



Student Device Guide

Log on Information

Student/Family Support Info

Internet Connection Troubleshooting

Microsoft Outlook Instructions

Microsoft Teams Instructions

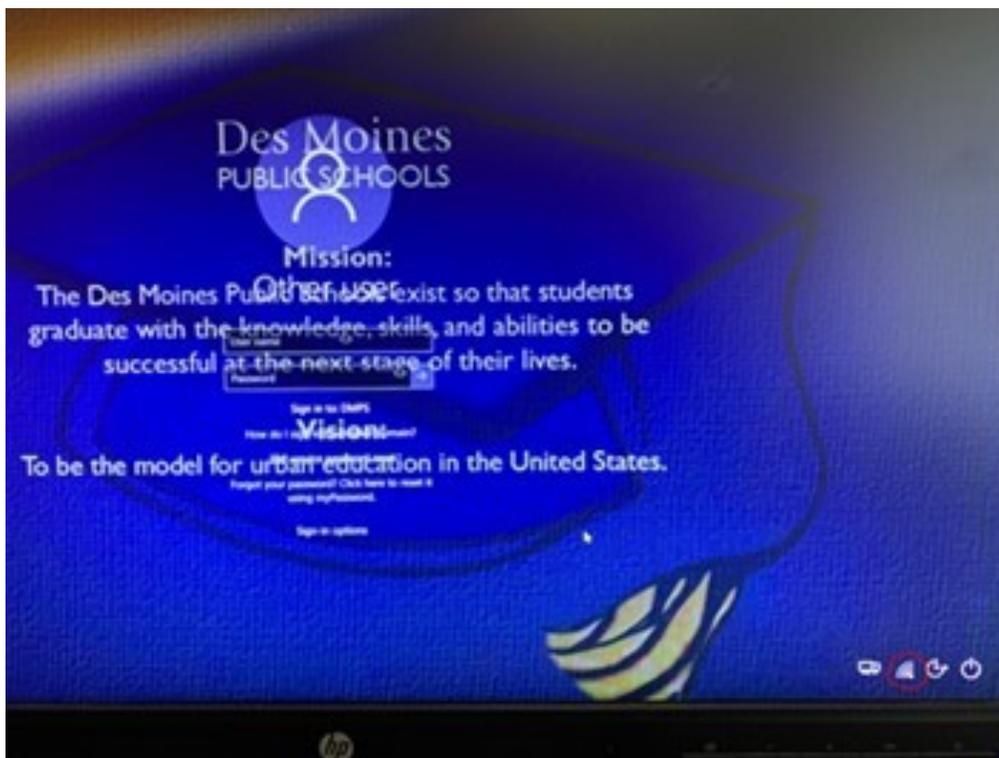
Accessing Canvas

Logging on to Your DMPS Computer

Before you can log on to your DMPS computer, you need to make sure that you have an Internet connection. You will need to connect to your home Wi-Fi or through a hot spot network connection following the instructions below.

