Login Instructions/Troubleshooting Math

Logging In- Math courses are in Canvas ([VIDEO](#))

- Login to UOS dashboard (if logging into Edgenuity, students won't see their class)
- Click LAUNCH on the math course tile - this will launch Canvas
- In Canvas - leave in Card View and select the math course card
- Click on MODULES on the left in the navigation bar and work through the course in order. *****DO NOT WORK from the TO-DO LIST*****

Troubleshooting

Canvas - dashboard that won't load

- Is the student running the [latest version of Chrome](#)?
- Try [clearing your cache](#) or [deleting browsing data](#)
- Try resetting Chrome
- If on a Chromebook, make sure Chromebook is updated
- Try signing into your school account on an incognito window. [How to LINK.](#)

LTI Error when trying to view Edgenuity content

- If they were added today, it will sync overnight and they'll be able to see it tomorrow

Why students may be stuck:

- Didn't work in order of the modules - **make sure not working from To-Do list**
- Didn't complete the requirement for a specific assignment - for example:
    - View or Submit
    - Mark as Done
    - Score at least 60%

Proctorio Extension for assessments

- **Students must be working on a computer** - chromebook, laptop, desktop. Proctorio DOES NOT work with iPads or mobile devices.
- If there are connection issues try the following:
    - All of the suggestions in the **Canvas** section listed above
    - Uninstall and then reinstall Proctorio
    - Use a different device (some non-UOS, school issued chromebooks block the extension)