



Technology Help



TROUBLESHOOTING STUDENT LOGINS



Student Login Information:

User: First.Last@student.pinecrestnv.org

Password: Student#

**This is the login for school-issued devices, Google Drive, Outlook, and Clever.*



Clever Login:

Visit pinecrestcadence.org > **Students** > **Clever** > Search for your school: **Pinecrest Academy of Nevada Cadence** > Log in with the student's login information from above

- [K-4th Grade Getting Started with Clever Video](#)
- [5th Grade Getting Started with Clever Video](#)
- [Secondary Getting Started with Clever Video](#)



Outlook Email Login:

If the Outlook app is not working or the app is not on the device, navigate to **outlook.office.com** on a web browser (Chrome, Firefox, Safari, Internet Explorer, etc...)



HP/LENOVO LAPTOPS: "Domain cannot be found" error

Make sure the device is connected to wifi. If the first step doesn't work, bring the device back to campus, connect to school wifi (IntellaWifi or Guest), and have the student login again. Open Outlook account and Google Drive to let everything re-sync.



CHROMEBOOKS: Wifi connection issue?

Restart the home router and the device. Try connecting to a personal hotspot. Please submit a help ticket if you receive an "Enterprise enrollment" error message.

PINECREST CADENCE ON-CAMPUS TECH SUPPORT HOURS

Secondary students can visit our on campus Tech Support, Ms. Sadee, on school days from 7:00-7:25 am or during their lunch in middle school room 201A.



PINECREST CADENCE TECHNOLOGY HELP TICKET

If you need support with a device or help with any account logins:

Click here >> >> [Technology Help Ticket](#) << << Click here