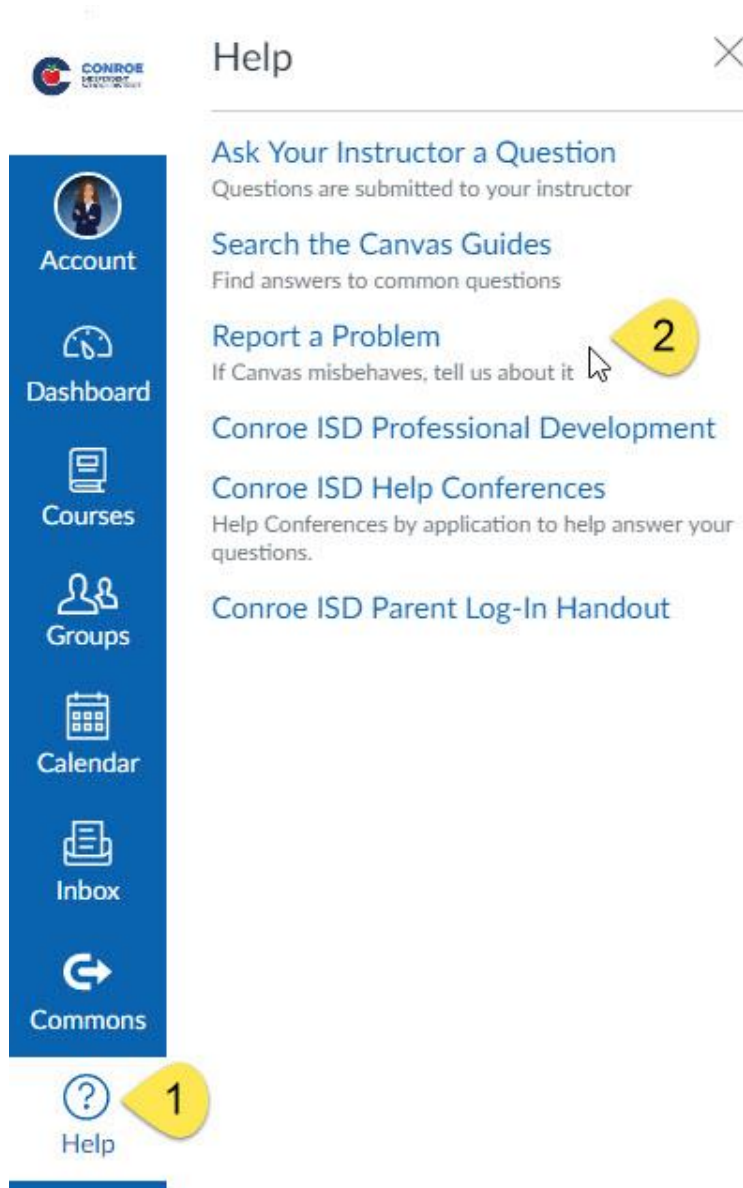


If parents are having problems signing into Canvas, they probably need to update information in Parent Access. [Please see the Parent Canvas Directions for more information.](#)

If parents can log in but have any other issues pulling up information on their students, they will need to report this problem through Canvas. This can be done by clicking on “Help” → then “Report a Problem”. Once you click “Submit Ticket”, this information will go to our district personnel who can repair the issue.

The picture below shows how to report a problem using a computer:



If using the app on an iOS device, Help can be found by clicking your Profile picture in the top left corner.

If using the app on an Android device, Help can be found by clicking the three lines in the top left corner.