

Parent/Student/CVS Support Q&As

Canvas – Student tips

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Canvas – Using FLVS/ CVS curriculum

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Canvas – Parent (Observer)

1. [I cannot see all of my child’s classes, but my child can, but under “All Courses.” The course I cannot see is listed in her “All courses” area under “Past Enrollments.”](#)
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Zoom Tips

1. [I am getting prompted for a passcode when I try to join my teacher’s class. What should I do?](#)
2. [My microphone/sound is not working in a Zoom session on my PC. What do I do?](#)

Canvas – Student tips and Answers

1 and 2. *What should students do if they do not have the “edit tools” when they work on assignments?*

- On an iPad: Students need to make sure they are on the latest iOS. Tap Settings – On right side, look under “About.” It should be on at least iOS 13. If not, tap the back arrow, and choose Software Update on the right side.
- In CVS (FLVS) curriculum, the student needs to log into Canvas first (Student app). They will choose “Open in Safari.” In the modules – usually on the last page is the assignment (Printer icon). Choose the up arrow and then Markup. This opens the iPad’s built in mark up tools. When finished, students can choose “Done” and save the file to their iPad, or click the up arrow and submit through the Canvas app. The student will have to choose the correct course and assignment when submitting this way.
- If teachers are asking students to complete PDFs that the teachers have uploaded, students can use the native (built into) Canvas edit tools. Students should tap the link for the PDF in Canvas. The PDF will open up in the app, and then the student would tap the Pen icon on the top of the page in the Canvas student app. Their work saves automatically. Students can submit directly to the assignment within Canvas. Not that this only works for PDF files. It does not work for other types, e.g., doc or docx (Microsoft Word document types).
- Students should log in through the Canvas app rather than Classlink to get the option to open it in Safari and then Mark Up a document (from the iPads “Open in” up arrow option).

3. *What should students do if they cannot log in to Canvas?*

- Make sure they are following the instructions on [this sheet](#). Use Method 2 – log directly into Canvas. Students need to know (and use) their username and password. The instructions are at the top of that sheet. Student do **not** need to use “log in using ADFS.”

4. *I attend WTI as a student. What is my login information?*

- a. WTI student login info is the same as the one for CCSB students except it is the last 4 digits of the student number. The Password is the same St format as well. The portal /process for logging into Canvas is the same as other CCSB students.

5. *I am missing courses when I look in Canvas -what do I do?*

- a. Have the student log into the Canvas app. On the left side in the Dashboard (that page that opens first), students can tap the “All Courses” link. Some courses may be in there as Unpublished or the student may not be rostered correctly. Students or Parents should reach out to those teachers.

6. *I can see all of my classes, but under “All Courses” I see one course under “Past Enrollments.”*
 - a. The student or parent should contact the teacher stating that the course is showing up under “Past enrollments.”

7. *I don’t have the Files app on my iPad. What do I do?*
 - a. It might be a couple issues:
 - i. Make sure the iPad is on the latest iOS.
 - ii. Install an app that uses storage: Pages, Numbers, Google Drive, etc. This will allow the app to “create” the Files – “On my iPad” - option.

8. *I updated my iPad iOS, but in Canvas, I am not seeing things that I should even though I am logging in directly. For example, my quizzes do not show the questions – only the answers. What is going on?*
 - b. Try reinstalling the Canvas app from Self Service. Most likely the app is on an older version. You can find what version of Canvas you are using by logging into the Canvas app, tapping the three lines on the top left, and looking at the bottom of that window – It will look something like: **v. #.#.#**

9. *When I open Canvas and tap “Find my School” I cannot find it. Why?*
 - a. You need to search for citrus, not your school. Type in citrus and choose “Citrus County Schools – Teachers and Students.” Students will sign in using their username and password.

10. *In the Canvas app, I can click and see the different modules, but I cannot see or submit any assignments. I occasionally get the message that I “do not have permission.” What could be happening?*
 - a. The Canvas app has the option to “Change User.” It could be that your parent or guardian logged into the app with their information. In the Canvas app in the Dashboard view, tap the three lines in the upper left corner and check the name at the top. Verify that no one has signed in using the “Change User” link about halfway down.

