CANVAS

LEARNING MANAGEMENT SYSTEM

TCSS
Troup County School System
Your Future Starts Today

FREQUENTLY ASKED QUESTIONS ABOUT CANVAS

THIS LIST OF FAQ'S WILL CONTINE TO BE UPDATED BASED ON FAMILY QUESTIONS DURING THE CANVAS TRAININGS AT CENTRAL OFFICE

1. **What do we do when the screen turns gray and a frowny face appears in the middle of the screen?** Look to the upper left-hand corner of the screen. Sometimes the link minimizes there. Click on the link to open it back up again.

2. **Canvas is moving very slowly for us at home. Is this normal?** Yes, there are times that Canvas does move slowly. Many people are trying to utilize this system right now.

3. **We have had our Chromebook this summer, and it is moving slowly.** Your Chromebook needs to restart to update. Either shut it completely down or restart it so that updates can take place.

4. **Who is the best person for us to contact with Canvas questions?** Starting with your child's TEACHER is the best place to start. Please keep in mind that teachers may not be able to respond back to you immediately. Another helpful tip for those of you who are getting the same message on your device is to take a screenshot of the message or a picture of it, and send it to your teacher. That will help the teacher know how to troubleshoot the problem. It is also very helpful to let the teacher know the name of the assignment and the specific error message, as well.

5. **My child's course averages in Canvas do not match their course averages in Infinite Campus. Which ones are right?** Please use Infinite Campus for all student course averages. The averages in Canvas are not correct.

6. **I don't see everything I need to see on the computer screen when I open a course page. What should I do?** Be sure you scroll down all the way on the page. Some content is listed at the bottom of the page.

7. **When submitting assignments, how do I know it was submitted?** Once you submit your assignment, if you look at the GRADES tab, there should be an icon of some sort by that assignment if you have submitted it correctly. If you see a dash there, it was not

submitted. Also, on the calendar tab, if you submitted the assignment, the assignment will be crossed out on your calendar.

8. **When my child opens his Chromebook, there are several tabs across the top of the page. Can we close those tabs?** The four tabs will be helpful for certain assignments your child may be doing. Leaving the four tables open will save you time and effort in the long run.

9. **Why are some assignments locked in the course?** Teachers will unlock assignments as instruction in the classroom takes place. If an assignment is locked and the due date has passed or is today, please email your teacher about this.

10. **When I look at the course calendar, some assignments are not listed on the calendar. Why?** If the teacher does not set a due date, the assignment will not show up on the calendar. A better way to view assignments due is to click the "modules" tab in the course to see the list of assignments due.