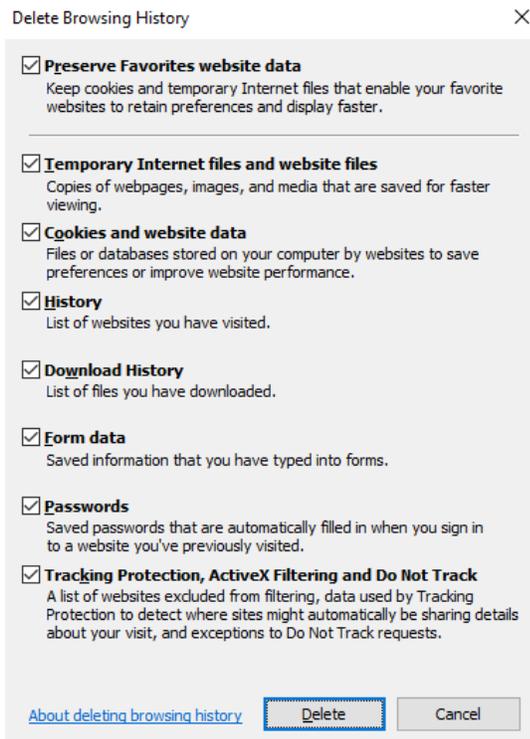
Convert school-email address to Microsoft Account:

1. Open your Internet Explorer and go to https://my.visualstudio.com/ click **'Create one**!'.
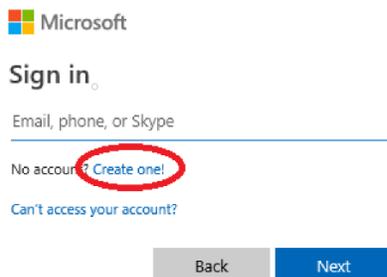
2. After entering your school-email address hit enter and type your desired password then hit '**Next**'. You will be asked to verify your account by using the code that will be sent to your school-email address. **Note**: If you got an error **'This email address is already a Microsoft Account'**, you may proceed to the next steps.

After doing the abovementioned steps, you may access the Education Hub by following the steps below:

1. Open your Internet Explorer and press **Ctrl + Shift + P** to open an InPrivate browser and go to https://azureforeducation.microsoft.com/devtools.

2. Click on the blue **"Sign In"** button and enter your school-provided email address along with your password.

Note: Since your email address is already a Microsoft Account, please choose **'Personal Account'** option to sign in.
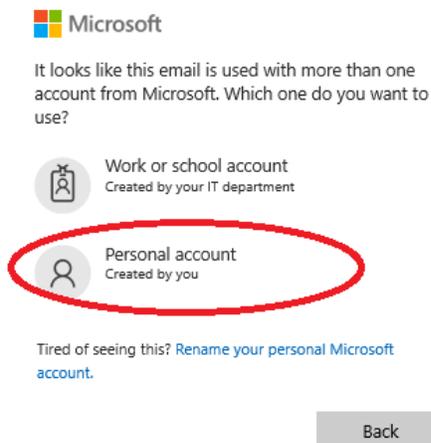
3. Upon signing in, you may be asked to agree to the **terms and conditions** (for first time users). If not, you should see all the software titles available for download.