

De La Salle Santiago Zobel School

Alabang Campus - Ayala Alabang Village, Muntinlupa City, 1780
Vermosa Campus - Vermosa, Pasong Buaya II, Imus City, Cavite, 4103
+632-8771-DLSZ
www.dlszobel.edu.ph



Information Systems and Technology Services (ISTS) Department

Frequently Asked Questions on Next Generation Blended Learning (NXGBL) Technical Concerns

- | | |
|----------------------|---|
| ● <i>IT Support:</i> | <i>Monday to Friday, 7:30 AM to 4:30 PM</i> |
| ● <i>Email:</i> | <i>IT-helpdesk@dlszobel.edu.ph</i> |

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DLSZ Student Accounts

What is my DLSZ Student Account? How do I set it up?

Your student account is your **<IDNumber>@dlszobel.edu.ph**.

(e.g. *s2000123@dlszobel.edu.ph*)

It gives you access to:

1. Google Workspace (Gmail, Google Drive/Classroom/Docs, etc.)
2. Microsoft Office 365 (Office Apps, Microsoft Teams, etc.)
3. School Wi-Fi
4. Student Portal (<https://students.dlszobel.edu.ph>)
5. Canvas LMS (ALL LEVELS)

To set up the student account, follow these steps:

1. Log into the [Family Portal](#) - using your family portal account email and password (If you forgot your password, click this [link](#)).
2. Then change the password of your child's student account by following the steps under the heading below, "I forgot my password. How do I change my password?"

Note: Before using the student account initially or 30 minutes after changing the password, please update and test the account by logging on to <https://mail.google.com>.

If there is a welcome message, read it, and click *Accept*.

After logging in successfully, to make your account more secure, please enable 2-step verification by going to <https://myaccount.google.com/security>, scrolling down, and clicking 2-Step Verification.

I forgot my password. How do I change my password?

Your DLSZ Student Account password may be reset through the following methods

Family Portal

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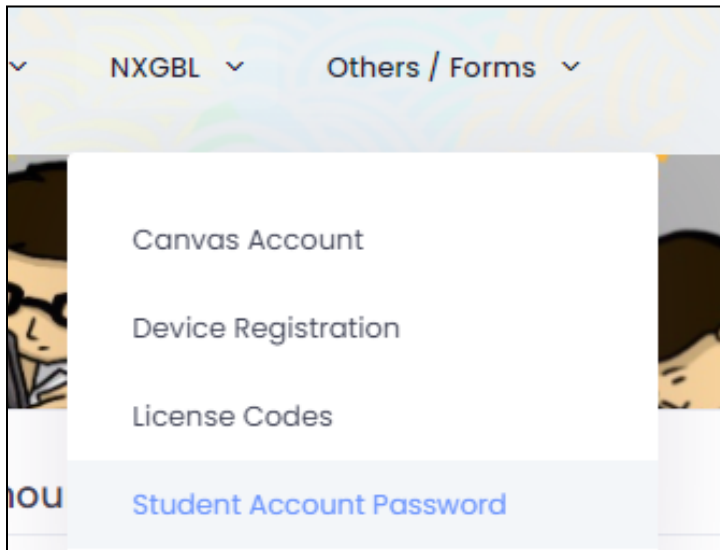


This should also be used if you forget your password.

1. Have your parents or guardians log in to their Family Portal account.

<https://family.dlszobel.edu.ph>.

2. Under the NXGBL section of the portal, click **Student Account Password**.



3. Select a student and enter a new password. It should have a minimum of eight (8) characters. **Note** that it may take 15 minutes before it can be used as our servers synchronize with Google and Microsoft servers.

DELA CRUZ, JUAN
S1234567

A Student's ZOBEL Account gives him/her access to the following:

1. School WiFi Network
2. G Suite account (Gmail, Google Classroom/Drive/Docs/Forms)
3. Microsoft Office 365
4. Student Portal

New Password ⓘ

Minimum password length is 8 characters

Re-type New Password ⓘ

Change Password

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Student Portal

1. Log on with your account to <https://students.dlszobel.edu.ph>.
2. Click on **Password Modification**.
3. Type in your current password, then your new password (2x for confirmation).
4. Click **Change Password**.

DLSZ Google Workspace

What can I do with my DLSZ Google Workspace account?