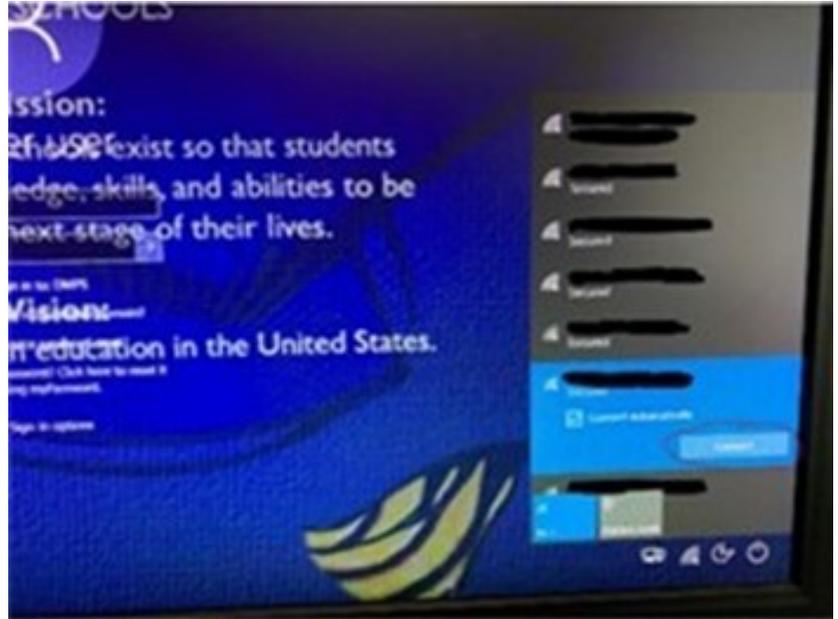
Connecting to your Wi-Fi

1. If you are using a hot spot, be sure to turn it on and make sure you know the name of your network connection/password.
2. Power on the computer, then press CTRL-ALT-DEL to get to logon screen. Once at screen below, click the Wi-Fi icon (circled below).



3. Choose the name of your network (either your home network or if you are using a hot spot, the name of the hot spot's network), then click "Connect" and enter your Wi-Fi password or key. If entered properly, it should connect to your Wi-Fi.

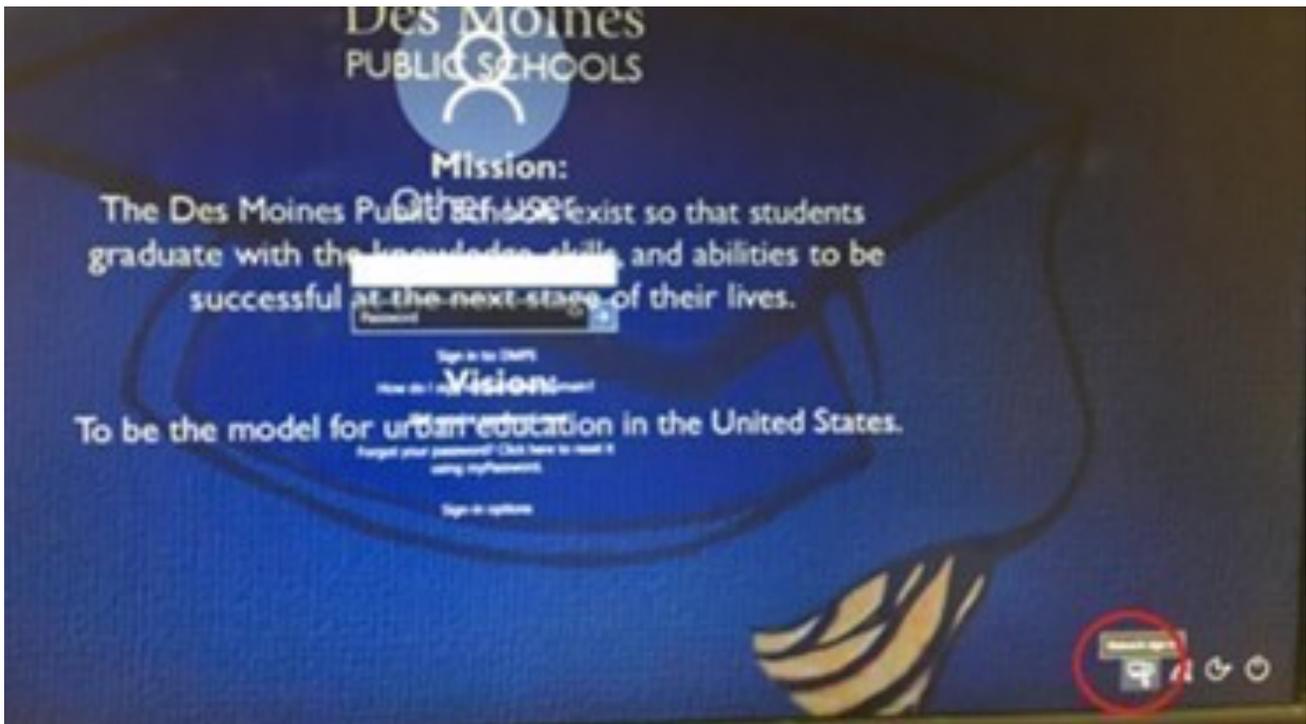
NOTE: It is important to **WAIT** about 5 minutes after connecting to your Wi-Fi before proceeding with the next step. If you go too quickly, it may result in an "800 Error" and you will have to reboot and start over.



