

# eLearning Troubleshooting Guide

*Reminder: All eLearning assignments are considered as school work and are graded as such. Students should give eLearning the same amount of effort expected as when learning at school.*

<b>Problem</b>	<b>Possible Solution(s)</b>
How to observe your child's Canvas courses (Strongly Recommended)	<ul style="list-style-type: none"><li>• <a href="#">Click to learn how to access</a></li></ul>
Student work is not posted by the teacher first thing in the morning.	<ul style="list-style-type: none"><li>• Check back later in the morning as teachers may be recording their live sessions to post to students at home.</li><li>• Elementary work will be posted by 10:00 am.</li><li>• Middle and High School work will be posted by 9:00 am.</li></ul>
Student is not sure of directions or what to do for an assignment.	<ul style="list-style-type: none"><li>• Be sure to access assignments through daily Modules (tap Current Work button on the course home page or Modules in the navigation menu), not the To-Do List.</li><li>• Be sure your student is accessing work on the correct date.</li><li>• Be sure your student has watched ALL posted videos/announcements and has read all posted directions.</li><li>• If the above steps have been followed and the student is still unsure, encourage the student to email their teacher for clarification.</li></ul>
Student submitted work in Canvas but were not given full credit and/or a grade is not posted in Skyward.	<ul style="list-style-type: none"><li>• Work submitted in Canvas does not automatically post in Skyward.</li><li>• Allow time for the teacher to grade and update scores in Skyward.</li><li>• Some parts of assignments posted in Canvas need to be graded by the teacher instead of by the automatic grader. Therefore, "partial" grades will be posted</li></ul>

	<p>until the teacher has had the opportunity to grade those assignments individually. <i>Defer to Skyward for final grades on assignments.</i></p> <ul style="list-style-type: none"> <li>• Check Comments for clarification.</li> </ul>
Canvas and Skyward grade averages are not always the same.	<ul style="list-style-type: none"> <li>• Skyward is our "official" grade book. There may be activities in Canvas that are not part of our overall grade.</li> </ul>
In general, things aren't working (i.e. Cannot access external tools such as Nearpod, Edpuzzle, or Flipgrid. Assignments using these tools can not be submitted.).	<ul style="list-style-type: none"> <li>• Do not use the Canvas App. Go to Canvas through the school's web page. <a href="#">Canvas</a></li> <li>• If Canvas still doesn't open, try using a different web browser such as Google Chrome or Safari.</li> <li>• Be sure the iPad is updated.</li> <li>• For external tools (Nearpod, Flipgrid, Edpuzzle) more time might be needed. Work on something else and come back to it.</li> <li>• Attempt turning off and restarting the device.</li> </ul>
Cannot submit Google Cloud assignments.	<ul style="list-style-type: none"> <li>• Be sure your student is logged on to his/her school Google Account. Home or parent Google accounts cannot access work assigned through school accounts.</li> </ul>
Cannot access or watch posted videos.	<ul style="list-style-type: none"> <li>• Try "in general, things aren't working" steps.</li> <li>• Be sure your student is logged in to his/her school Google Account.</li> <li>• If using an at-home device (not a school issued device), parent wi-fi controls might need to be adjusted.</li> <li>• Be sure all extra tabs are closed.</li> <li>• Try accessing through a browser instead of the app.</li> <li>• Attempt turning off and restarting the device.</li> </ul>
Cannot submit work through Notability.	<ul style="list-style-type: none"> <li>• Students must have the Canvas app in order to submit work through Notability. Swipe out of all apps, open Canvas, then</li> </ul>

open Notability and try again.