

Tech Support FAQs

What Do I Do If:

• My Student Still Needs a Device or Internet?

Parents/Guardians need to request a device through parentconnect.

1. Login to [parentconnect](#)
2. Click on “Online Registration”



3. Click on “Edit”



4. Click on “Device Needs”, Choose **Yes** or **No** for both Device Needs questions, and then click “Submit”

ParentConnection

Return Reset **Submit** Information Update for Student Masa Kassih Note: Highlighted fields are required. All changes will be flagged as Pending until approved and accepted by appropriate school personnel.

Student Demographics
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Policies and Releases
Device Needs

2020-2021 DEVICE NEEDS

The questions below are about access to a device such as a Chromebook and internet at home. If you respond that you need a device or internet you will receive follow up communication with more information.

DEVICE NEEDS

Does your student have access to a desktop computer, laptop or Chromebook computer at home? Yes ▾

Do you have internet access at home? Yes

No

This is the video on how to update this information: <https://youtu.be/IZ1cNgh9eA8>

Let the student contact the school for arrangements

• My Student Needs to Purchase a Low-Cost Device or Internet?

- a. Here is a list of [Wi-Fi and Internet resources](#)
- b. Low-cost laptops visit cdwg.com/cnusd (Backordered)
- c. Low-cost internet, desktops, and laptops, visit <https://www.everyoneon.org/find-offers>

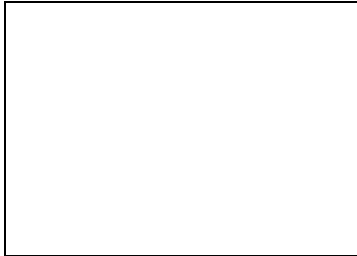
Depending on eligibility, Internet services range from **\$10-\$20/month**, laptops starting at **\$85**, and Desktops at **\$55**. Some families may also be eligible for a **FREE** Chromebook.

● My Student is Logging into MyCNUSD for the First Time?

1. Go to cnusd.k12.ca.us
2. Click on MyCNUSD

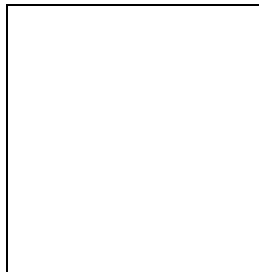


3. If prompted from Microsoft to enter your email address, use StudentID#@students.cnusd.k12.ca.us For example 123456@students.cnusd.k12.ca.us

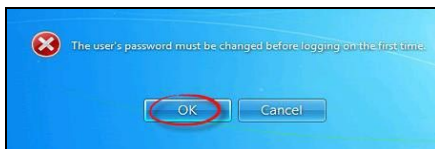


4. Sign in to MyCNUSD:

- **Username:** the student 6-digit **Student School ID#**
- **Password for the FIRST TIME:**
 - First initial of your first name Capitalized
 - First initial of your last name lowercase
 - Date of Birth...**Note:** No leading zeros on the month or day, July is 7 not 07). Example: Jones Smith born July 10, 2002 = **Js7102002**).

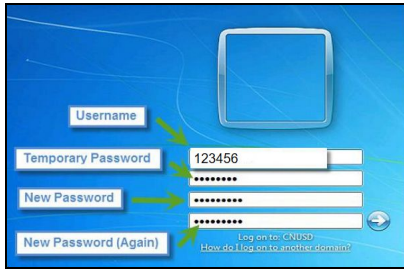


5. When entered correctly, the computer will tell you that you need to create a new password.



6. On the next screen the student needs to create a new password. The new password should be:

* At least 8 characters * Have letters and numbers * At least 1 capital (e.g. Shoes123) * Can't contain your first name, last name, ID# * Can't be the same as a previous password



Your temporary password is the password you used in Step 4 (e.g. Js7102002)

● **My Student is Having Trouble Logging into myCNUUSD, StudentConnect, School Email, or Digital Classrooms?**

1. Go to cnusd.k12.ca.us
2. Click on MyCNUUSD

An empty rectangular box with a black border, intended for a screenshot of the MyCNUUSD button.

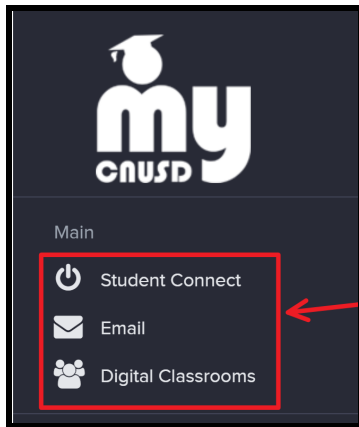
3. If prompted from Microsoft to enter your email address, use StudentID#@students.cnusd.k12.ca.us For example 123456@students.cnusd.k12.ca.us

An empty rectangular box with a black border, intended for a screenshot of the Microsoft email prompt.