Your DLSZ Student Account is also a full-featured Google Workspace account with some premium features over regular Google accounts. It gives you access to:

- Gmail - Email
- Google Docs/Sheets/Slides/Forms - with real-time co-editing and collaboration
- Google Drive - cloud storage
Note: Starting 2022, Google will no longer provide unlimited cloud storage. A 20 GB storage quota will be enforced on all Student accounts. This 20 GB is for all Google services such as Gmail, Google Photos, and Google Drive. As an alternative, please use Microsoft OneDrive for large files as it still offers 1 TB of storage per DLSZ Microsoft 365 account.
- Google Classroom - class management / assignments
- Google Meet/ Hangouts - video conferencing and chat
- Google Keep - notes
- Google Calendar

How do I reset the password of my DLSZ Google Workspace account?

Every time you reset your DLSZ Student Account, your password for both Google Workspace and Microsoft 365 also resets. Please follow the instructions above, under ***I forgot my password. How do I change my password?***

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How can I protect my DLSZ Google Workspace account?

We strongly encourage enabling 2-Step Verification. This will greatly reduce the risk of your account being used by other people. You will need an Android/iOS/iPad mobile device or an active mobile phone number to enable it.

Starting January 1, 2021, all DLSZ Google accounts will need 2-Step Verification enabled to log in.

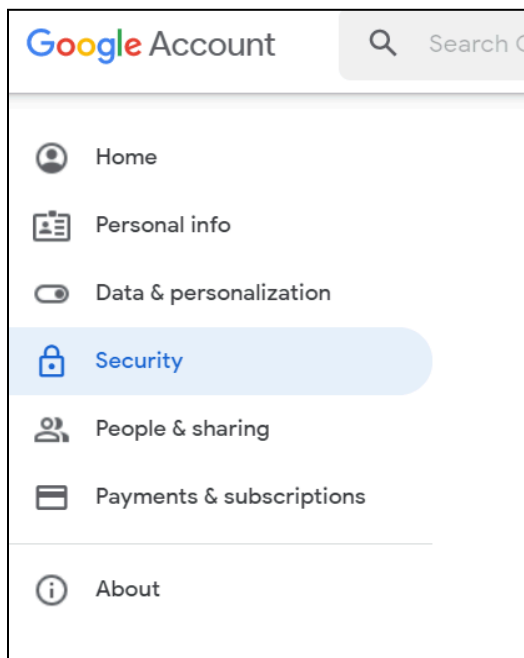
For more information: [Authentication Tools for Secure Sign In - Google Safety Center](#)

To enable 2-Step verification:

1. Log on to [Security \(google.com\)](https://security.google.com).
2. Click on 2-Step Verification.
3. Add at least two or three different verification methods. We recommend Google Authenticator, Voice/Text Message via Mobile Phone, and Google Prompts.

To ensure no unauthorized devices are logged into your account:

1. Sign in to <https://myaccount.google.com>
2. Click **Security**



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3. Remove any unknown devices listed under the section **Your Devices**.

How do I set-up my DLSZ Google email account on my MLD?

iOS Default Mail App

1. Go to Settings -> Mail, Contacts, Calendars -> Add Account-> Choose Google
2. Put your complete name, email, and password
Ex. email address: "s2000123@dlszobel.edu.ph"

If you've reset your password in the Family Portal (or through the ISTS Office), it may take up to 15 minutes for the changes to take effect in Google's servers.

Alternatively, you can download the Gmail app from the Apple App Store.

Windows / MacOS

We recommend using an updated browser (e.g. Microsoft Edge, Safari, Mozilla Firefox, or Google Chrome) to access your email via <https://mail.google.com>.

If you wish to use a dedicated email application (e.g. Outlook), you may refer to these instructions: <https://support.google.com/mail/troubleshooter/1668960?hl=en>

DLSZ Microsoft Office 365

What can I do with my DLSZ Microsoft Office 365 account?

Your DLSZ Student Account is also a Microsoft 365 A3 Account. It offers a collection of Microsoft products and services. This includes:

1. Office Online (Word, PowerPoint, Excel, and OneNote)
DLSZ's license agreement with Microsoft also allows students to install Office 365 on five (5) personal devices.
2. Microsoft Teams
3. Microsoft Class Notebook / Sway / Forms
4. OneDrive - 1TB of storage
5. Minecraft Education Edition - for Grades 5 and up

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We highly encourage the use of Microsoft OneDrive for storage of large files such as videos and presentations. Your DLSZ Microsoft 365 account gives you 1 TB or 1,024 GB of storage as opposed to your DLSZ Google Workspace account with only 20 GB.