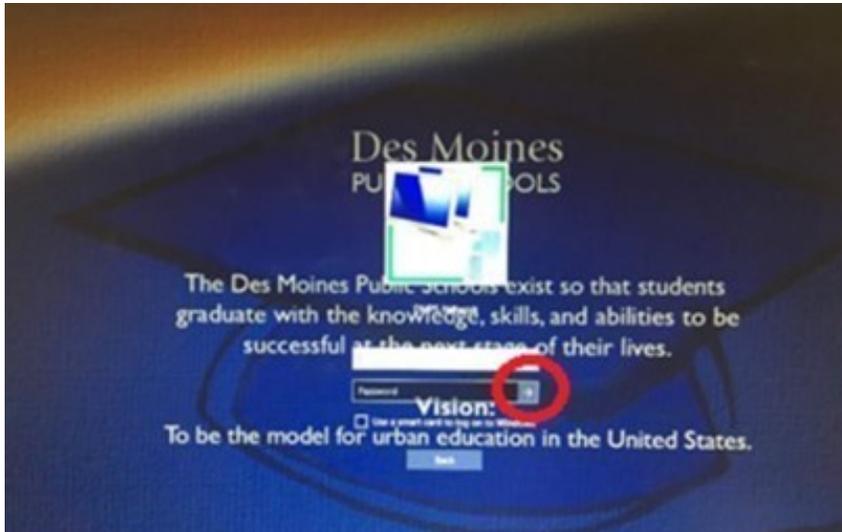
First Time Login – Initial Logon

If you have never logged on to this computer, follow these instructions.

1. After establishing a Wi-Fi connection, and waiting about 5 minutes, click on the "Initial Logon" button in the bottom-right corner of your screen.



2. Enter your username (*yourstudentID@student.dmschools.org*).
3. Enter your password.
4. Press ENTER on your keyboard, or click on the arrow to the right of your password to log in.



Logging in After First Time

If you have logged on to this computer before, your **username** should show on the screen and all you need to do is enter your password and press ENTER.

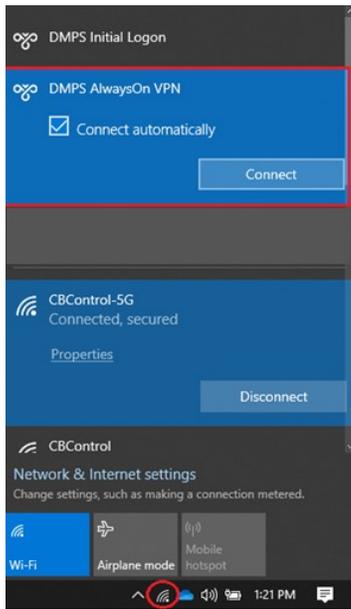


Always On VPN

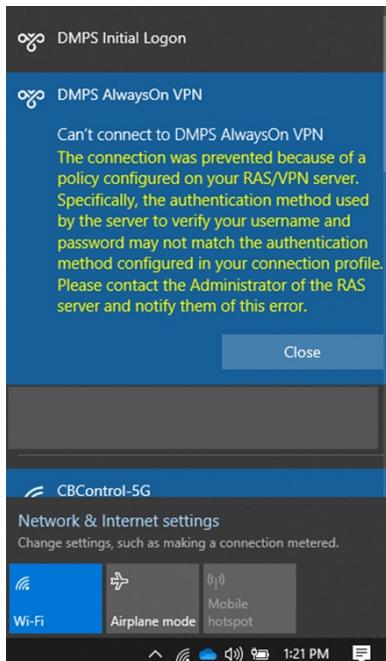
To ensure that your computer works properly, you need to connect to the DMPS network through AlwaysOnVPN (AOVPN). This should happen automatically, but it is good to check this each time you log into your computer. Follow these quick/easy steps to confirm that you are connected to AOVPN:

1. After logging in, click on the Wi-Fi connection in the bottom-right corner of your computer screen.

- At the top of the screen that pops up, verify that the DMPS AlwaysOnVPN shows as connected. If it doesn't click the "Connect" button.



