

Resources to Get Started at IDVA

K12 Support



K12 Customer Care

Call K12 Tech Support & Customer Support at 1.866.512.2273 or go to help.k12.com to chat with a representative. Let your teacher or counselor know if you experience technical issues.

We understand that computer or internet issues can happen from time to time! However, it's important to remember that students are expected to keep up with their course lessons and attend live online classes, even when technical challenges arise.

Please make sure to have a backup plan in place—for example, using a different device, connecting to a mobile hotspot, or visiting a local library or another location with reliable internet. Having an alternative ready will help you stay on schedule and avoid missing valuable learning time.

Computer/Technical Help



Is your computer K12 ready?

Our online school platform by K12 has several online components built into its lessons and tools. To use K12's program, you'll need a computer with an internet connection and free software programs, which you can download from the internet. For complete information on computer needs, [click here](#).

- [Google Chrome - Recommended Browser](#)
- [Internet Browser - Clearing Cache and Cookies](#)



K12 Printer Set Up

Microsoft Video Tutorials

- [PowerPoint](#)
- [Word](#)
- [Excel](#)
- [OneNote](#)
- [Outlook](#)



Disabling Pop-Up Blockers

For Chrome Browser:

1. Open Chrome and click the three-dot menu icon in the top-right corner.
2. Click **Settings**.
3. In the left-hand menu, click **Privacy and security**.
4. Click **Site settings**.
5. Scroll down to the "Content" section and click **Pop-ups and redirects**.
6. Select the option that says, "**Sites can send pop-ups and use redirects.**"



[How to update your time zone](#)



[How to Download Microsoft 365 Apps On Personal Device](#)

Snipping Tool

1. Opening the Snipping Tool:

- **Search:** Type “Snipping Tool” in the Windows search bar and select it from the results.
- **Keyboard Shortcut:** Press the Windows key + Shift + S to instantly activate the tool and initiate a snip.

2. Choosing a Capture Mode:

- **Rectangular Mode:** Select an area of the screen by dragging a rectangle around it.
- **Free-form Mode:** Draw a custom shape around the area you want to capture.
- **Window Mode:** Click on a specific window to capture its contents.
- **Full-screen Mode:** Captures the entire screen.

3. Taking the Snip:

- **Using the Mouse:** After selecting a mode, use your mouse to draw or click on the desired area.
- **Using the Keyboard:** In some modes, you can use the arrow keys (Shift + arrow keys) to adjust your selection.

4. Editing and Saving:

- **Clipboard:** The captured snip is automatically copied to the clipboard.
- **Paste:** You can paste the snip into applications like Paint, Word, or other programs that support image pasting.
- **Saving:** The Snipping Tool (especially the store version) has its own editor where you can crop, annotate, and save your snip as an image file (e.g., PNG, JPEG).

Quick References

- [**K12 Student Onboarding**](#)
- [**Setting Up LC & Student K12 Accounts**](#)
- [**Resetting Your User Name or Password**](#)
- [**How to Track Shipments**](#)

Attendance

- [Idaho Virtual Academy Attendance Policy 902.1](#)
- [Idaho Code § 33-202 Regarding School Attendance](#)
- [Idaho Code § 33-206 Regarding Habitual Truancy](#)
- [Idaho Code § 33-207 Regarding Educational Neglect](#)

If you have any questions about your student's attendance, please contact the Student Attendance Specialist, Bev Beals, at bbeals@idahova.org

Laptop/Printer/Materials

Computers: IDVA students can get a school computer. If you request a school computer, you will receive it within 7–10 days. Please click [HERE](#) to track your computer.

Courses & Materials

- **Grades K–8:** Students are placed in grade-level courses.
- **Grades 9–12:** Courses are based on graduation progress. Please make sure your student’s transcript is on file for [counselors](#) to complete course placement.
- All K–12 courses will appear on your student’s dashboard on their first day of school.

All course materials will be ordered and shipped after completion of orientation and will arrive within 5–7 days. Please click [HERE](#) to track your materials.

Student ID Cards

IDVA student ID cards are available for purchase. They can be ordered online. The cost is \$2.55 per card. Please note that the purchase of an ID card is optional.

[Order an IDVA student ID card >](#)

Other School Supplies

Just basic school supplies are recommended, such as pencils and paper.

K12 Student FAQs

How to support your student as a Learning Coach

- Learn about the [Learning Coach role](#).
- Learn how to [support your student in the online school](#).
- Review the [Getting Started guide for students](#).