

**CANVAS  
LEARNING  
MANAGEMENT  
SYSTEM**



Troup County School System  
Your Future Starts Today

**FREQUENTLY ASKED  
QUESTIONS ABOUT CANVAS**

**THIS LIST OF FAQ'S WILL CONTINUE 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 tabs 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.
11. **I know when I have Canvas questions that my child’s teacher is the BEST person to contact. However, what is the BEST WAY to contact that teacher?** If you message the teacher in Canvas using the inbox option, he/she will immediately know the course details needed to help answer your question(s). If you email your child’s teacher, please be sure to include the course details, the assignment details, and any other details that will help answer your question quicker.
12. **Is it important to power OFF our Chromebook often?** Yes, that is very helpful. The Chromebook needs time to shut down. A good habit to get into would be to power it OFF each night while you charge it for the next school day.
13. **My Chromebook is “freezing” on certain screens and not pulling things up correctly.** Try restarting your Chromebook when this happens. This may help.
14. **Does the CANVAS parent app have notifications like Infinite Campus?** Yes, it does. You can set your notifications to best meet your needs as a parent.
15. **When are the Chromebook repair days for virtual students?** Repair days for Virtual Students are Tuesdays from 8:00 am-12:00 pm, Thursdays from 1:00 pm-4:00 pm, and Fridays from 1:00 pm-3:00 pm.
16. **What if my child is a traditional student and needs a Chromebook repaired?** Your child should take his/her Chromebook to the school media center for repairs.