

Troubleshooting Technology Tips



If you or your student is having difficulty getting logged into or accessing a school program, you can always try the following:

1. Restart the computer or device.
2. Ensure the computer or device has all the most recent updates installed.
3. Browser:
 1. Google Chrome Browser is supposed to work the best with our school programs.
 2. But if you are having trouble getting in while using Google Chrome, try clearing all Browsing History and the Cache in Google Chrome before logging into office 365.
 3. 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 Teams, Achieve, Smarty Ants, iReady, AR, or Go Math/HMH) two different ways:
 1. Go to cvesd.org, click on students, click on the program icon and then enter login credentials or try number 2:
 2. Go to cvesd.org, click on students, click on Office 365, enter login credentials, then your office 365 account should open up, click on all apps, scroll down and find the program icon you need and click on it. This will take you directly into the program without having to login again.
5. Username and Password:
 1. Please ensure you are using the correct username and passwords.
 2. Remember usernames and passwords are case sensitive (check to be sure that caps lock is NOT on).
 3. If you are not sure you have the correct username or password, please contact your child's teacher.
6. If none of the above tips work, please contact your child's teacher OR contact the District Parent Helpline for Technology Assistance: 619-409-6638.