

## Canvas Frequently Asked Questions

**1. Do I need to have a separate Canvas account for each school?**

No, you will only need one account to access information about your child(ren)'s Hickory Point, Shabonee, and Wood Oaks courses.

**2. Who uses Parent Portal and Canvas?**

	Programs	Hickory Point	Shabonee	Wood Oaks
Canvas		<i>User Access</i> Student Yes Parent Yes	<i>User Access</i> Student Yes Parent Yes	<i>User Access</i> Student Yes Parent Yes
Parent Portal		<i>User Access</i> Student No Parent Registration Only	<i>User Access</i> Student No Parent Registration Only	<i>User Access</i> Student Yes** Parent Yes ***

\*\* Students are able to view grades, schedules, report card.

\*\*\* Parents are able to view student grades, schedules & report card. In the spring, parents will be able to register and pay fees.

**3. Why does the District use different products? Can't we just have one service that does it all?**

The District would also like to consolidate systems, however, we have found that no one product meets all of our instructional, communication, and data needs.

**4. Will I have to sign up each year or will my current login information carry over from year to year?**

You will not need to sign up every year. Because you are following your child, the only information that will change next year will be the courses that you are able to access.

**5. Can I see my child's grades on Canvas?**

Not at this time. You may find selected assignments graded in Canvas. However, they do not reflect the overall course grade.

**6. How long will the District be using Canvas?**

Currently, the District does not have any plans to move to another product in the next few years.

**7. How will Canvas be used?**

Every K-5 teacher will be using the Announcements feature as their primary tool of communication with parents. Starting in 5th grade and continuing through 8th grade, selective classes will be using the assignment and or grading features as appropriate to the curriculum. Homework for grades 6-8 will be listed in Canvas.

**Wood Oaks**

- Check for daily homework (using the Calendar and view details of assignments)
- See when projects and quizzes/tests are scheduled
- View notifications and adjust notification settings

**Shabonee and Hickory Point**

- Check announcements a teacher makes (these are also delivered to your email)
- Check for class information and homework
- View notifications and adjust notification settings

**8. How will I see my child's assignments?**

A parent will be able to view assignments by logging into Canvas with a unique username and password. Once logged into Canvas, one can click on the calendar icon to view assignments in a planner view.

**9. How will I be notified of a teacher's announcements?**

Canvas users can set notifications preferences so that if a teacher makes an announcement, the parent can select when and how to get the notification (email, app notification).

**10. Who do I contact if I am having a problem with Canvas or if I changed my e-mail address?**

Please contact the Student Information Systems and Database Specialist office at 847-498-4970 ext. 4469, and they will be happy to assist you with any problems that you may be experiencing.

**11. How do I change my e-mail login?**

You will need to notify the District that your e-mail address has changed. Please contact the Student Information Systems and Database Specialist office at 847-498-4970 ext. 4469, and they will be happy to update your e-mail address to login into Canvas.

**12. Does Canvas have a mobile app?**

Yes, Canvas (Instructure) has an app for Android and Apple devices. See the [mobile app handout](#) for additional information.

**13. Can I e-mail through Canvas?**

If you wish to contact teachers, please send an e-mail to their nb27.org e-mail address.

**14. What is the functionality of the inbox?**

The inbox within Canvas is used for teachers to comment on student assignments within Canvas. Students do not have the ability to message other classmates.