

# ALA Virtual School General Information and Technology Support

## Table of Contents:

- A. [ALA Virtual Contact Information](#)
- B. [Frequently Used Forms and Documents](#)
- C. [Technology Troubleshooting](#)
- D. [Canvas, Infinite Canvas, and ALA School Email Access](#)
- E. [GoogleMeet for Live Sessions](#)

## General Inboxes:

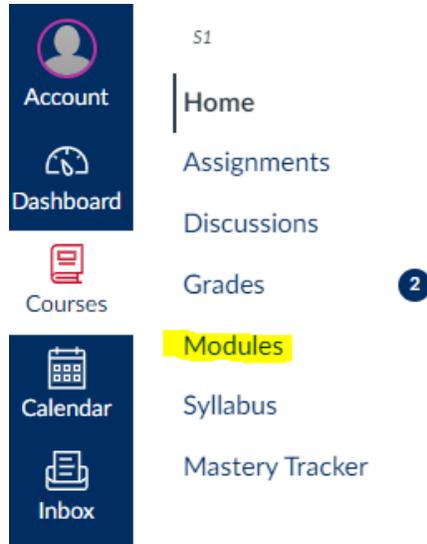
- [alavirtualvirtual@alaskools.org](mailto:alavirtualvirtual@alaskools.org) Main inbox for general inquiries
- [virtualattendance@alaskools.org](mailto:virtualattendance@alaskools.org) For attendance inquiries
- [virtualtesting@alaskools.org](mailto:virtualtesting@alaskools.org) For state testing, proctored testing

## Frequently Used Forms and Documents:

- [Submitting Attendance Forms \(for parents/guardians\)](#)
- [Course Drop Request \(for use in the first 10 days of the semester ONLY\)](#)
- [Chromebook Rental Request Form](#)
- [New Parents/Students Schedule One on One Canvas Orientation Call](#)

## General Technology Information:

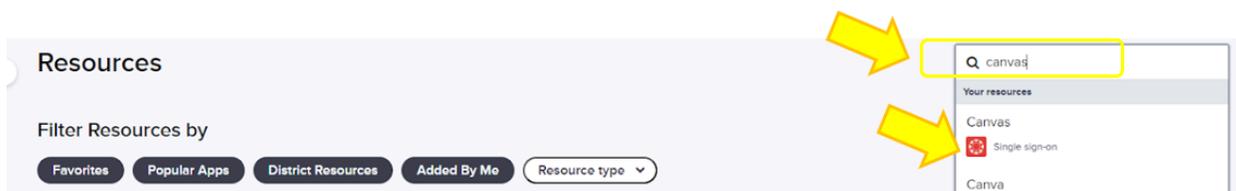
1. Students must be the **only** person logged into the computer/device. All others must log out of the computer before the student logs in.
2. Students must use the **Chrome browser only**. Canvas and Summer School courses will NOT work on other browsers. Logging into Canvas from a phone or mobile device will not register progress accurately.
3. Chrome **updates must be installed** on the Chrome browser
4. Students will need to clear Cache and Cookies frequently; [Instructions on clearing cache and cookies](#).
5. Assignments must be accessed through the **modules** in Canvas. Do not access assignments from the 'To do' list or the calendar view. Screenshot below showing where to access the coursework.



