

Tuesday, August 31, 2021

Dear VLP Families,

Thank you for your patience as the Virtual Learning Program (VLP) staff continues to work to ensure that VLP students are able to access their classes and their teachers' Canvas courses. We have increased the number of staff members who will answer the VLP helpline (703-228-2471) and are working closely with families to resolve the challenges with schedules and accessing classes.

More information is available below:

► **How to Access Your Online Courses**

- Be sure you are connected to your home wifi ([iPad wifi support](#))
- All VLP teachers will create and maintain a Canvas course and homepage for their classes
- On the Canvas homepage for each class/teacher, staff will post their Teams meeting link
- Students should start every day in Canvas for all of their classes – this is where announcements are posted, as well as the virtual video-conferencing meeting link.
- Need to log in to Canvas or Microsoft Teams?
[iPad Canvas login](#) / [Canvas web login](#)
[iPad directions](#) / [web login](#) (email login is: STUDENT_ID_NUMBER@apsva.us)

► **Having Technical Difficulties?**

- Teachers can often help with student access to educational resources
- For scheduling concerns, or student account password issues please call the VLP Office at 703-228-2471
- For help with physical tech concerns, please reach out to Ron Crouse, Instructional Technology Coordinator at 703-228-2474 or use the [VLP Online Tech Support Form](#)
- On the VLP website, under [Technical Support](#), there are many comprehensive resources for online support of your device and the core instructional applications like Canvas, Teams, Seesaw, and more (the technical support pages can all be translated into other languages).

Middle and high school students who have incomplete schedules will have those issues addressed throughout this week. Students enrolled in online courses offered through Edgenuity and Virtual Virginia will receive emails from these providers this week about how to access these courses. Students should complete assignments for these courses during the period/block designated for the course as they receive them.

Thank you for your patience as we improve upon the delivery of instruction in this virtual environment. We are committed to supporting and engaging your students. We will continue to send regular updates regarding improvements and additional instructions as necessary.

Sincerely,

Verlese Gaither

Administrator, Virtual Learning Program

