



OneView Frequently Asked Questions

- What is OneView?
OneView is the district's new communication and collaboration portal.
- When will OneView launch?
July 1, 2016 is the official launch date for OneView.
- How do I access OneView?
 - While on the DCPS network, go to <https://oneview.duvalschools.org>. You will automatically be logged into OneView through Single-sign on.
 - Outside of DCPS, go to <https://oneview.duvalschools.org> and use your DCPS network credentials to log in.
- Who can access OneView?
All DCPS employees, students, parents, and community partners will have the ability to access OneView.
- What do I have access to in OneView?
OneView give users role-based access to the digital tools, resources, data and services necessary for their work.
- Can I access OneView from home?
Yes. OneView can be accessed anywhere there is access to the Internet.
- What is the preferred web-browser?
Google Chrome, Internet Explorer, or Microsoft Edge are the preferred browsers.
- Do I need to create an account?
 - DCPS employees and students access OneView with their district network credentials.
 - Parents and community partners need to create an account. If a parent/guardian has already created an account to access Focus, that account is the one that will be used to access OneView.
- Can I access OneView on my Smartphone?
Yes. OneView can be accessed on your Smartphone through a web-browser.
- What if there is a technical issue?
After basic troubleshooting (checking for the correct URL, log in credentials and browser), contact the Service Desk.
- How is OneView different from Focus?
OneView gives end-users role-based access to the digital tools, resources, data and services necessary for their work. Focus is the district's student information system.
- Is OneView taking the place of Focus?
No. Focus is the district's student information system and is one resource accessible through OneView.