FREQUENTLY ASKED QUESTIONS

1) My new password doesn't work, why?
   a. Steps to ensure your password works includes making sure you are always using **GOOGLE CHROME** as your Web-browser. You must always log in using GOOGLE CHROME for your school.
   b. You need to set up your CVUSD email account, once again using GOOGLE CHROME as your Web-Browser, go to cvusd.us – Click on tab that says "STUDENTS" and select CVUSD Email. Use your CVUSD Student email and new Password.

2) I cannot figure out how to READ my Password?
   a. Type in your Password into a Google Sheet or Microsoft Word Document, make it 14 or 16 pt   JKI06mpT!W   - then use a different font, like New Times Roman to help you understand the letters. Example… JKI06mpT!W , by changing the font type I can now see that it is a Capitol I and a Zero not the letter O.

3) I cannot get into my google classrooms, why?
   a. Make sure you are always using **GOOGLE CHROME** as your Web-browser. You must always log in using GOOGLE CHROME for your school.
   b. Be sure you have downloaded all the GOOGLE Apps from the cvusd App store.

4) Why can't I get into my Student Portal?
   a. Need to set up you CVUSD.us email first…make sure whenever you are typing in your email; that you are using a Capital Letter for your First Initial and a Capital Letter for the First Letter in your Last name: example… D.Jimenez

5) How do I join the Live Teaching everyday?
   a. Go to Google CHROME and from you Student Portal launch "Join" to Join the Zoom meeting. If you see something that says Waiting or Teacher has another class…That is OKAY, just wait and the Teacher will let you in. You can "Leave Meeting" and go back to Student Portal and launch "Join" again if you still keep seeing that message.
      i. Email your teacher if you still cannot Join
   b. My teacher doesn't have a "Join" in my Student portal, then go to their GOOGLE Classroom and in their Announcements they will have the join code or in the top MENU bar there will be a Link to Google Meet
      i. YOU MUST HAVE DOWNLOADED THE GOOGLE MEET from the cvusd.us App store

      Google Meet