Common Student Tech Issues
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I have heard from some teachers, and few students, regarding different issues students have experienced with using Canvas. Below is a list of the most common things I have heard along with possible solutions:

- **Images Not Showing Up**
- **Cannot Open Word/PowerPoint Documents**
- **External Tool Assignments (like Flipgrid) Not Working**
- **Old Computer/Operating System**
- **Student Help Desk**

Images Not Showing Up:
There are several possible reasons images might now show up. Here are two recommendations that seems to solve the problem:

1. Web browser issues - Install the Google Chrome web browser from here: https://www.google.com/chrome/. Some web browsers don't meet the requirements to properly show Canvas content. Certain versions of Safari and Internet Explorer are two such browsers. A more robust browser, such as Chrome, allows for a better experience with Canvas.
2. Apple/Mac computers - Apple released an update for MAC OS at the end of March that has caused images to not show in Canvas. This is a documented issue on Apple's website. Here is a solution that has been reported as working:
   -- Go to Safari →   Preferences →   Privacy and uncheck Prevent cross-site tracking →   Quit/reopen Safari and test
   I would still recommend using Chrome over Safari, even if this works

Cannot Open Word/PowerPoint Documents
Many teachers have been providing students with Word or PowerPoint files. Depending on how the files are provided, settings, and requirements of the teacher, the student might need to download and/or edit these files. It's very possible students might not have Word or PowerPoint on their personal devices to open the files. There are several options:

1. Convert to PDF - Do the students need to edit the file? If not, save the file as a PDF, then upload to Canvas. Go to File →   Export →   Create PDF/XPS Document →   name file →   Save. PDF files are universal and can be opened on most any device
2. Install Microsoft Office - All students in LCISD can install Microsoft Office for free through Office 365 (http://portal.office.com/). They just need to log in and click the "Install Office" button on the Office 365 dashboard. If they are on mobile devices, they can install Word, PowerPoint, and more from the app store.
3. Upload to OneDrive - If installing Office is not an available option, students can download the file to their device, then upload into their OneDrive within Office 365. From there, they can view and/or edit the file using the web based programs.
4. Use Canvas' Office 365 Integration - Probably one the of best options, provide file to the students using the Canvas/Office 365 integration features. Teachers can share files directly to students from there OneDrive in Canvas. Have a Word or PowerPoint template? This can be shared easily from your OneDrive, when the students open it, the file is automatically copied to their OneDrive. They can edit and submit it back to you completely within Canvas. Learn how this is done in this Canvas course: https://lcisd.instructure.com/enroll/CAAEAK (NOT for students, only staff).

External Tool Assignments (like Flipgrid) Not Working

Many teachers have found great benefits of using tools that integrate into Canvas (i.e. Flipgrid, Edpuzzle, and many more). Flipgrid is the integrated tool I've heard the most about for students experiencing issues. Below are a couple solutions:

1. Need the app on mobile devices - if students are on a mobile device (cellphone or iPad), they must install both the Canvas and Flipgrid app to respond to the Flipgrid prompt. Students must start in the Canvas app to complete the assignment.
2. Configuration Issues - a few times, I have seen the Flipgrid integration was flawed. Removing the integration, then reinstalling seems to correct this. Reach out to your Digital Learning Coach to assist with this issue.

Old Computer/Operating System

This issue is likely not as common, but I have seen this issue. Canvas does use a lot of modern protocols and web languages. Without getting technical, computers running operating systems like Windows 7 are likely to experience issues. Since systems like Windows 7 are no longer support, they likely have not received the necessary system updates that would allow Canvas to function correctly. We don't have a good solution for this other than seeing if they can check out a laptop from the school, if they are eligible.

Student Help Desk

If a student checked out a Lamar CISD laptop and has issues beyond what is described on the website below, the students can call the Student Help Desk. The Student Help Desk is for LCISD district laptops only: https://www.lcisd.org/students-parents/student-help-desk.

If you have a student experiencing issues, hopefully one of these options will resolve the problem.