11. *Should I log into Canvas Student app or go through Classlink and then into Canvas?*
 - a. The answer depends on what you need to do, and what device you are using. If you are using an iPad, you are almost always better going through the Canvas Student app first. Both Classlink and Canvas have their own website portals that will work - independent of the apps – on a computer. The websites for each:
 - Classlink: <https://launchpad.classlink.com/citrus>
 - Canvas: <https://citrus.instructure.com>

See the table below for some specific examples:

What does the student need to do?	Log into the Canvas Student app FIRST <i>(Student should always turn the iPad sideways for the best experience.)</i>	Log into Classlink FIRST
<ul style="list-style-type: none"> • Use the read aloud tools and other functionality built into the CVS (FLVS) curriculum & content 	<p style="text-align: center;">X</p> <p><i>(Allows the use of Safari, which is necessary for read aloud – primary grades - and other tools.)</i></p>	
<ul style="list-style-type: none"> • Annotate on a PDF assignment that the teacher has uploaded into a Canvas Assignment 	<p style="text-align: center;">X</p> <p><i>(Allows the use of Canvas' built in editing tool rather than the iPad's Mark Up tool)</i></p>	
<ul style="list-style-type: none"> • Work on iReady 		<p style="text-align: center;">X</p> <p><i>(Student should not open the iReady app on the iPad home screen)</i></p>
<ul style="list-style-type: none"> • Work on Edgenuity 		<p style="text-align: center;">X</p> <p><i>(Student should not open the Edgenuity app on the iPad home screen)</i></p>
<ul style="list-style-type: none"> • Reserve a time for parent conferences that the teacher has set up using the Canvas Calendar Scheduler 		<p style="text-align: center;">X</p> <p><i>Reserving times is not currently available in the mobile version (Canvas Student app). The student must go through Classlink first and then click the Canvas tile for this feature, opens their Calendar, and then clicks "Find Appointment" on the right side.</i></p>
<ul style="list-style-type: none"> • USA Test Prep* 	<p style="text-align: center;">*see below</p>	<p style="text-align: center;">*see below</p>
<ul style="list-style-type: none"> • Use Google Drive & Google Apps** 	<p style="text-align: center;">**see below</p>	<p style="text-align: center;">**see below</p>

*USA Test Prep does not require logging into Classlink first. The students should get their username and password from their teacher. If the teacher does not have it, the teacher should contact Deb Dumas.

**The student can open the Google Drive app directly and log in using their @citruschools.NET account. Since Classlink is associated with their @citruschools.ORG account, they will not be able to sign into anything Google-related through Classlink. To best use Google Docs, Slides and Sheets, the student should install the app(s) from Self Service on the iPad.

Canvas – Using FLVS/ CVS curriculum and Answers

1. *FLVS videos and interactive assignments are not playing/working. What do I do?*
 - a. Have students log into Canvas directly through the Canvas app. They should then turn their iPads sideways (landscape rather than portrait). When they open the curriculum, they students should be prompted to open it in Safari. They need to allow this. The buttons and functionality should be there. If it does not, the videos/module may not work correctly on the iPad.
 - b. If you get a message regarding “Flash” – Flash does not work on an iPad. The student should use the text version instead in these instances.

2. *I get the message: **Iti.flvsgl.com – Oh No! It looks like your browser doesn’t support audio recording. To continue switch to another browser or open your computer’s audio recorder.** What do I do?*
 - a. The activity requires a microphone and the user recording something. The functionality for this does not work on the iPad. I have tested through Classlink-> Canvas & also directly into Canvas -> Safari. Does not work. Must be a limitation of the FLVS curriculum device requirements. From what we have heard, the recording that it wants the student to do is FLVS-based & either for the student’s benefit, or sent to nowhere our teachers would be able to hear it. The recording aspect of it probably WOULD work if the end user has a computer/mic/or headset setup.

