

# Canvas Troubleshooting Guide

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## Overview

This article will cover many common processes and problems encountered in Canvas.

For more information regarding accounts or access, please refer to the following documentation

- [Student Accounts](#)
- [Staff Accounts](#)
- [Australian Staff Accounts Canvas](#)

## Canvas Support

Canvas support may be contacted directly on **1800 292 308**.

## How to:

### Reset a Canvas password

#### If you cannot remember your password

Please submit a password reset request to [it@aie.edu.au](mailto:it@aie.edu.au)

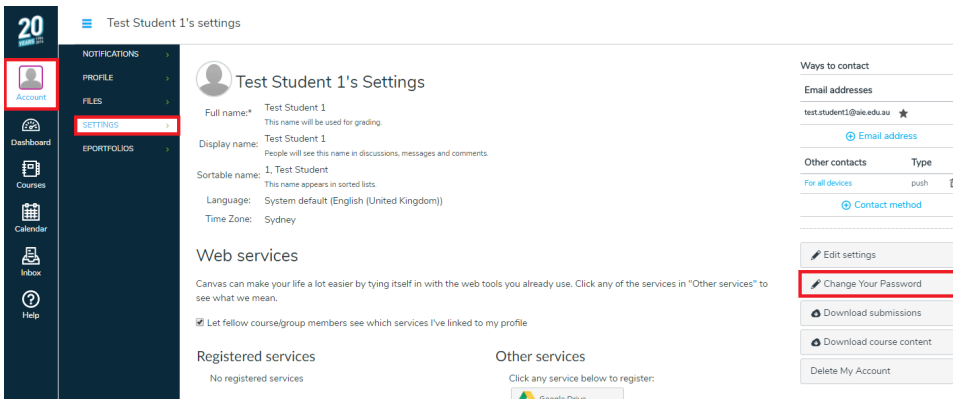
#### If you are logged into an AIE computer and NOT an Online campus student

*NOTE: This will also reset your AIE computer/network password.*

1. Press "CTRL+ALT+DEL"
2. Click "Change a password.."
3. Reset your password

#### If you are logged into Canvas and an Online campus student

1. Click "Account" > "Settings" > "Change your password" in Canvas



## Common Problems

### Canvas is down or not accessible

#### Problem

A user cannot login or authenticate to Canvas either on-site or from an external device/network.

#### Solution

1. Confirm that Canvas cannot be accessed from another device on the network
2. Confirm that Canvas cannot be accessed from another device on an external network (e.g. mobile phone)
3. Create and escalate a ticket
4. Contact L3 immediately with the ticket number
5. L3 to advise all staff and contact Canvas support on **1800 292 308**

**Note:** Canvas operational status be checked via site: <https://status.instructure.com/>

### A user can't login or authenticate to Canvas

#### Problem

A user cannot login or authenticate to Canvas either on-site or from an external device/network.

#### Solution

1. Ensure the user is using their Active Directory username and password.
2. If the user is using Canvas offsite or a device that is NOT on the AIE domain:
  - a. Try using the AIE domain prefix in the username, e.g.  
Username: **aie\john.smith** instead of **john.smith**  
Password: **\*\*\*\*\***
3. If it affects an Australian staff member:
  - a. Reset the password via Active Directory
4. If it affects a US staff member:
  - a. Try using the <http://aie.instructure.com/login/canvas> URL to login
  - b. Reset the password via Canvas
5. If the user DOES NOT have a Canvas account
  - a. If this effects a *staff* account, please refer to the [Australian Staff Accounts Canvas](#) document to create/fix the Canvas staff account.
  - b. If this effects a *student* account, please wait for the next enrolment sync. If the problem isn't fixed create a ticket, please refer to the troubleshooting steps in the [Student Accounts](#) document to ensure the account is created.

### A user isn't automatically logged into Canvas on a domain workstation

#### Problem

A user is logging into an AIE workstation and doesn't automatically login to Canvas, this is whether they are a staff or student.