AlwaysOn VPN Error



Sometimes, you will get the following error if you aren't able to connect to AOVPN. This error often occurs if you try to connect to AOVPN too quickly after you have logged in, or too quickly after disconnecting from AOVPN. Wait a few minutes and try to connect again. If it fails to connect, you may need to reboot your computer and start over

Family/Student Support Center

Need help? You can call the Family/Student Support Center for help. The number is 515-242-8221 and it is open M-F, 7:00 a.m. to 7:00 p.m.

Internet Connection Troubleshooting Tips

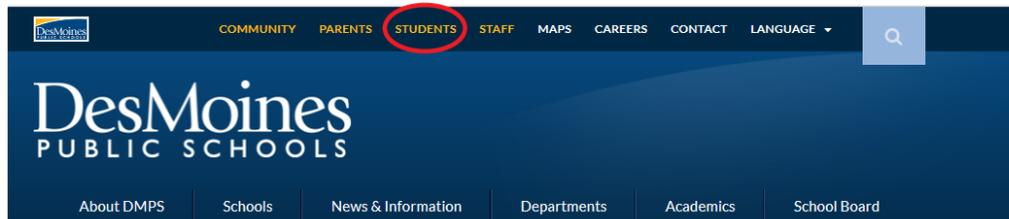
1. Open browser and go to a new website that you have never visited before just to make sure they are connected to the Internet. For Example: msnbc.com, cbs.com, nbc.com, google.com, imdb.com. Are you able to get to a new website? If yes, you are connected to the Internet, if no, you do not have Internet Access.
2. If you are not connected to the Internet, check on your network icon down by the clock (bottom-right corner of screen) and see if you are connected to your home network (Wi-fi, most likely). If you aren't, you need to connect (and know your internet password).
3. If you are not able to connect to wi-fi, or you show connected but are not able to get to a new website, your internet provider may be having issues, or your router may need to be powered off/on.
4. If you have a cellphone, you can go to <https://downdetector.com/> and see if there is an internet outage with your provider. If no outage is reported, you may be having specific issues at your home, please call your provider for assistance.
5. If you have Wi-fi but you have poor performance or the internet drops, you can connect a physical Ethernet cord (if you have one) to a port in the back of the router/modem and plug it directly into your computer.
6. Check your connection speed by going to <https://www.speedtest.net/>. When you press the GO button, it will check both download and upload speeds. If the download speed is slow, less than 10, you are going to have performance issues and will not be able to connect to Always-on-VPN (AOVPN). An Ethernet connection (see above) may be a solution.
7. If you have pretty good download speed, but they still can't connect to AOVPN, your router may be blocking VPN. You will need to contact your provider, or if you set up your own Wi-Fi, someone in your home may know how to configure your router to allow VPN.
8. If you live in a condo or apartment where Internet is provided and you don't have a router or modem, you may need to talk to your building about options.

