



## Troubleshooting Tips

Username and Password Login: <https://www.dvusd.org/Page/74440>

Creating a DVUSD Zoom Account: <https://www.dvusd.org/Page/75800>

Access Canvas through Safari or Chrome <https://dvusd.instructure.com/> as the app can have tech issues.

### Things to remember:

- Make sure you are logged into your DVUSD Learner ZOOM Account
- ALWAYS log into ZOOM via CANVAS. Do not go straight to the ZOOM app to login.
- You must use your **@learner.dvusd.org** email. Login emails are authenticated and if you are trying to login with a different email you will be denied access.
- Do not rely on logging in on your cell phone. **You will have better results using the school issued equipment.**
- If you cannot access your ZOOM, please remember you can still access your assignments via CANVAS.
  - **Attendance is based on attending Zoom.** If you have issues with Zoom, call Diane Milliken.
- Always email your teacher and let them know you are trying to access the ZOOM.

### Unable to log into applications, issue with internet:

1. Sign out of everything on your iPad
2. Power Off
3. Reset Modem/Router if needed
4. Wait 5 minutes and then restart your iPad

***Make sure to email your teacher to let them know what technical difficulties you are experiencing.***

If after doing the above steps you are still experiencing difficulties logging in, please reach out to the appropriate contact below:

Powerschools Login

[Michele.Nichols@dvusd.org](mailto:Michele.Nichols@dvusd.org)

623-376-3076

Zoom, Canvas, Notability,  
iPad Issues, Apple ID

[Diane.Milliken@dvusd.org](mailto:Diane.Milliken@dvusd.org)

623-376-3092