For more information on Microsoft 365 A3: <https://aka.ms/EDU-Plan-Comparison>

How do I reset the password of my DLSZ Microsoft 365 account?

Every time you reset your DLSZ Student Account, your password for both Google Workspace and Microsoft 365 also resets. Please follow the instructions above, under ***I forgot my password. How do I change my password?***

Does my DLSZ Microsoft account allow me to install Microsoft Windows?

DLSZ is also subscribed to [Microsoft Azure Dev Tools for Teaching](#), which gives students access to Microsoft resources for software development, including test licenses for many Microsoft products.

For more info: <https://azure.microsoft.com/en-us/education/institutions/dev-tools-for-teaching-faq/>

Canvas - LMS

What is Canvas?

Canvas is a leading learning management system (LMS) that allows teachers to provide instructional support, class calendars, assignments, and resources for students in a safe online environment. Canvas has better capabilities than our previous learning platforms and has unique features such as Learning Commons, a section for sharing of materials, etc. Canvas will be an integral part of sharing ODL and blended classroom instruction.

For more information on Canvas: [Canvas K-12 LMS | K-12 Learning Management System \(instructure.com\)](#)

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How do I log in to Canvas?

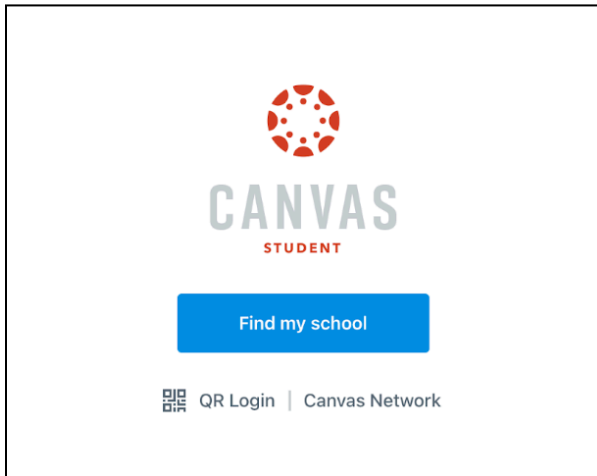
All enrolled students can log into Canvas through the following:

Windows / MacOS

1. Using any modern web browser such as Edge, Firefox, Safari, or Chrome, log on to:
<https://dlsz.instructure.com>
2. When prompted for your Google account, please use your official DLSZ Google Account (e.g. S2000123@dlszobel.edu.ph).

iPadOS / iOS

1. Download the Canvas Student app from the Apple App Store:
[Canvas Student on the App Store \(apple.com\)](https://apple.com/canvas-student)
2. When opening the app for the first time, tap on **Find my school**.



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3. Search for *DLSZ* and select **De La Salle Santiago Zobel School, Inc.**

A screenshot of a search interface. At the top left is a blue back arrow and the word "Back". At the top right is a red circular icon with a white star. Below this is a text input field with the placeholder "What's your school's name?". The input field contains the text "DLSZ". Below the input field are two search results: "De La Salle Santiago Zobel School, Inc." and "De La Salle Santiago Zobel School, Inc. (Parents)".

4. When prompted for your Google account, please use your official DLSZ Google Account (e.g. S2000123@dlszobel.edu.ph).

A screenshot of a Google sign-in prompt. At the top is the URL "dlsz.instructure.com". Below this is a "Sign in with Google" button. Below the button is a "Sign in" heading followed by "to continue to Canvas". Below this is an email input field with the placeholder "Enter your email" and the text "@dlszobel.edu.ph". Below the input field is a "Forgot email?" link. Below this is a paragraph: "To continue, Google will share your name, email address, language preference, and profile picture with Canvas." At the bottom left is a "Create account" link, and at the bottom right is a blue "Next" button.

