



## Capistrano USD Canvas **FAQs - Students and Families**

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### Login Issues

**Why can't I login to Canvas?**

- Are you using your @capousd.org username and password? If your child does not remember their Capo username it is usually their graduation year, last name, first initial, middle initial @capousd.org and password is their 7 digit id + a. If they do not know their student username and id, then you can look on your parent portal in Aeries for this information.

#### **Why is the page blank?**

- Make sure you are NOT using Internet Explorer as your browser. You can search for “How to change my default browser.”
  - If you don’t want to change your default browser, then open Google Chrome and copy and paste the link instead of clicking on it: <https://capousd.instructure.com/>

### **Assignments (Grades)**

#### **Where can I find my assignments?**

- Students can find their assignments in modules or on the right-hand side under “To Do”

#### **How do I know if I have finished all of my assignments?**

- [Click Here](#) to see a video that will show you how to look at your assignments in “List View” so you can see what you have completed and what you still need to finish.

#### **How do students “Make a Copy” of a Google File and then submit it on Canvas?**

- [Click Here](#) to watch a quick video tutorial to show you how to copy a google file and submit on Canvas. If you are not able to submit the Google Doc or Slides as shown in the video, [Click Here](#) to learn how to submit with a link.

#### **How can I submit a video from a phone?**

- [Click Here](#) to learn how to upload a video using your phone. This is a great option if you need to read

### **Student Supports**

#### **How can I have the page read to me in Canvas?**

- Canvas has a feature called “Immersive Reader” that will read text on a page. Click [HERE](#) for directions how to use.

#### **How can I translate the text in Canvas?**

- Canvas has a feature called “Immersive Reader” that will translate text on a page. Click [HERE](#) for directions how to use. Click on the book icon, select the language you would like to translate to, click to turn translation on in the document, and then click the play button.

#### **How can I use the picture dictionary on the page in Canvas?**

- Canvas has a feature called “Immersive Reader” that has a picture dictionary for text on a page. Click [HERE](#) for directions how to use. Click on the book icon, turn picture dictionary on, and then click a word on the page to show the picture.

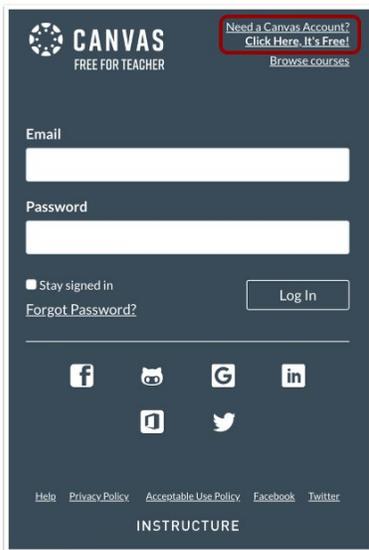
## Parent Support

### How can I set up an observer/guardian account so I can monitor my students progress?

Give parents this link: [How do I generate a pairing code for an observer as a student?](#)

Once you have a pairing code go to <https://capousd.instructure.com/login/canvas> click on the top right "Need a Canvas Account? Click Here. It's Free!"

#### Create Canvas Account



The screenshot shows the Canvas login page for teachers. At the top left is the Canvas logo with the text "CANVAS FREE FOR TEACHER". At the top right, there is a red-bordered box containing the text "Need a Canvas Account? Click Here. It's Free!" and a link "Browse courses". Below the logo are input fields for "Email" and "Password". There is a "Log In" button, a "Stay signed in" checkbox, and a "Forgot Password?" link. At the bottom, there are social media icons for Facebook, GitHub, Google+, LinkedIn, Instagram, and Twitter. The footer includes links for "Help", "Privacy Policy", "Acceptable Use Policy", "Facebook", and "Twitter", and the word "INSTRUCTURE" at the very bottom.

#### Sign Up As a Parent (Free Account)



Click the **Parents sign up here** link.

## Enter Signup Details

The screenshot shows a 'Parent Signup' form with the following fields and callouts:

- 1: Your Name
- 2: Your Email
- 3: Password
- 4: Re-enter Password
- 5: Student Pairing Code (with a link 'What is a pairing code?')
- 6:  You agree to the [terms of use](#) and acknowledge the [privacy policy](#).
- 7: Start Participating button

[How do I sign up for a Canvas account as a parent?](#)

[How do I create an account in the Canvas Parent app on my iOS device?](#)

[How do I create an account in the Canvas Parent app on my Android device?](#)

## Troubleshooting

**Students are getting a “Proxy Authentication Required” error message on their district loaned iPad**

- Use this [iPad troubleshooting help doc](#) with instructions on how to fix this issue.

**Students are using the Canvas app on an iPad and all of the directions do not match what they see in the videos**

- Have them go to <https://capousd.instructure.com/> and use Canvas online instead of the Canvas Student App. If they use the online version, it will look like what they see in the video directions. Canvas works best on Google Chrome, so it may help to download the Google Chrome app and use this instead of Safari.

**Students are on an iPad and can't access or type on a Google file in an assignment**

- If you have an assignment on Google Docs or Google Slides, you will need to open in the app to complete it. You should see the title in blue above the assignment. Click on this and it will automatically open in the Google Docs or Slides App.

**Students are on an iPad and can't figure out how to record a video or submit a picture**

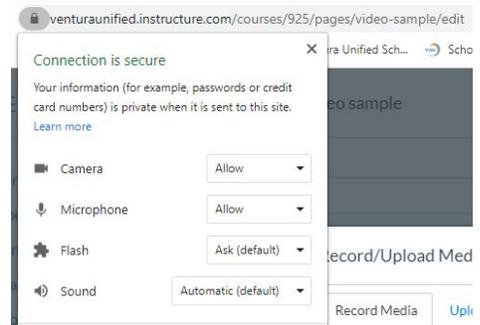
- Have them go to <https://capousd.instructure.com/> and use Canvas online instead of the Canvas Student App. If they use the online version, it will look like what they see in the video directions. [Click Here](#) to see a video on how to record a video or post a picture.

### **Students are on an iPad and can't access the Immersive Reader**

- Use Canvas online instead of the Canvas Student App. Students cannot use the Immersive Reader tools in the Canvas App. Canvas online works best if you use Google Chrome instead of Safari.

### **I can't access my camera to record a video**

- If you cannot record a video in Canvas, click on the lock symbol next to the website address. This should give you a pop-up that will ask for permission to use your camera and microphone. Allow Canvas to access both the camera and microphone, and you should be able to record!



### **How do students “Make a Copy” of a Google File and then submit it on Canvas?**

- [Click Here](#) to watch a quick video tutorial to show you how to copy a google file and submit on Canvas.