

## Canvas Frequently Asked Questions (FAQs)

### August 14, 2020, Canvas FAQs

1. Is there one place to find all resources that are available for Canvas?  
*Documents created for the 13-day professional learning can be found at the following link: [bit.ly/13daypl](https://bit.ly/13daypl).*
2. How do students login Canvas?  
*Students will access Canvas through the Clever Portal. Students will go to [clever.ccsd.net](https://clever.ccsd.net). Once students are logged in, they will click on the Canvas icon, [Getting Started for Students](#). Students may also find the [Getting Started with Canvas Infographic](#) helpful.*
3. How do students find their login information?  
*Students will use their AD credentials. The AD credentials consist of their first name and personal identification number. Students may reset their passwords by going to [myaccount.ccsd.net](https://myaccount.ccsd.net).*
4. How do parents get an account in Canvas?  
*Parents can [create an observer account](#) so they can view their student's grades and course content. It's a versatile and user-friendly tool. Go to [canvas.ccsd.net](https://canvas.ccsd.net). The parent resource, [Getting Started in Canvas Infographic](#) (translated [infographic in Spanish](#)), is a great document as well. This information is also located on the Clark County School District (CCSD) website at <https://www.ccsd.net/employees/canvas/canvas-students>.*
5. How should the school communicate the login information to students before school begins?  
*Schools should use their established communication process at their school site for informing parents and students about login information. This may include ParentLink or a post on the school website.*
6. How do elementary schools create a grade-level course in Canvas for specialists?  
*As each section in Infinite Campus (IC) is automatically created, specialists and departmentalized grade levels can [cross list](#) the different sections together. For example, all Grade 1 Art in one Canvas course or all Grade 4 science in one Canvas course.*

*Cross listing is a process where enrollments in Canvas are relocated to a separate course. Cross listing allows students across sections to interact with the same content in a single Canvas course. The integration to IC is not disrupted or broken by this process.*

*This is not currently advisable to PreK-Grade 5 general education teachers, as the students across their sections are not unique, and it will have all the grades entered in the IC section that aligns with the Canvas course that holds the enrollments.*

7. Are Bitmojis allowed to be used in Canvas?  
*Yes, bitmojis can be added just like any other [image in Canvas](#).*
8. Are teachers required to use the Canvas templates that have been provided?  
*No, the Canvas templates are available in Commons to provide teachers with options.*
9. What is my school conference and how do I use it?  
*The "CONF--School Name" Canvas course is a course that can be used to facilitate communication and collaboration at your site. Administrators are added as teachers in the course and staff are added as students using the active database from Human Resources.*

*It is important to note that the course is different than the Conference tool in Canvas, which has been disabled. The conference tool is a free, third-party app, big blue button, and is not able to properly support video streaming for a district this large.*

10. How will Canvas grading work for standards-based grading schools?

*The points earned on the assignment in Canvas will pass into IC. The assignment first enters an uncategorized area in IC. Teachers will be able to add a category (e.g., summative and formative). Once the assignment is categorized, teachers can then edit the assignment and add the standard that applies to that assignment.*

*If the assignment is assigned in the science Canvas course, it will automatically show up in the science section of IC. If this assignment also covers writing and/or reading standards, the teacher would manually enter a score in the other sections. This can be done in Canvas or manually in IC. If done in Canvas, it is recommended that teachers change the submission type to "On Paper" in the additional courses to avoid having multiple submissions from students of, the same assignment across courses.*

*The assignments in the initial "uncategorized area" of IC are still visible to students and parents if the portal box is checked. These assignments will not impact the students' grades until categorized. If you are entering all the grades manually and not utilizing the grade passback feature, it is recommended that the administrators or someone with master scheduler access in IC, uncheck the portal boxes for those IC sections.*

11. What are the benefits of using all of the subject courses in Canvas?

*Using all the courses for general education PreK-Grade 5 is preferred because it allows the teacher to maximize the functionality of the grade passback feature. For students, it will allow them to access content easier throughout the year as more and more content is added.*

*The flexibility of design in Canvas allows teachers to create a similar homepage and copy it into every course. Adding images or buttons with icons and linking those urls for each of the courses will provide a quick and visual connection between all the courses. Students can be instructed to favorite (star) one course to minimize being overwhelmed on the dashboard. Specials can also share the url specific to their course with the general education teachers, if they would like to add a button or image for each special on the home page.*

12. How can administrators and teachers receive assistance with Canvas-related questions?

*When an administrator or teacher is logged into Canvas, they may use the HELP icon and receive real-time assistance through a chat feature or a phone line.*

13. Are all students required to log in through Clever to access Canvas?

*Yes, all elementary, middle, and high school students are required to login to Clever to access Canvas. Students may access Clever at [clever.ccsd.net](http://clever.ccsd.net).*