E-mail using Microsoft Outlook

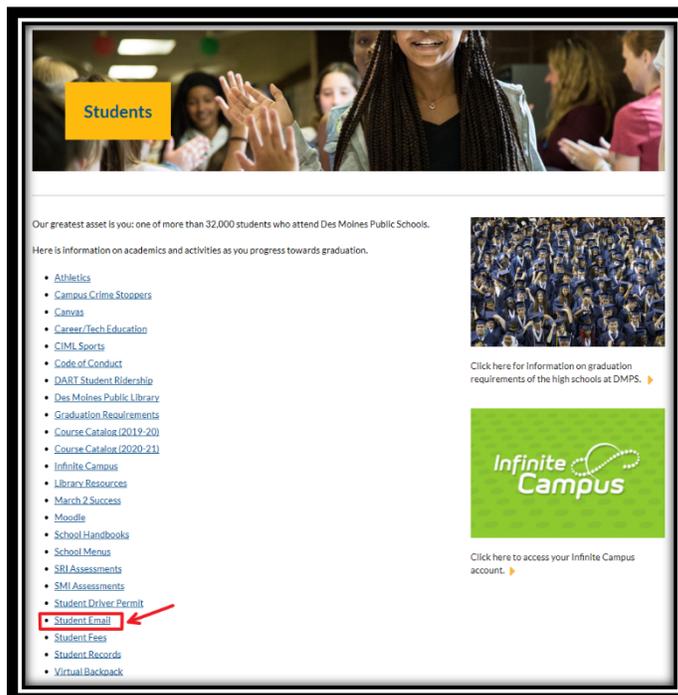
Note: If the instructions don't match what you see, you might be using an older version of Outlook on the web.

Open Outlook on the web.

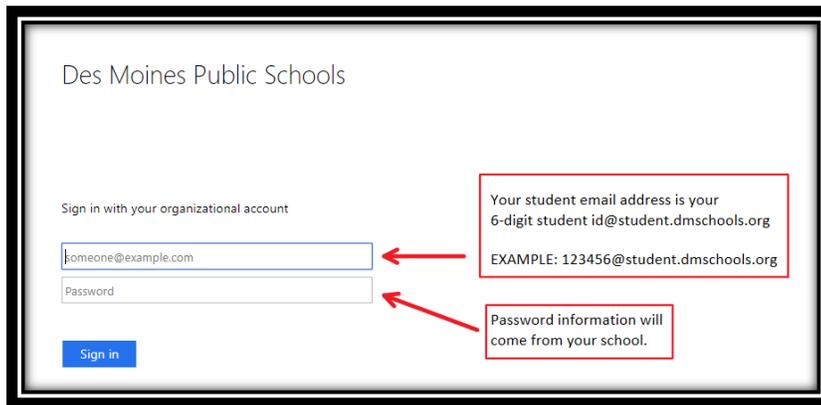
1. Go to <https://www.dmschools.org/>
2. Click the “Students” tab at the top of the screen.



Scroll down the page and select “Student Email”



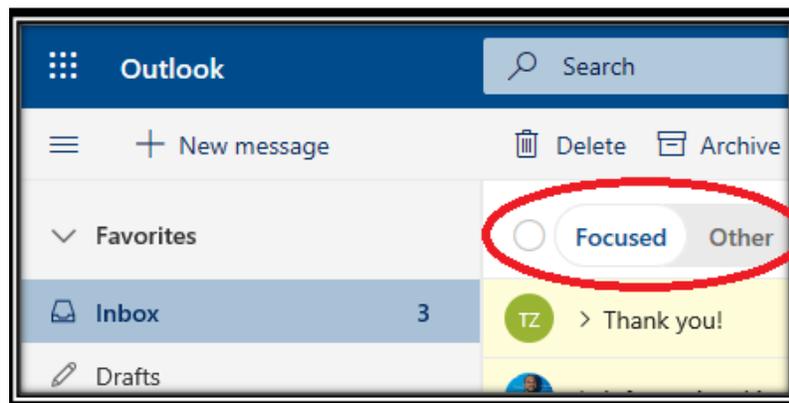
3. Sign with your Des Moines Schools credentials (e-mail address).



Change the Focused Inbox Settings

Focused Inbox separates your inbox into two tabs—Focused and Other. The Focused and Other tabs will appear at the top of your mailbox. You'll be informed about email flowing to Other, and you can switch between tabs any time to take a quick look.

You need to keep an eye on both areas so you don't miss important e-mails.



If you would like to change this setting, follow these steps:

1. At the top-right side of your Inbox, select **Settings** .
2. Select the toggle next to **Focused Inbox**.

Change how your messages get organized

1. From your inbox, select the Focused or Other tab, and then right-click the message you want to move.
2. To move a message from Focused to Other, select **Move > Move to Other inbox**. Select **Always move to Other inbox** if you want all future messages from the sender to be delivered to the Other tab.

