



Helpful Checklist for Tech Issues

Office 365

- Check that you can get into **Office 365** with your 9 digit student ID email first – nothing else will work unless you can do this step. Go to the MVHS website and select Office 365.
- If you are a **returning student** (or from Thompson/Shivela), it's the same user name and password from last year. If you are a **brand new student to the District**, use the password provided or Mvusdmmdd! (mm = your birth month and dd = your birthdate. Don't forget the !)
- If you cannot get into Office 365, please contact kgaines@murrieta.k12.ca.us for a password reset.
- If you are a new student trying on a borrowed Chromebook from school for the very first time, **STOP**. You must complete this step first on a different device – phone, another computer, iPad, Mac, etc

Canvas

- Log into your Office 365 first.**
- Once you are logged into Office 365, click on the link for Canvas.
- Do NOT try to create a Canvas account or log in using another email address. It will not work.
- Courses are listed to the left – click on the Course you are looking for. If you are missing a course, please wait 24 hours if you have had a schedule change – if not, contact your counselor.
- If you need to connect with your teacher, use the Inbox, also listed on the left.**
- Pair code instructions (for parents to link with their students) are available on our website.

Aeries

- If you are a brand new student, you must set up your Aeries account. (See Instructions on the back)
- If you already have an Aeries account use **the Forgot Password feature and follow the prompts.**
- Email code is NOT the same as verification code. Email code will come up automatically when you click on the email from Aeries.
- If you need a verification code, please contact (A-K) Mrs. Velasquez, (L-Z) Mrs. Young or Mrs. Gaines.

Zoom/Teams

- Find your links to Zoom/Teams on the individual teacher Canvas pages.
- If you cannot access Zoom/Teams, please contact your teacher directly via email/Inbox to let them know. Each teacher sets up their own Zoom/Teams meetings, so we cannot help you access those.

Borrowed Devices/Chromebooks

- If you have borrowed a device from MVHS, the very first time you use it, you **MUST** be on District wifi. It will not work without following this step.
- Please come to the campus parking lot any time, and connect via the wifi.
- If you are asked for a password, user name is mvusd, password is mvusdmvusd.

If you need further help, please contact kgaines@murrieta.k12.ca.us or mvusdinfo@mvusd.org



NEW Student Account Instructions

Office 365 Account *(do this step first – the other steps will not work until you complete this step):*

- Go to Office 365, log-in
- User name is your 9 digit student ID number
- Default password is Mvusdmdd! **(unless you have been given a different password)**
(mm is your birth month, dd is your birthdate. If your birthday is March 4th, your password would be Mvusd0304!
Be sure the M is capitalized and you include the !)
- Once you have logged in, go to Outlook. This is your email account. Your email address is 9 digit student ID@mvusd.org

Canvas

- The link for Canvas is on the front page of our website
- Log in using your Office 365 account first, then click on Canvas
- Once you have logged in, your classes should be listed on the left under Courses.
- If you have had a schedule change, please allow 24 hours for your new classes to appear.

Aeries

- <https://aeriesnet.murrieta.k12.ca.us/parent/LoginParent.aspx?page=Default.aspx>
- Select Create New Account, select Student (not Parent)
- Follow the prompts. You can only use your 9 digit student ID email account – it will not work with Gmail, Yahoo, Hotmail, etc.
- Check your email account for an email from Aeries – click on that email to confirm your email address, it will take you back into Aeries.
- Finish following the prompts. At the end, it will ask you for your primary contact number, which is the number that you chose when setting up your Aeries account, and a verification code. Please contact Mrs. Velasquez (A-K), Mrs. Young (L-Z) or Mrs. Gaines for your verification code.