4. Sign in with your 6-digit **Student School ID# as Username** and **Student School Password**

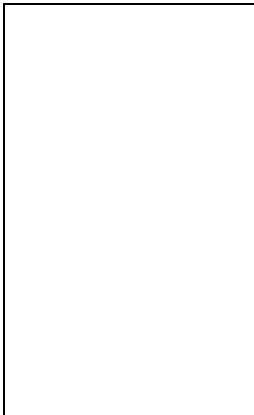
An empty rectangular box with a black border, intended for a screenshot of the sign-in fields.

5. Click on “**Student Connect**”, “**Email**”, or “**Digital Classrooms**”

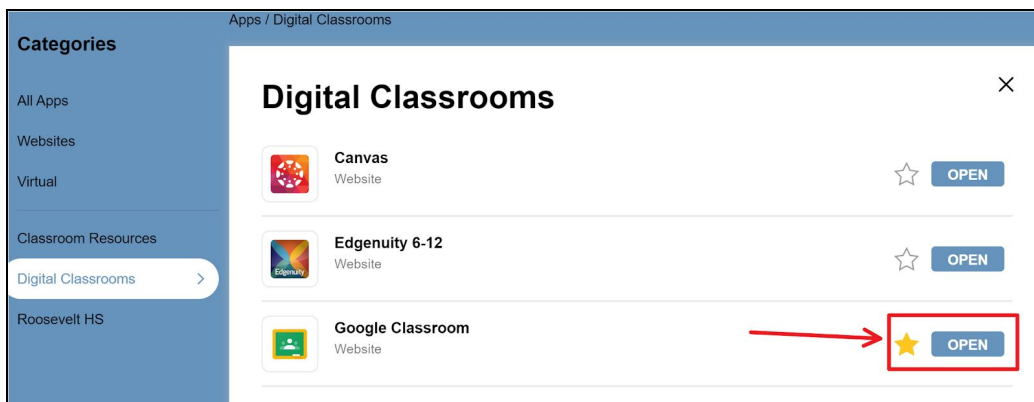


- **My student is Having Trouble Joining a **Google Classroom**?**

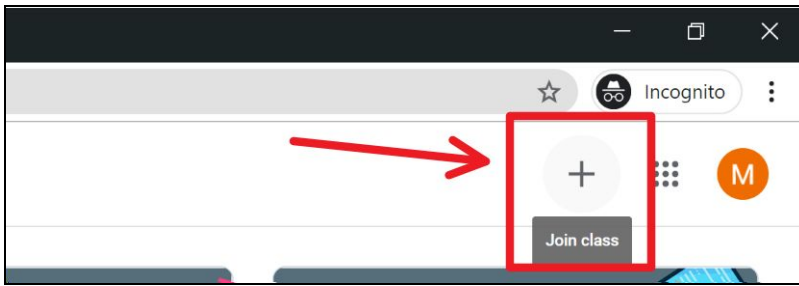
1. Login to **MyCNUSD** (See previous question)
2. First, click on “**Emails**” for an email from your teacher about your Google Classroom code and then Click on “**Digital Classrooms**”



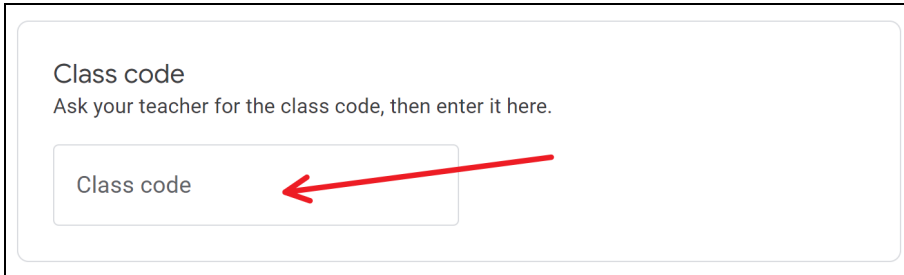
3. Click on “**OPEN**” next to **Google Classroom**



4. Click on the “**+**” sign at the top right corner



5. Enter the code your teacher shared with you



If your student is still having trouble accessing Google Classroom, [please click here for step-by-step instructions](#) ([click here for Spanish](#)).

