

# Canvas Troubleshooting:

Updated 8/28/2020

## How do students log in to Canvas?

Students go to **lindaleisd.instructure.com** and sign in with their LISD Google login information. Students must type in their entire email address to log in. Student email addresses and passwords are in Skyward. The student's password is their five digit number with **lisd** in front. Ex: lisd12345

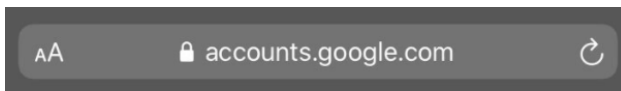
### **VERY IMPORTANT NOTE:**

**Students/parents who are using a personal device must be logged out of their personal Chrome/Gmail account** and logged into their student LISD account.

## How do students access Canvas on an iPad?

Students go to **lindaleisd.instructure.com** in the Chrome or Safari browser.

Students can use the Canvas Student app, but if they have any issues with the app, they should type **lindaleisd.instructure.com** in the browser (**Chrome works best for most online tools**) and use the browser version of the website.



## What if a student gets this error when logging into Canvas?



403. That's an error.

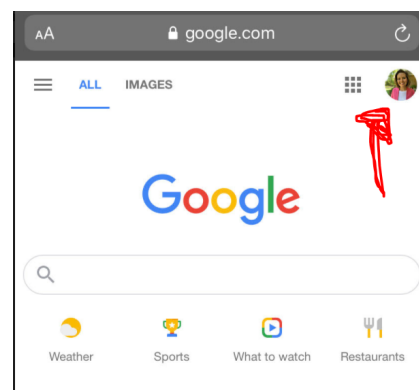
**Error: app\_not\_configured\_for\_user**

Service is not configured for this user.

▸ Request Details

That's all we know.

If students are getting the error to the left, then they are likely logged into Google Chrome under a personal Gmail address. They will need to go to Google, log out of their personal gmail account and log into their school Google account. They can log out of the personal email account by clicking on their picture in the corner of the screen. After logging into their LISD Google account, when they go to **lindaleisd.instructure.com**, they will be logged into Canvas automatically.



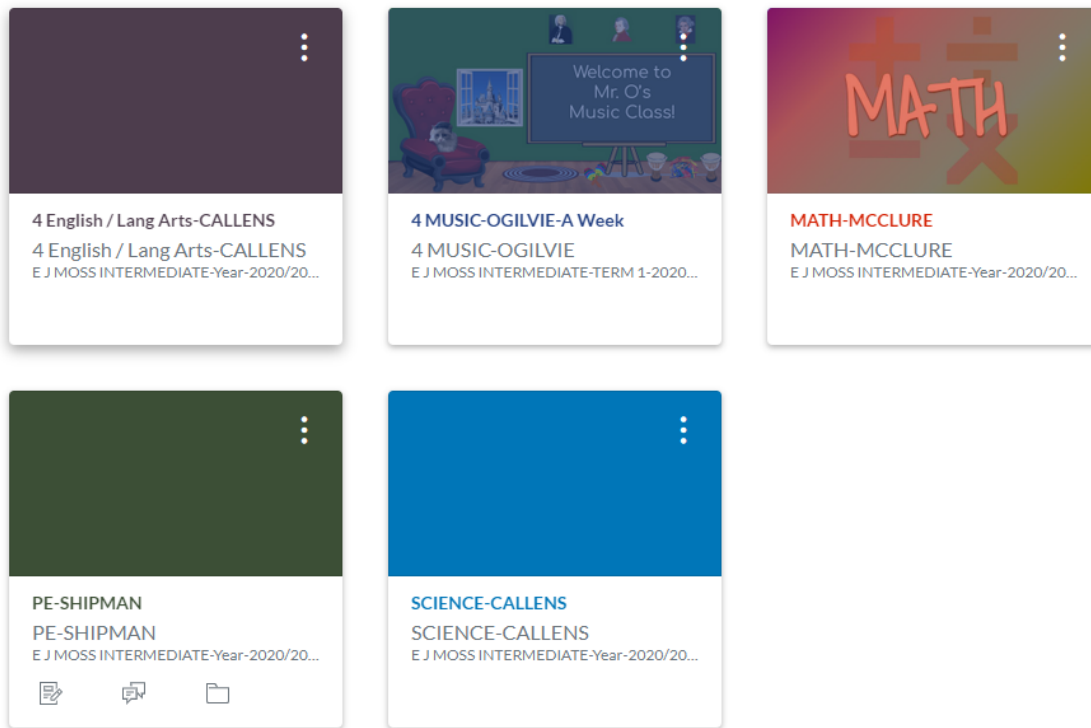
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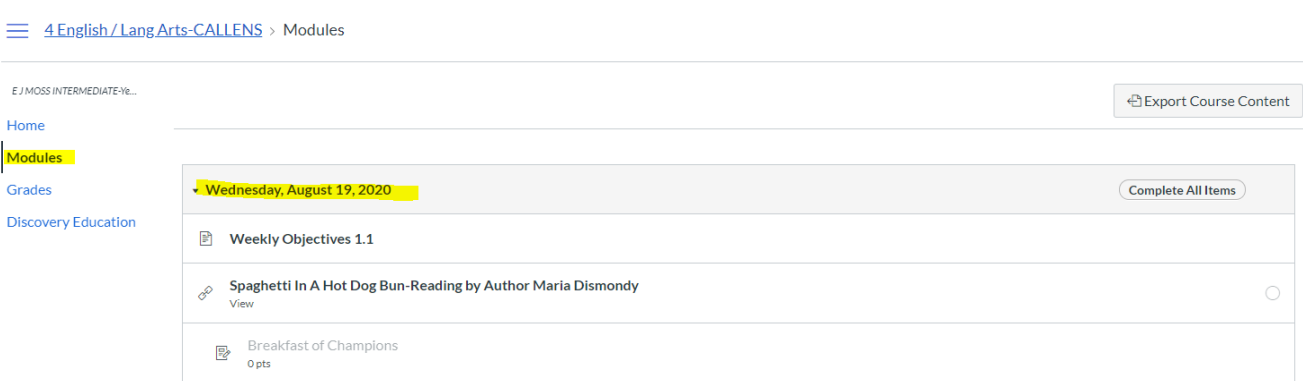
## What do students do when they log on?

