Tech Tips

IF YOUR STUDENT IS HAVING DIFFICULTY GETTING LOGGED INTO OR ACCESSING A SCHOOL PROGRAM, PLEASE TRY THE FOLLOWING TROUBLESHOOTING TIPS:

1. **Restart the computer or device.**
2. **Ensure the computer or device has all the most recent updates installed (OS & Browser).**
3. **Browser:**
   - The Google Chrome browser works the best with our school programs.
   - If you are having trouble, first try clearing ALL "Browsing History/Cache" before logging into Office 365.
   - *If it is still not working, try using a different browser like Microsoft Edge if you are on a PC or Safari if you are on a MAC.*
4. **Try accessing school programs (like Achieve3000, Smarty Ants, iReady, or Benchmark) two different ways:**
   - Go to cvesd.org, click on Students, click on the program icon and then enter login credentials (generally TK-2nd grade).
   - Go to cvesd.org, click on Students tile, click on Office 365, enter login credentials. Your Office 365 account dashboard will open. Click on the Apps Launcher in the upper, left corner. Click All Apps, scroll down to find the desired program tile and click on it. This will take you directly into the program without having to login again (generally 3rd-6th grade).
5. **Username and Password:**
   - Please ensure you are using the correct username and passwords. Refer to grade level specific (TK-1st & 2nd-6th) username and password conventions below.
   - Remember usernames and passwords are case sensitive (use Shift, not CAPS lock)
   - If you are not sure you have the correct username or password, please contact your child's teacher.
6. **Using Teams:**
   - Please download the Teams desktop app for stability and features
   - Download can be found on the student page, under the Teams section
7. **If none of the above tips work, please contact our site technician at** michelle.rodriguez@cvesd.org
8. **If you have a problem specific to a student's login information, please contact the CVESD Parent Helpline for Technology Assistance: 619-409-6638**

Grades TK – 1st	Grades 2nd – 6th
Username/email is your student ID followed by @live.cvesd.org Password is first & last initial, ID number and equal sign Example: Carly Villa 123456@live.cvesd.org cv123456=	Username/email is your student ID followed by @live.cvesd.org Password is upper first initial, lower last initial and 8-digit birthday Example: Carly Villa 654321@live.cvesd.org Cv02252009