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”

This is the video on how to update this information: [https://youtu.be/lZ1cNgh9eA8](https://youtu.be/lZ1cNgh9eA8)

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](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](http://cnusd.k12.ca.us)
  2. Click on MyCNUSD

![MyCNUSD login page](image1)

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

![Microsoft sign-in page](image2)

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**.

![Sign-in page](image3)

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

![Password change message](image4)

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
My Student is Having Trouble Logging into myCNUSD, StudentConnect, School Email, or Digital Classrooms?

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 with your 6-digit Student School ID# as Username and Student School Password
5. Click on “Student Connect”, “Email”, or “Digital Classrooms”
- My student is Having Trouble Joining a **Google Classroom**?
  1. Login to **MyCNUUSD** (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”
1. Go to 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

   ![Sign in with Google](image)

   - 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

   ![myCNUSD Login](image)

   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”

- **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
• 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
<table>
<thead>
<tr>
<th><strong>STEP 1:</strong> Click on &quot;myCNUSD&quot;</th>
<th><strong>STEP 6:</strong> Log in VIA REMOTE LOGIN (VERIFY APP OR VMWARE)</th>
<th><strong>STEP 11:</strong> Select the student that appears</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="myCNUSD" /></td>
<td><img src="image" alt="Remote Login" /></td>
<td><img src="image" alt="Select Student" /></td>
</tr>
</tbody>
</table>

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<tr>
<th><strong>STEP 2:</strong> Log in (do not use full email @cnusd.k12.ca.us)</th>
<th><strong>STEP 7:</strong> Select &quot;Student Portal&quot;</th>
<th><strong>STEP 12:</strong> Select &quot;Reset Password&quot;</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Bookmarks" /></td>
<td><img src="image" alt="Student Portal" /></td>
<td><img src="image" alt="Reset Password" /></td>
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<th><strong>STEP 3:</strong> Click on &quot;BOOKMARKS&quot; located under the myCNUSD logo, then under &quot;Apps&quot;</th>
<th><strong>STEP 8:</strong> Log in again with your CNUSD credentials</th>
<th><strong>STEP 13:</strong> The new password will be generated. Give this new password to the student and he/she will be able to log in from home. It will prompt him/her to reset his/her password.</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Bookmarks" /></td>
<td><img src="image" alt="Password Entry" /></td>
<td><img src="image" alt="Password Reset" /></td>
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<th><strong>STEP 4:</strong> Click on &quot;UMRA - Remte&quot;</th>
<th><strong>STEP 9:</strong> Select &quot;Student Management&quot;</th>
<th><strong>STEP 14:</strong> The student may now log in from home, which will prompt the student to reset his/her password:</th>
</tr>
</thead>
</table>
| ![Open](image)                     | ![Student Management](image)          | • 10-16 LETTERS  
• NO FIRST/LAST NAMES  
• NO ID#  
• NO BIRTHDAYS |

**NOTE:** You can also create a password for your student after you reset it:

1. Go to [Password.cnusd.k12.ca.us](http://Password.cnusd.k12.ca.us), type your Student ID# and the Password you reset it to (e.g. Js7102002), then click on "Login."

2. On the next screen, enter the old password (e.g. Js7102002), and the new password (e.g. Pizza123, Green123, or Yellow123), confirm the new password, and then click on "Change Password."