

PARENT Canvas and TECH RESOURCES:

Below are Canvas resources and a list of chromebook quick fixes to help you with your Canvas and tech questions while your students work virtually at home:

Please contact the librarian at Carver at cmcguane@spsmail.org or 523-6840 for additional questions or chromebook help!

Canvas:

Parents can access Canvas by going to <https://www.sps.org/> then clicking Canvas under Quick Links on the right side of the page.

Login ID: parent's last name.first name
Password: Parent's home access password
(Please contact the office if you need your password reset.)

***As a parent you can be an observer for your student in Canvas courses. You may also ask your student to log in and check look at assignments as they work.** If you need assistance with resetting a password for Canvas please contact Ms. Mc Guane or the IT Helpdesk.

Directions on navigating Canvas:



https://drive.google.com/file/d/1yw_ebD0EACWPmIW5XfYKsP_SK23yARtZ/view?usp=sharing

Quick Tips for Parent Canvas Access

https://docs.google.com/document/d/1G2yKY4iv8XOF9LbS_xM8SY8xUTfLM4mHq8qiCERLZF8/edit?usp=sharing

Understanding Canvas notifications:



https://drive.google.com/file/d/1-lWhoBCrgeqUU_OVRwQRe7zz-1cfjtnM/view

- For students in fully virtual, please contact Fueled by Launch office at 417-523-0417 or email them at support@fueledbylaunch.com to help with assignment, schedule, or Canvas questions.
- If you need internet access or help, please contact cmcgwane@spsmail.org at Carver.

Google/Chromebook issues

- Logging into a Chromebook:

**ALL PASSWORDS WILL BE RESET FOR ALL STUDENTS ON MONDAY,
8/24/2020**

Username: student ID #

Password: this is usually the students lowercase first initial, lowercase last initial, full birthdate, !

(Example: sc12252005!)

- If a student is logging into Google Drive through a device other than their Chromebook they will be prompted to log in using their ID#@sps.org, then to enter their password.

Chromebook tips, tricks, & fixes:

- Please contact the librarian at cmcguane@spsmail.org if you need assistance after trying these quick fixes.



<https://drive.google.com/file/d/1A6FkkAv3hU1xKHWjMEIZb2JqgJ7K2Y5I/view>

- When logging into a Chromebook, if you see a yellow triangle next to the students name when trying to log in, follow these instructions:

Yellow Hazard Triangle at Login



1. Click the arrow in the upper right corner of the login box
2. Select Remove this User
3. Click on "Add Person" in the black task tray on the bottom left of screen
4. Login again

- **Clearing Cookies and Cache:** This needs to be done if webpages don't load. Here are the instructions:
<https://docs.google.com/document/d/1aVPhMLZSEyzxREH2tQWzQWYY7tKZIZPzUykiNpjCzSI/edit?usp=sharing>

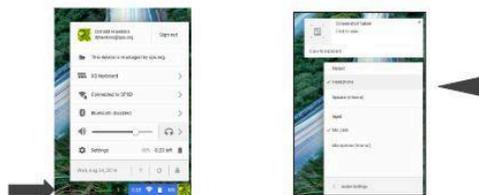
- **Trackpad stops working, keys stop working, screen is shattered, lines appear on screen:**

This will require repair. Get the device in for repair.

- **The Chromebook won't turn on:**
 1. Is it charged? (White light when plugged in indicates it's charged)
 2. Make sure both pieces of the charger is connected properly.
 3. Try to charge the Chromebook in a different outlet.
 4. Is the Chromebook plug plugged into the side of the Chromebook with the charging icon?
 5. Hold down the power button for at least 30 seconds, then let go.
- If the device still doesn't turn on you will need to contact cmcguane@spsmail.org or 523-6840 about repair and getting a loaner.
- **The screen is very dark and you can see a faint image:**
 1. Try to turn up the brightness
 2. If the screen doesn't get brighter you will need to contact the school office about getting the device in for repair and getting a loaner.
- **Headphones don't work:**

Enabling Headphones

1. In the bottom right corner, click on the taskbar with the clock in it
2. In the Box that pops up, select the options arrow to the right of the speaker icon as shown
3. **With a pair of headphones plugged in**, select headphones. Make sure it is checked and headphones should now work.



1. Try the headphones in a different device and make sure the issue isn't with the headphones themselves.
 2. Check the address bar and see if a red x appears. Sometimes you need to give permission for the audio or visual to work.
- **Camera doesn't work:**
 1. If you are seeing a message that says "camera not connected" and the camera is essential to your student completing work or connecting with a teacher then get the student's device in for repair.
 2. Be sure to have your student fully power the device off from time to time. This will allow the device to update when needed.

Uploading Google Docs or Slides in Canvas is not working:

https://drive.google.com/file/d/1T9LdniluBbdI2R_NRy6BkyFASrRiPlGF/view