Be Canvas Ready!

To successfully roll out the Canvas platform with our Fayette County Public Schools' middle and high schools, we've created this document to help students and families be proactive in making sure their devices are prepared. Please follow the steps below to get Canvas ready **BEFORE** the first day of the 2020-21 school year.

1. **Clear the Browser Cache.**
2. **Power off Devices and Restart.**
3. **Update the Chrome browser of non-Chromebook devices.**
4. **Allow All Cookies.**
5. **Log Into Canvas.**
6. **Contact the Student/Family Help Desk for support, 859-381-4410.**

1. Clear the Browser Cache

All browsers benefit from clearing the cache, but the *Chrome* browser especially behaves better when frequently cleared. A user can sign out of a personal Gmail account, but the cache will often hang onto it behind the scenes. This situation can eventually create a conflict with the FCPS email and thus with Canvas.

- [Steps to Clear Browser Cache](#) (Eight languages offered)

2. Power off Devices

When devices are not restarted on a regular basis, they can cause issues with Canvas and many other online platforms. Chromebooks are especially susceptible to issues, and closing the screen is not the same as turning off and back on. The FCPS Office of Instructional Technology recommends using the *Power button* to power off once a week.

3. Update the Chromebook Browser

For any device that isn't a Chromebook, be sure to update the Chrome Browser to Version 83. The browser on a Chromebook should update with the restart mentioned in #2.

4. Allow All Cookies

Once you've completed Steps 1 and 2, be sure to enter the browser, <u>especially Chrome</u>, and enable the Setting of "*Allow all cookies*."

- [Chrome Cookies: Allow All Cookies](#)

5. Log Into Canvas

To discover any login issues ahead of time, please log into Canvas through the Google Drive App waffle before August 26, 2020. The process is the same as for Google Classroom, enVision, Collections, and other curriculum platforms. Just scroll down inside the waffle to locate the *Canvas icon* and click to open.

Please call the **Technology Help Desk for Families** for assistance at 859-381-4410 if you do not successfully enter Canvas.

- [Canvas Guide for Students](#) - contains an image of the Google Drive App waffle
- [Canvas Guide for Families](#)

    ([Click for additional language translations](#) of both guides.)

The image that follows shows what a typical Canvas Dashboard looks like upon successful login.

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📑 NTI Bookmarks ✱ Extensions G Google 📄 MakeyMakeyK12.co... 📄 Frontline Education 📄 FCPS Digital Citizen... 📁 Travel G Sign in - Google Ac... G Google for Educati... G Teacher Center: Adv... 📄 Shared Resources D...

Dashboard

NEW ACTIVITY ↑

Account
Dashboard
Courses
Calendar
Inbox
Help

If you can see this screen, with the blue navigation sidebar, you have SUCCESSFULLY logged into Canvas.

The balloons are what many student Dashboards will look like until their teachers PUBLISH their courses. Some students could possibly see old courses.

Some Dashboards may show a list view, instead, with a "television" image at the top of the screen. Underneath the image will be the phrase, *Beginning of Your To-Do History*.

Nothing More To Do

Scroll up to see your history!

Add To-Do

≡ INSTRUCTURE

Privacy Policy   Acceptable Use Policy   Facebook   Twitter

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6. Contact the Student/Family Help Desk for support, 859-381-4410.

If logging into Canvas is not successful, please contact the Help Desk for assistance. They can help with password resets or other issues that could be interfering with accessing Canvas.

It's about kids.
FAYETTE COUNTY PUBLIC SCHOOLS

Fayette County Public Schools
Office of
Instructional
Technology