Students should see each of their classes on their Canvas Dashboard (like below). If they are a virtual student, they should click on each class each day.

### Dashboard



Within the class, the student goes to Modules to find the day's lesson. Each day's lesson is clearly labeled with the day's date. **If the student cannot see the lesson for the day, they need to contact their teacher to make sure the teacher has published the day's lesson. Each day's lesson will be locked until the day it is assigned to be completed.**



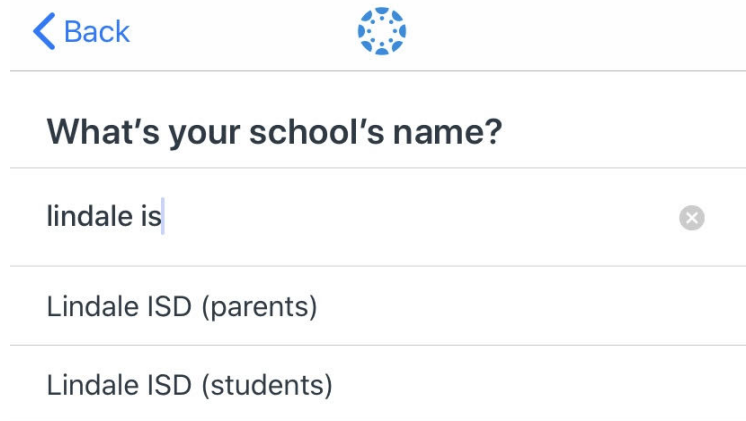
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## How do parents create an account and set up the Canvas Parent App?

[Instructions are on the Canvas for Families page on the website.](#)

When parents are setting up the parent app, they must choose **Lindale ISD (parents)**, NOT students.