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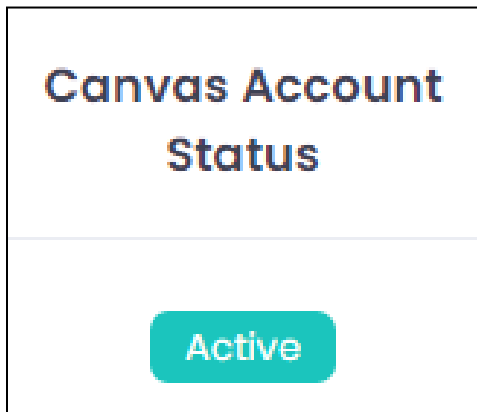


Can Parents log on to Canvas? How?

In Canvas, the Observer role can be used to enroll parents and guardians who would like to participate in a Canvas course. Observers may be able to view assignments, course events, grades, and receive important notifications for a student through the Canvas Web App or Canvas Parent Mobile App.

To sign up for a Canvas Observer account linked to your children:

1. Sign in to the [DLSZ Family Portal](#).
2. Click **NXGBL** > **Canvas Account**.
3. Ensure your child's Canvas account is **Active**.



4. On the sub-menu, click the **Observer List**.

Previously created Observer Accounts will be listed here. Up to three Observer Accounts are allowed per family.

5. Click **Add Observer Account**

6. Add in all the details required:

- a. Email address

Note: This serves as the observer account username. Please use a valid email address. Observer password reset links are sent through email.

- b. First Name
- c. Last Name
- d. Password

7. Click **Create Account**

For more information see [link](#).

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To log in to Canvas as an Observer:

Windows / Mac OS

1. Using a web browser, go to <https://dlsz.instructure.com/login/canvas>
Note: Logging in to <https://dlsz.instructure.com/> is only for Student and Teacher accounts. That page will only accept DLSZ Google Accounts. Parent/Observer accounts must use the special URL stated above.
2. Enter your Canvas Observer username and password.

Mobile App

1. Download and install the Canvas Parent App:
iOS / iPadOS: [Canvas Parent on the App Store \(apple.com\)](#)
Android: [Canvas Parent - Apps on Google Play](#)
2. Open the app and tap the **Find School** button
3. Search and select **De La Salle Santiago Zobel School, Inc. (Parents)**
4. Login with the Canvas Observer account you created.

Note: As of June 26, 2021, students have yet to be added to their respective Canvas Courses. You may encounter a warning screen from Canvas stating such.

I accidentally removed my child from my observer account How do I fix this?

1. Sign in to the [DLSZ Family Portal](#).
2. Click **NXGBL > Canvas Account**.
3. On the sub-menu, click the **Observer List**.
4. Below the observer account email with an issue, click the **Re-link Student Accounts** button.
This links all the active students in your Family Portal to the observer account.

How do I reset my Canvas account password?

Students

Your Canvas Account uses your DLSZ Google Account credentials to login. You may change your password either through the [Student Portal](#) or the [Family Portal](#).

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Parents/Guardians - Observer Accounts

Your Canvas Account password may be reset through the [Family Portal](#).

1. After logging in, click **NXGBL/ODL > Canvas Account**
2. Click on the **Observer List** menu button.
3. Click on **Change Password** for the Observer Account you wish to change.
4. Enter your new password (twice to confirm), then click **Save Changes**.

Modify Observer Account

Password

Password length must be at least 8 characters.

Re-type Password

SAVE CHANGES

CANCEL

Note: The **Forget Password** option found in the Canvas Parent app or Canvas website will not work for Observer accounts.

How do I add my Canvas Courses?

Almost all classes will be automatically added to your student accounts based on your grade and section. There is no need to add/join a Canvas Course, except for some special classes (e.g. clubs).

*Note: Only **published** classes will show up in the Course list in the Canvas mobile app.*

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What other apps are integrated into Canvas? What can we do with these apps?

Microsoft / Office 365

Your child's DLSZ Microsoft/Office 365 account services can be accessed through Canvas. There may be prompts to log in to Microsoft/Office 365 from Canvas.

Google Workspace

Your child's DLSZ Google account files can be retrieved directly through Canvas. There may be prompts to log in to Google from Canvas.

Images or updates are not loading in Canvas. What can I do?