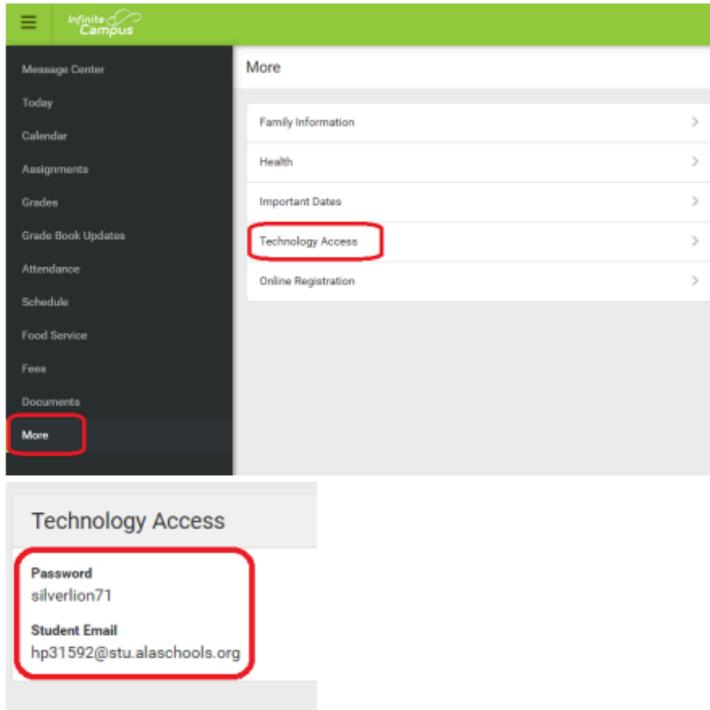
### Accessing Email, Infinite Campus and Canvas:

Parent/Student may schedule a one on one Canvas Orientation session by using this link: <https://calendar.app.google/wMN8L5Ewtjd5nq4k6>

1. **Students must use their [ALA student email](#) account (accessed through gmail) for messaging with teachers and administrators.** Students need to check their ALA student gmail account daily.
2. Students will access Canvas through their [Clever account](#). Log into Clever using the ALA student email account and password. Use the search option in Clever to find Canvas (screenshot below).

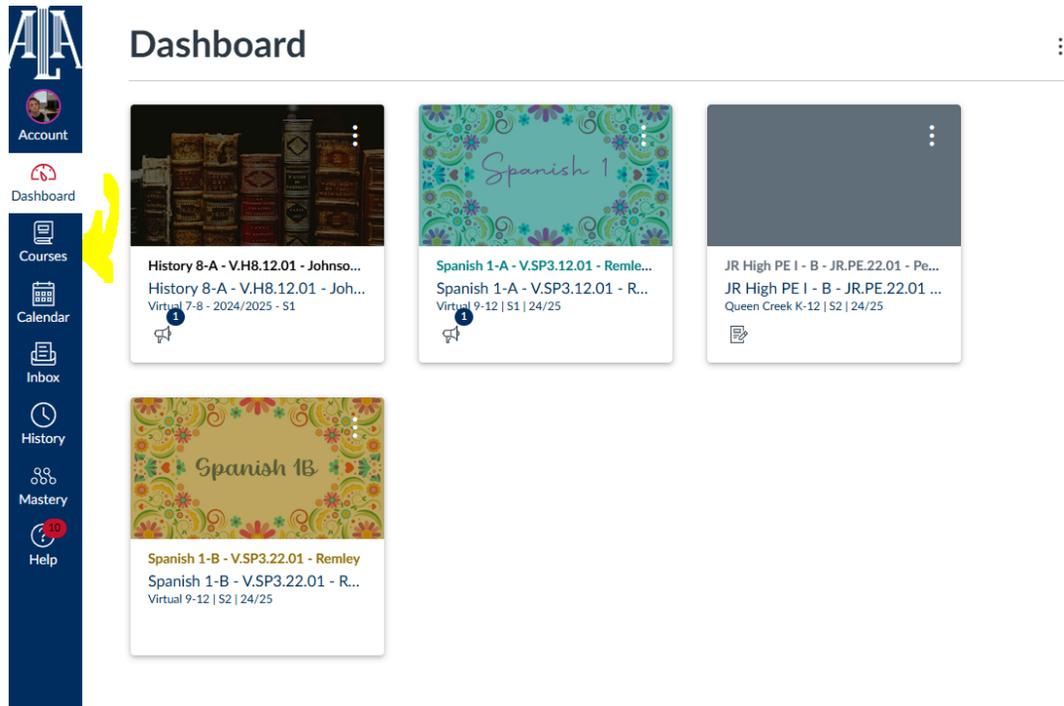


3. If the student does not remember their email or password, log into Infinite Campus (IC) student portal, on the left side click on “More” and then “Technology access” (screenshot below), If students do not know their Infinite Campus username or password email, email us at [alavirtual@alaskools.org](mailto:alavirtual@alaskools.org).

