

Help with Canvas:

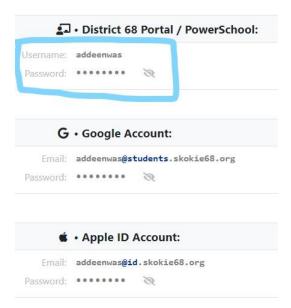
<u>IF Kids are having problems with their iPad</u>, not the Canvas App but their iPad, the student can use another device - a laptop, a phone, a computer at home - to go to <u>skokie68.instructure.com</u> and sign in that way. [Share/use <u>skokie68.instructure.com</u>]

IF iPad is fine, but Canvas app is BAD:

- Possible Problem: Students are not signing into our district site. They need to open up
 the app, and they will be prompted to "Find My School". Then, they type in "Skokie" in
 the search box. Then "Skokie School District 68" will pop up. They tap "Skokie School
 District 68" and they're good.
- Students might not remember their passwords. Jennie sent out directions for you to be able to view those, but students can view their own information using this new "app" on their iPads. It looks like this:



The info they need in the app is highlighted below. Kids can just touch the username and the eye next to the password and the information will be copied so it can be pasted:



• The Canvas app isn't working. They can delete the Canvas app by holding down on the app (NOT tapping, but keeping their finger on it) and hitting the "x" to delete. Then, Canvas can be reinstalled through Self-Service.