● **My Student is Having Trouble Logging into the **Zoom School Account?****

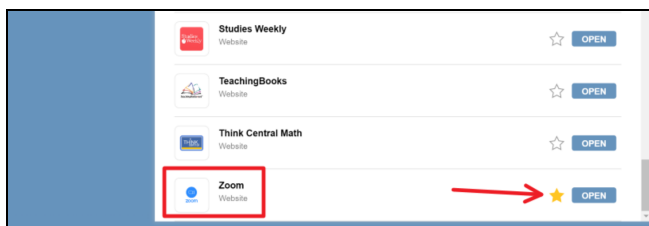
1. Login to **MyCNUSD**
2. Click on **“Digital Classrooms”**



3. Click on **“Apps”**



4. Scroll all the way down, click on the star to add to “Favorite”, and then click on **“Open”**

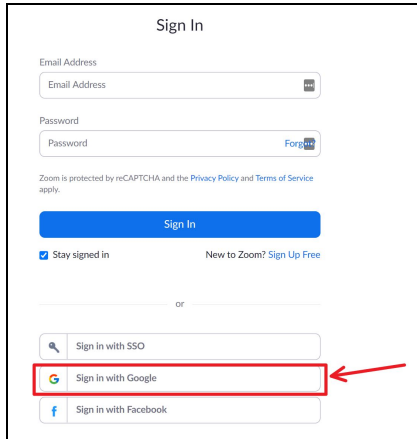


OR

1. Go to [Zoom.us](https://zoom.us)
2. Click on “SIGN IN”

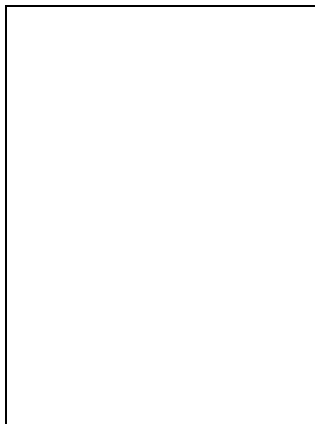


3. Click on “Sign in with Google”. Use your **School Email Address**
 StudentID#@students.cnusd.k12.ca.us For example 123456@students.cnusd.k12.ca.us



- My Student Got an Error Message “**Access Denied**” When Logging into myCNUSD?

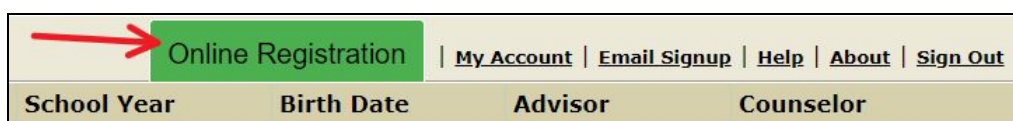
Students need to use their 6-digit Student School ID# as their Username, **not** their full email address



OR

The parent/guardian needs to complete the online registration that requires the approval of the policies

1. Login to [parentconnect](#)
2. Click on “Online Registration”



3. Click on “Edit”



4. Click on “Policies and Releases”

ParentConnection

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POLICIES
Please review the policies in the link above and confirm that you have reviewed and acknowledge each policy by selecting CONFIRM on each policy below:

Bullying Prevention Policy: Confirm
Dance Policy: Confirm
Parent/Student Handbook: Confirm
Safe Schools Policy: Confirm
Status of School Construction and Overload Policy: Confirm

BYOD (Bring Your Own Device)
The BYOD Network is only available at select schools. However, all students are required to respond to this section.

Do you agree to the terms and regulations as stated in District Administrative Regulation 8520 and 8540?
Select One: Yes

Content Filtering
By opting in to the Content Filtering policy, your child will be able to utilize district technology.

Do you agree to the terms and regulations as stated in District Administrative Regulation 8520?
Select One: YES - I agree to allow my student to utilize district technology

By signing your name below, you are confirming that the above

Date: YES - I agree to allow my student to utilize district technology
Parent/Guardian Signature: NO - I do not agree and understand my child will NOT have access to district technology
Student Signature:

- **My Student Wants to Print from Home Using the District-Issued Device?**

This depends on the printer the student has at home. Some printers will install without issue, other printers require administrative privileges in order to install software the printers require.

- **A Parent/Guardian is not receiving notifications from the District?**

Please advise your parent/guardian to email his/her contact information to communications@cnusd.k12.ca.us

FOR STAFF ONLY

- **My Student Needs a School Password Reset Off-Site?**

Access provided to all staff. User must have remote login capability with the Verify app or VMWare