1. Close all open applications and/or restart your device to free up memory for Canvas; or
2. Use Chrome or Edge browser; or
3. Log out of Canvas, clear the browser's history and data, and then close and open the browser to log into Canvas; or
4. Manually load each image by right-clicking each broken image icon, then select "open in a new tab" or "view" or "download" depending on the browser, then finally refreshing the browser quiz page (just navigate back to the quiz if ever you are directed away from it); or
5. If using an Apple mobile device, tap Settings, then scroll down and tap the Canvas app, then tap Allow Cross-Website Tracking to toggle it ON.

How do I register my device?

MLD Device Registration

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eBooks

How do I get my eBooks?

The Electronic Books (ebooks) for **Academic Year 2025-2026** for Grades 4 to 10.

Click to view the list of available titles: [E-Book List A.Y. 2025-2026](#)

Please note that there are no ebooks for Pre-K to 3, Grade 6, 11, and 12.

Below are the instructions for downloading the e-books, which are also viewable through the **Family Portal NXGBL section** after registering your device.

- [Abiva](#) - Grade 4
- [Aralinks](#) - Grade 5
- [FirstLight](#) - Grades 7, 8, 9, and 10

My ebooks only have blank pages. How do I fix it?

- Try deleting and then re-downloading the books.
- While in Bookshelf view, tap-hold the ebook, then press delete. Go to the Download view to re-download the books.

DLSZ Campus WiFi

How do I connect to the school's Wi-Fi network?

(for Grades 3 and up)

iOS Devices

1. Go to Settings -> Turn on the Wi-Fi
2. Connect to *DLSZ-WiFi*
3. Login with your username (ID Number) and Student Password.
4. If you are prompted with a Certificate, tap on Accept.

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Windows 10 Devices

1. Go to Settings -> Network & Internet
2. Turn on Wi-Fi.
3. Connect to *DLSZ-Students*
4. Log in with your username (ID Number) and Student Password

Where are the areas with Wi-Fi signals?

The school has more than 285 enterprise WiFi access points strategically placed on both campuses. All Grades 3 to 12 classrooms have one dedicated WiFi access point each. The rest are in key areas like the Canteen, Sports Pavilion, LRC, CLF, Vaugirard, CPA, and most public spaces.

MLD - iPad

How do I set up restrictions on my iPad? (Parental Controls)

1. Go to Settings ->General-> Restrictions
2. Enable restriction by setting a 4-digit passcode.
Note: There is no way to retrieve a forgotten passcode. To remove restrictions, you will have to restore the device to factory settings. This will delete all user data on your iPad.
3. After setting a 4-digit password, you can set restrictions.
4. If you wish to set website restrictions to "Limit Adult Content", always allow the website.
"notes.dlszobel.edu.ph". Apple's website restrictions do cause some issues with some legitimate sites.

For more information on iPad Restrictions, go to this link: <http://support.apple.com/kb/ht4213>

My iPad hung. What can I do?

Try a reset: Hold down the home button along with the power button until it turns off. Press and hold the power button again until you see the Apple logo.

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I cannot connect to Apple's App Store even if I'm connected to the Internet. What should I do?

This usually happens when the time and date of the iPad is incorrect.

1. Go to Settings->General->Date and Time
2. Turn on "Set Automatically" (This will synchronize the time and date.)

You can also close all the other open apps running on your iPad. Sometimes, the App Store won't load when many apps are running in the background.

How do I back up my iPad's files in iTunes?

1. Download iTunes from your computer www.itunes.com (Mac or Windows)
2. Connect your iOS to your computer using cable and open iTunes.
3. Click "Back Up Now."

You can also restore the data by clicking Restore Backup. We also recommend saving your files on your Microsoft OneDrive as it offers up to one (1) TB of online storage.

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I forgot my Family Portal Password

1. Kindly go to <https://family.dlszobel.edu.ph/login>
2. Click “Forgot Password”

DLSZ Family Portal
Sign In
Enter your username and password

Email

Password

Forgot Password ?

[Don't have an account?](#) [Sign In](#)

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3. Put the email address you use for Family Portal and the student ID number with “S” (s2000123)

DLSZ Family Portal
Forgotten Password?
Enter the registered email address and any student ID number linked to that account to reset the password

test@dlszobel.edu.ph

[s2000123](#)

[Submit](#) [Cancel](#)

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4. Click Submit.
5. A reset password link will be sent to your email address.

*If you wish to change your Family Portal email address, kindly email **family@dlszobel.edu.ph***