3. *I get a message when working on activities and modules that my Flash player is out of date on my iPad? What do I do?*
 - a. The majority of the FLVS curriculum used by CVS uses HTML5 (which DOES work on iPads), but not all. Flash does not work on iPads. If there is no other way to work on the assignment (on a computer for example), the student will not be able to complete the assignment/activity as intended if it uses Flash. Most of these assignments/activities have a “Text -based” option, so students using iPads should choose that in these cases. The student should also inform the teacher and let them know. This appears to happen most frequently with middle school PE curriculum and some ELA materials. Other areas are affected too, but to varying degrees.

4. *The M/J Comprehensive Science I class is not loading correctly in Canvas on the iPad. What do I do?*
 - a. (From Canvas): “When viewing Canvas through a browser on the iPad, the LMS (the Virtual content) uses up a lot of screen real estate, leaving the lesson iframe in a very small state. As a result of the small iframe, the course displays the interactive text version. This is the expected behavior for smaller screen sizes.
As noted, **using the Canvas app, instead of the browser**, allows students to open the lessons in a full browser window, which then provides enough space for the interactive content to display correctly. If you do not want users to go through the app, then in the

browser they can use the arrow found at the very bottom of the left navigation bar to minimize the side navigation. That has allowed the interactive noted in MS Science I to display correctly. Alternatively, you could set your lessons to open in a new tab/window, but that would require you to touch all links in a course, and it would essentially do the same as the iPad app.”

Canvas – Parent (Observer) and Answers

1. *I cannot see all of my child’s classes, but my child can, but under “All Courses.” The course I cannot see is listed in her “All courses” area under “Past Enrollments.”*
 - a. The student or parent should contact the teacher stating that the course is showing up under “Past enrollments.”

2. *Whenever I try to sign up for a Canvas account as a parent, I am taken to the Classlink sign in page?*
 - a. Parents do **not** log in on the same site as students - parents need to go here: <https://citrus.instructure.com/login/canvas> and choose “Parent of a Canvas user?” link In the top right to sign up for an account.
 - b. Parents should sign in here as well if they are having issues with the Canvas Parent app.

3. *The Parent app on my android phone gives me an “unexpected error” / doesn’t show all my children / some of my children’s classes are missing. What can I do?*
 - a. The Parent App is designed by Canvas, not Citrus County Schools, so there is very little we can do in terms of functionality. Some [app reviewers](#) suggest setting the parent account up using the web first, adding their children and then installing the app. If that does not work, follow the steps below:
 - b. The error message/missing classes/kids appears to happen relatively frequently. During support chats and calls (and emails), the tech always recommends that the mobile OS is up-to-date, and the app is reinstalled, so try this first. If this does not fix the situation:

- c. Go to the Citrus County Parent Portal for Canvas:
<https://citrus.instructure.com/login/canvas>. Log in here and see if all your children and classes show up. If not:
 - d. Click on the Help link on Citrus Canvas Parent Portal page
(<https://citrus.instructure.com/login/canvas>) and from there the parent can access other resources. If this does not help:
 - e. In a pinch, you can use the Canvas **Student** app (the same one your child uses), but **do not forget to log out (Change User) when finished**. In the Canvas Student app, tap the three lines in the top left corner in the Dashboard view and choose Change User. You can sign in with your Observer information this way. **Remember to sign out**. Your child will not be able to submit any work or take quizzes if not logged in with their account.
 - f. Try reinstalling the Parent app/going through the web portal again after a day or 2 to see if the situation is fixed.
4. I forgot my password for Canvas Parent (Observer). How do I reset it?
- a. Go to the Citrus County Parent Portal for Canvas:
<https://citrus.instructure.com/login/canvas>. Underneath the username/password area is a "Forgot Password" link. You should receive an email to the account on file with instructions. If you cannot find it, be sure to check all your email folders including Spam. Follow the prompts in the email to reset your password.

Zoom Tips

1. *I am getting prompted for a passcode when I try to join my teacher's class. What should I do?*
 - a. The Zoom session should not prompt you for a passcode; however – if it does – you need to contact the teacher and have them provide it to you.
2. *My microphone/sound is not working in a Zoom session on my PC. What can I do?*
 - a. There are a variety of possible scenarios surrounding this issue, and many of them vary depending on the device you are using. [Check out Zoom's troubleshooting page for sound issues](#). This page covers most major operating systems and devices.