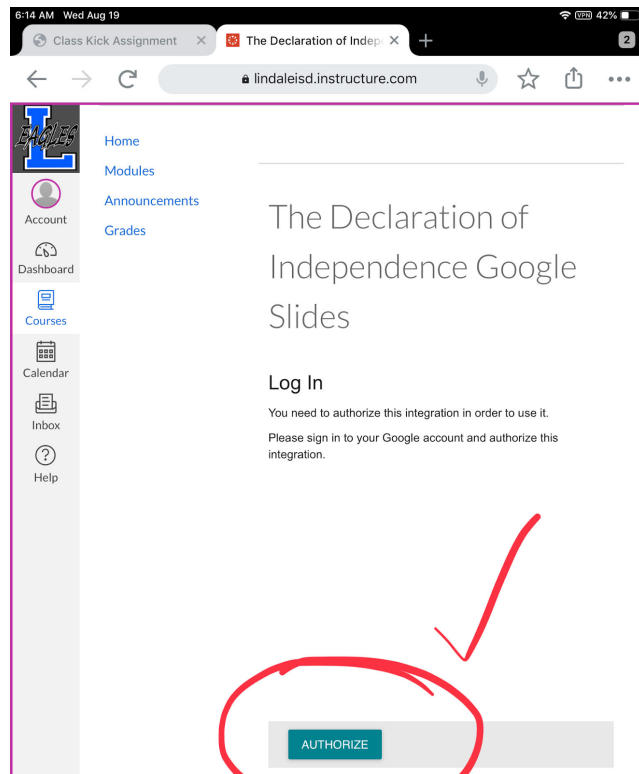


The screenshot shows the Canvas app setup interface. At the top left is a blue back arrow and the word "Back". To the right is a blue circular icon with a grid of dots. Below this is the question "What's your school's name?". A text input field contains "lindale is" with a small grey 'x' icon to its right. Below the input field are two radio button options: "Lindale ISD (parents)" and "Lindale ISD (students)".

Parents who get error messages within the app, may want to try deleting and redownloading the app.

## What does a student do if they are asked to authorize their Google account?

The student needs to click Authorize and allow Canvas to access their Google account.



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## What if a student says there is no text box for them to submit their answers?

After reading the instructions, the student needs to click the blue “Submit Assignment” button.

1st Day Station 8 Questions

Submit Assignment

Due Aug 19 by 11:59pm Points 0 Submitting a text entry box Available until Sep 4 at 11:59pm

Then, the text box for the student to type their answer will come up on the bottom of the screen.

Text Entry

Copy and paste or type your submission right here.

**B** *I* U A **A** *I<sub>x</sub>*

Comments...

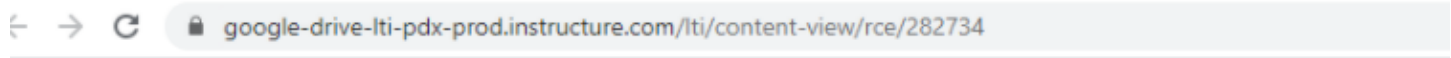
Cancel Submit Assignment

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## What if the student gets the following message when they click a link?

There is too much traffic online at that time. The student should let their teacher know that they are having issues **and** try the assignment later.

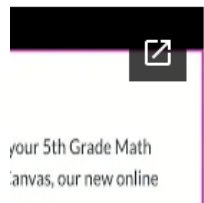


### **This website is under heavy load (queue full)**

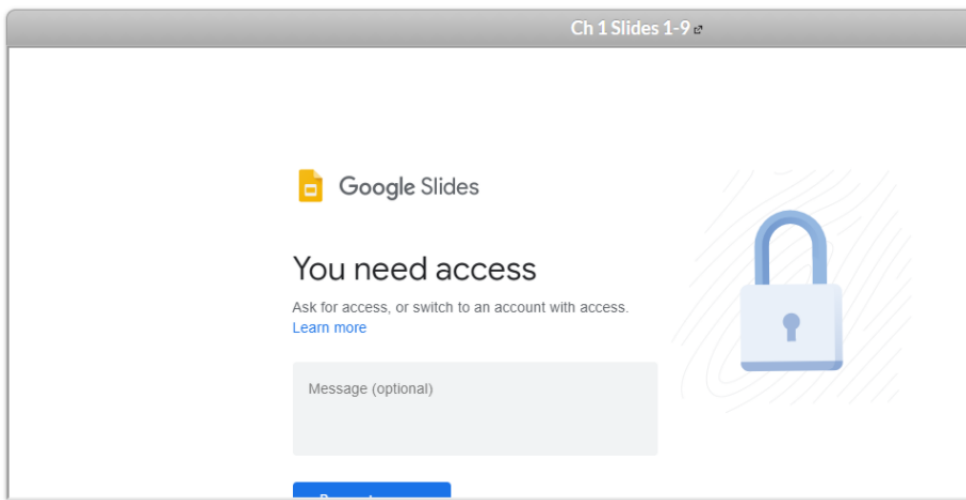
We're sorry, too many people are accessing this website at the same time. We're working on this problem. Please try again later.

## What if a student cannot open a video in Canvas?

Click on the button to open the video in Chrome. The videos work best in the Chrome browser.



## What if a student is unable to access a Google Doc or Slides?



The teacher needs to change the Share settings within the Google Doc or Slides so “Anyone with the link can view”. Please let the teacher know that you are unable to view the item.

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## What if a student assignment will not submit?

The student should power their iPad off and back on, then resubmit the assignment.