

I NEED HELP!

Let our interactive parent guide help you!

MY STUDENT CAN'T LOGIN TO THE CHROMEBOOK

STEP 1



[Review this document](#)
(if unresolved go to Step 2)

STEP 2



[Email your teacher](#)
(if unresolved, go to Step 3)

STEP 3



[Submit a Helpdesk Ticket](#)

MY STUDENT IS HAVING A PROBLEM WITH THE CHROMEBOOK



[Please submit a Helpdesk ticket and someone from our team will be in touch with you.](#)

I NEED HELP WITH MY PARENT CANVAS ACCOUNT



Oxnard Online

[Please follow these steps to create a Canvas Parent/Guardian observer account](#)

MY STUDENT IS UNABLE TO ACCESS THE INTERNET



[If you have Internet at home, but you are having connectivity issues, please review this document](#)



[If you DO NOT have Internet at home, please check out a WiFi Hotspot from your school](#)



[If you have a district issued WiFi Hotspot that is NOT working properly, Please submit a ticket \[HERE\]\(#\)](#)

I NEED HELP WITH MY PARENTVUE ACCOUNT

[If you have never logged in to ParentVue before and need an activation key](#)

OR

[If you have logged in before, but forgot your username and/or password, please click here.](#)



[If you need help downloading and setting up the ParentVue App on your mobile device, please click here.](#)

I NEED HELP WITH ATTENDANCE



[My student DID log in to their live class today OR checked in via the Google Form/Canvas.](#)



[My student did NOT log in to their live class today OR complete the Google Check In Form](#)