



Technology Information for *Short Term Virtual For All Phase*

TECHNOLOGY DEVICES

In preparation for virtual learning after the Winter Break (January 4-15 for K-8th grades and January 4-22 for 9th-12th grades), schools will invite students to check out their iPad or Chromebook to take home prior to Winter Break. Parents of K-8th grade students who prefer to have their students use their own personal device during virtual learning may choose to **not** have their child take home the school device.

PLEASE NOTE: *If your child will not be returning to a DVUSD school after Winter Break, please turn in the device to your child's school before Winter Break.* DVUSD technology devices do not function without an active student login. The devices have no value for non-DVUSD students, but are very much needed for current students. Your assistance with returning devices is greatly appreciated!

WIFI ACCESS

Here are instructions for connecting school devices to home or other wifi.

Chromebooks: <https://url.dvusd.org/52bc5d61>

iPads: <https://support.apple.com/en-us/HT202639>

If your family does not have wifi or is experiencing issues with your home wifi service, please let us help.



Cox Cable

Families with financial hardship who do not have internet service may request assistance with securing internet service at no cost to them. Cable internet service is the **best option**, so families need to begin here.

1. Go to <https://www.cox.com/residential/internet/connect2compete.html> or call 1-855-825-1466 to fill out the application.

2. Once approved, enter your account information on this form so that the district can pay for your service. For help completing the form, contact your school office. **FORM:** <https://url.dvusd.org/WifiAssistance>
3. If you are not approved or do not qualify, see *Hotspot Device* below. If Cox cannot schedule your install within 48 hours, contact your school secretary to see about borrowing a hotspot device until the service is active.

For more information about the Cox program, go to:
<https://url.dvusd.org/Connect2Compete>

Hotspot Device

Although not as reliable as the Cox high speed internet option, families with a need for assistance with wifi service can apply for a hotspot device. You will need to submit the following request form (or call the school office to have a staff member fill out the form



for you).

<https://url.dvusd.org/WifiAssistance>



(Enter "Yes" for question 1 and "No" for question 2)

Parking Lot Access

All DVUSD schools and district sites have wifi available from the parking lots.

TECHNOLOGY SUPPORT



For help troubleshooting issues with your student's technology, visit the DVUSD website at <https://dvusd.org> and click on the Parent Tech Support link on the front page or visit the page directly at <https://www.dvusd.org/edtech>.

For additional technology support, you can submit a **Home Tech Help ticket** to <https://url.dvusd.org/HomeTechHelp> .