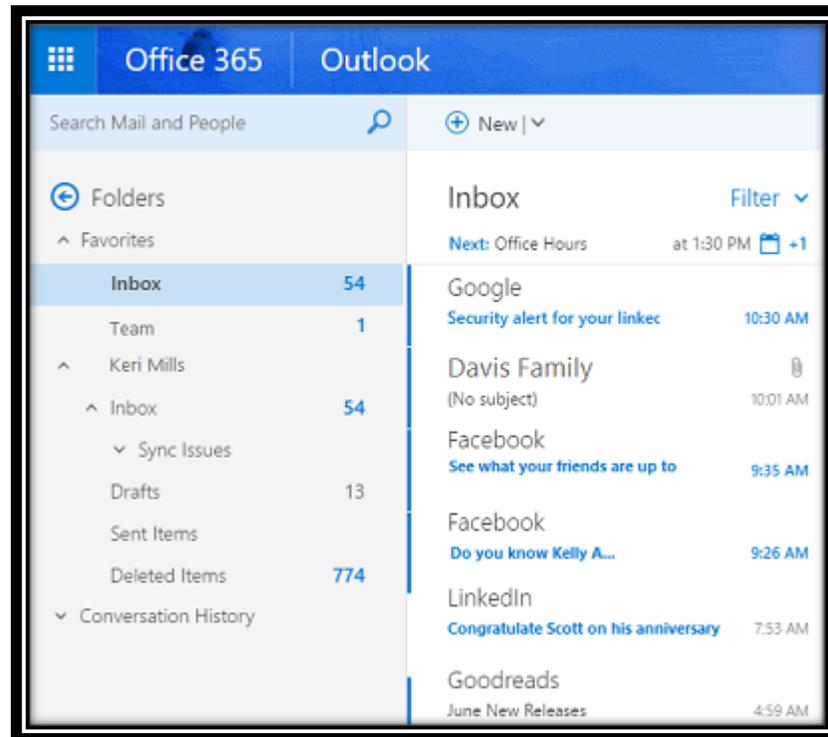
3. If you're moving a single message from Other to Focused, select **Move > Move to Focused inbox**. Select **Always move to Focused inbox** if you want all future messages from the sender to be delivered to the Focused tab.

Instructions for classic Outlook on the web

If your screen didn't look like the ones above, you may be in "Classic Outlook." Here are instructions for that interface.

Turn Focused Inbox on

1. Open Outlook on the web.



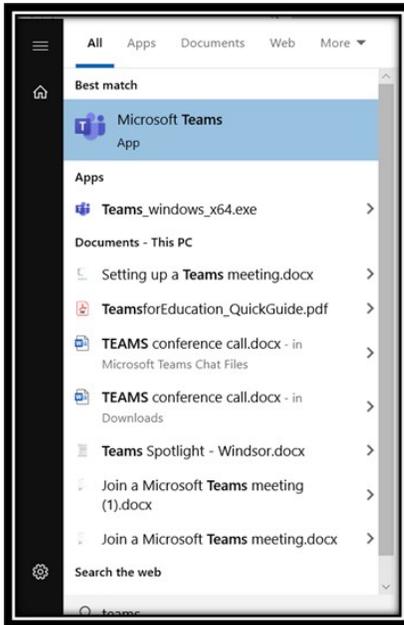
2. Select **Settings**  > **Display settings** > **Focused Inbox**.
3. Under **When email is received**, select **Sort messages into Focused and Other**. The Focused and Other tabs will appear at the top of your mailbox. You'll be informed about email flowing to Other, and you can switch between tabs any time to take a quick look.

Microsoft Teams

Once you are logged in to your computer, your classroom teachers may be using Microsoft Teams to contact/connect with you. See the instructions below on how to access Microsoft Teams.