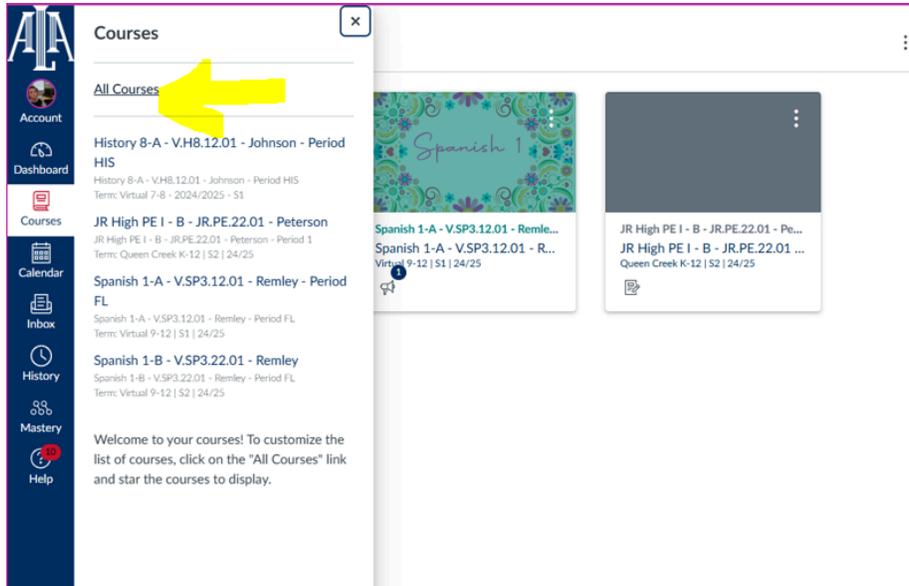


## Finding Courses in Canvas:

1. Select Courses from the menu on the left.



2. Select All Courses



3. Click on the star in the far left to favorite the courses for this semester.

Favorite	Course	Nickname	Term	Enrolled as	Published
☆	7-8 Homeroom - B - V.JHR.22.01 - Dicker		Virtual 7 - 8   S2   24/...	Student	Yes
☆	English 8 - B - V.08EN.22.01 - Bennon		Virtual 7 - 8   S2   24/...	Student	Yes
★	■ History 8-A - V.H8.12.01 - Johnson - Period HIS		Virtual 7-8 - 2024/20...	Student	Yes
☆	History 8-B - V.H8.22.01 - Johnson		Virtual 7 - 8   S2   24/...	Student	Yes
★	■ JR High PE I - B - JR.PE.22.01 - Peterson		Queen Creek K-12   S...	Student	Yes
☆	■ JR Photography I - B - V.JPH.22.01 - Frazier		Virtual 7 - 8   S2   24/...	Student	Yes
☆	JR Science 8-B - V.SC8.22.01 - Lenberg		Virtual 7 - 8   S2   24/...	Student	Yes
☆	Pre-Algebra - B - V.P8.22.01 - Osegueda		Virtual 7 - 8   S2   24/...	Student	Yes
★	■ Spanish 1-A - V.SP3.12.01 - Remley - Period FL		Virtual 9-12   S1   24/...	Student	Yes
★	■ Spanish 1-B - V.SP3.22.01 - Remley		Virtual 9-12   S2   24/...	Student	Yes

### Google Meet:

- Google Meet is used for tutoring sessions with the assigned teacher and to take a proctored exam.
- Students must use the ALA School email account (through gmail) to schedule and join a Google Meet session with the teacher.
- Review the [Google Meet Tutorial guide](#) or watch the [Google Meet Tutorial video](#).

