

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.

Problem	Possible Solution(s)
How to observe your child's Canvas courses (Strongly Recommended)	<ul style="list-style-type: none">• Click to learn how to access
Student work is not posted by the teacher first thing in the morning.	<ul style="list-style-type: none">• Check back later in the morning as teachers may be recording their live sessions to post to students at home.• Elementary work will be posted by 10:00 am.• Middle and High School work will be posted by 9:00 am.
Student is not sure of directions or what to do for an assignment.	<ul style="list-style-type: none">• 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.• Be sure your student is accessing work on the correct date.• Be sure your student has watched ALL posted videos/announcements and has read all posted directions.• If the above steps have been followed and the student is still unsure, encourage the student to email their teacher for clarification.
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">• Work submitted in Canvas does not automatically post in Skyward.• Allow time for the teacher to grade and update scores in Skyward.• 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

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

open Notability and try again.