If you are on a District device:

Click on the Windows icon from the taskbar on the bottom of your screen.



Type "Teams" and click on "Microsoft Teams"

From a browser:

Go to <https://www.dmschools.org/>

Click the "Students" tab at the top of the screen.



Scroll down the page and select "Student Email"

The screenshot shows the Des Moines Public Schools login page. At the top, it says "Des Moines Public Schools". Below that, it says "Sign in with your organizational account". There are two input fields: "Email" (containing "someone@example.com") and "Password". A blue "Sign in" button is below the fields. To the right of the email field, a red box contains the text: "Your student email address is your 6-digit student id@student.dmschools.org" and "EXAMPLE: 123456@student.dmschools.org". A red arrow points from this box to the email field. Below the password field, another red box contains the text: "Password information will come from your school." with a red arrow pointing to the password field. On the left side, there is a list of links: Career/Tech Education, CIML Sports, Code of Conduct, DART Student Ridership, Des Moines Public Library, Graduation Requirements, Course Catalog (2019-20), Course Catalog (2020-21), Infinite Campus, Library Resources, March 2 Success, Moodle, School Handbooks, School Menus, SRI Assessments, SMI Assessments, Student Driver Permit, Student Email (highlighted with a red box and a red arrow), Student Fees, Student Records, and Virtual Backpack. On the right side, there are two sections: "Click here for information on graduation requirements of the high schools at DMPS." with a right-pointing arrow, and "Click here to access your Infinite Campus account." with a right-pointing arrow. The "Infinite Campus" logo is also visible.

Sign with your Des Moines Schools credentials.

Once in email, click on the App Launcher in the upper left corner. Select Teams.

The screenshot shows the Microsoft Office 365 App Launcher in Outlook. The browser address bar shows "outlook.office365.com/mail/inbox". The App Launcher is titled "App Launcher" and lists several apps: Outlook, Word, PowerPoint, SharePoint, Sway, OneDrive, Excel, and OneNote. The "Teams" app is highlighted with a red box. In the top left corner of the App Launcher, there is a red circle around the "More" icon (three dots), with a red arrow pointing to it. The right side of the screen shows a "Focused" view of an email inbox with several messages.

Accessing Canvas

You can access Canvas

1. Go to <http://www.dmschools.org>
2. Click on the “Students” tab at the top
3. Click on the “Canvas” link

Computer Cleaning Guidelines

With public health concerns over the SARS-CoV-2 virus and COVID-19 disease, also known as Coronavirus, spreading worldwide, HP wants customers to have the information they need to effectively clean HP devices and to assist customers in maintaining a healthy work environment.

A CDC-recommended disinfectant that is also within HP’s cleaning guidelines is an alcohol solution consisting of 70% isopropyl alcohol and 30% water. Please follow the steps below to use the CDC-recommended alcohol solution to clean high-touch, external surfaces on HP products:

1. Wear disposable gloves made of latex (or nitrile gloves if you are latex-sensitive) when cleaning and disinfecting surfaces.
2. Turn off the device and disconnect AC power. Never clean a product while it is powered on or plugged in.
3. Disconnect any external devices.
4. Moisten a microfiber cloth with a mixture of 70% isopropyl alcohol / 30% water. Do not use fibrous materials, such as paper towels or toilet paper. The cloth should be moist, but not dripping wet.

Isopropyl Alcohol is sold in most stores, usually in a 70% Isopropyl Alcohol / 30% Water solution. It may also be marketed as rubbing alcohol.

5. Do not spray any liquids directly onto the product.
6. Gently wipe the moistened cloth on the surfaces to be cleaned. Do not allow any moisture to drip into areas like keyboards, display panels or USB ports, as moisture entering the inside of an electronic product can cause extensive damage to the product.
7. When cleaning, carefully wipe in one direction, moving from the top of the display to the bottom.
8. Ensure surfaces have completely air-dried before turning the device on after cleaning. No moisture should be visible on the surfaces of the product before it is powered on.
9. Gloves should be discarded after each cleaning. Clean hands immediately after gloves are removed.