



Remote Learning Tech Tips & Troubleshooting

INTERNET ACCESSIBILITY:

- Make certain you are connected to your home Wi-Fi network
- Download Chrome or Firefox as your default browser
 - Some features of Canvas, Zoom and Office 365 may not work well within other browsers
- When using any Apps, make certain your iOS/Android is updated to the latest version

CANVAS:

- **Students** make certain you are logging into Canvas-Student:
 - Canvas uses your school email address as your login
 - Save the link to your browser or download the Canvas Student App for easy access
 - Use your SCS email to communicate with your teachers
 - Easily submit assignments using the Canvas Student App
 - Update to the latest Canvas Student App for best success
 - In iOS, configure App settings to "Allow Cross-Website Tracking" to fully view course links
- **Parents** make certain you are logging via the Canvas-Parent link, not the Student link:
 - Please set up your observer account to easily monitor your students' progress as well as communicate with your student's teacher(s).
 - Instructions can be found on our website under [MySCS/Parent Resources](#)
 - Use the Canvas Parent App as a convenient option
 - Student work cannot be submitted using the Canvas Parent App
 - Update to the latest Canvas Parent App for best success
 - In iOS, configure App settings to "Allow Cross-Website Tracking" to fully view course links

OFFICE 365:

- Students, you can also download Office 365 on your personal computer to use at home.
[Click here for instructions.](#)

ELEMENTARY:

- Save the SCS web site as a shortcut on your desktop and/or to your favorites in your browser
- Download the Canvas app and/or save the link as a favorite in your student's browser
- Download the Zoom app and/or save the link as a favorite in your student's browser

SECONDARY:

- Save the SCS web site to your favorites in your Chrome or Firefox browser
- Save the Canvas login to your favorites in your browser tab
 - If you have a phone that you use as well, download the Canvas Student app as this is helpful for checking grades, submitting pictures for homework and quickly reviewing announcements and assignments due



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TIPS TO SUCCESS DURING CLASS TIME:

- **Close extra browser windows & apps that are not class related**
- Restart your device on a regular basis, twice a week is recommended
- Save your work to your OneDrive account prior to submitting in Canvas
- Confirm submission of assignments as any interruption in Wi-Fi, such as closing your device, moving from room-to-room or logging off Canvas can cause incomplete entries

ACCESSING CLASSES:

- Students should access their classes through their Canvas home page.
 - On the start page for each class, there is a "Join Remotely" or "Join Us Live" link. Click on that link to join the class.
 - Students should be careful to click on the "Join Remotely" or "Join Us Live" link, rather than the "Office Hours" link.

DIFFICULTY ACCESSING CLASSES IN CANVAS:

- If a student has difficulty accessing a class
 - Elementary:
 - Contact your teacher through the Canvas inbox or email
 - Secondary:
 - Contact the teacher through the Canvas inbox or through the Microsoft Teams Meeting Chat
 - Contact a classmate through the Canvas inbox or through the Microsoft Teams Meeting Chat

DIFFICULTY CONNECTING WITH A TEAMS OR ZOOM MEETING:

- If a student is dropped from a Teams or Zoom meeting
 - Close the App or web browser & Exit Canvas, re-enter and try to join again
 - Or Re-start the computer and try to join again
- Use the Teams App for optimum performance