#### Solution

1. Restart the workstation

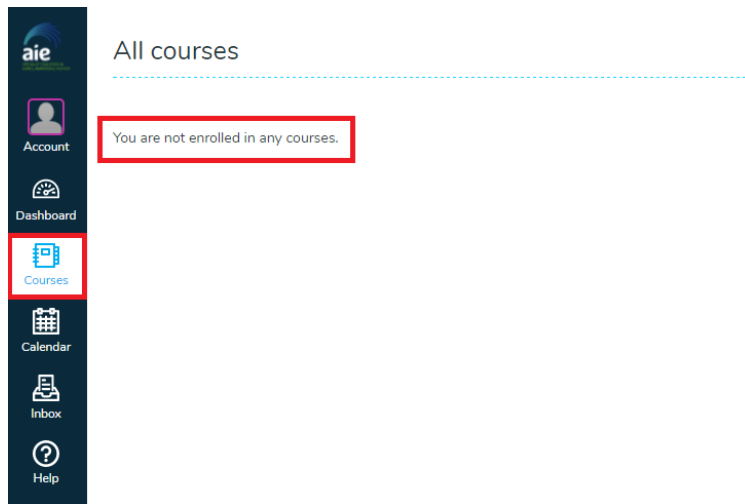
2. Ensure the user's workstation is joined to the domain
3. Ensure the user is logged in via their own individual Active Directory account (not a generic account)
4. Test login via an external device (e.g. mobile phone) as the user may NOT have a Canvas account at all:
  - a. If this effects a *staff* account, please refer to the [Australian Staff Accounts Canvas](#) document to create/fix the Canvas staff account.
  - b. If this effects a *student* account, please wait for the next enrolment sync. If the problem isn't fixed create a ticket, escalate, and tag Kosta.

## A student is not enrolled in one or more Canvas course(s)

### Problem

A student may not be enrolled in any Canvas courses or specific course.

This can either be confirmed by going to the student's "Dashboard" or "Courses" page to find there are no courses listed (as shown below) OR the student has advised a specific subject is not present.



### Solution

1. Ensure the student is enrolled in the correct timetable in Wisenet.

An example below demonstrates Chris' enrolment in a GDML timetable.

**Timetables for Client Christopher Burden**

| Code                 | Group | Start Date | End Date | Avg. Att. | Max. Poss. Avg. Att. | Add to new Classes |
|----------------------|-------|------------|----------|-----------|----------------------|--------------------|
| CBR-15Y1-DES-STUDIO1 |       | 02/02/15   | 04/12/15 | 73%       | 73%                  | Start Class Wizard |
| CBR-16Y2-DES-STUDIO1 |       | 01/02/16   | 02/12/16 | 79%       | 79%                  | Start Class Wizard |
| T1-C17BS80615-GP     |       | 05/12/16   | 24/11/17 | 61%       | 88%                  | Start Class Wizard |

**Classes for CBR-15Y1-DES-STUDIO1**

| Class Code                 | Class Desc                                       | Start Date   | Start Time | End Time | Attendance |
|----------------------------|--|--------------|------------|----------|------------|
| CBR-15Y1-DES-STUDIO1C20293 | Canberra 2015 Year 1 Design Studio 1 Class 20293 | Mon 02/02/15 | 09:00      | 17:00    | 100%       |
| CBR-15Y1-DES-STUDIO1C20294 | Canberra 2015 Year 1 Design Studio 1 Class 20294 | Tue 03/02/15 | 09:00      | 17:00    | 100%       |
| CBR-15Y1-DES-STUDIO1C20369 | Canberra 2015 Year 1 Design Studio 1 Class 20369 | Wed 04/02/15 | 09:00      | 13:00    | 100%       |

2. Ensure the student's timetable is valid in Wisenet.

Timetables need to meet the following criteria.

- a. **Timetable code** should meet timetable conventions as per the "Timetable Code Convention" document managed by AMAC.
- b. **Status** needs to be "Confirmed"
- c. **Start date** needs to be before today's date.

The following screenshots shows a list of timetables which meet the valid criteria (as of 28 Apr 2017)

**Timetable & Class Search**

Timetable Search

Search by Timetable code, start date, description or group

Q T1-C17 Search

There are 11 matching records:

| Code              | Description   | Group | Status    | Start Date | Clients |
|-------------------|---|-------|-----------|------------|---------|
| T1-C17BSB80615-GP | Canberra 2017 - GDML - Games Plus - Seb Perri                 |       | Confirmed | 05/12/2016 | Clients |
| T1-C17SCRGAS-6    | Canberra 2017 - Yr 1 Adv Dip Art - Studio 6 - Glenn Cowley    |       | Confirmed | 05/12/2016 | Clients |
| T1-C1710343DS-1   | Canberra 2017 - Yr 1 Adv Dip Design - Studio 1 - Andrew Orman |       | Confirmed | 06/02/2017 | Clients |
| T1-C17BCHGPS-2    | Canberra 2017 - Yr 1 Prog - Studio 2 - Jeff Cotter            |       | Confirmed | 06/02/2017 | Clients |
| T1-C17SCRGAS-4    | Canberra 2017 - Yr 1 Adv Dip Art - Studio 4 - Jake Higgs      |       | Confirmed | 06/02/2017 | Clients |
| T1-C17CUA2T1-1    | Canberra 2017 - Cert II Media - Studio 1 - Dylan Young        |       | Confirmed | 07/02/2017 | Clients |
| T1-C17ICT3T1-2    | Canberra 2017 - Cert III IDMT - Studio 2 - Jeff Cotter        |       | Confirmed | 07/02/2017 | Clients |
| T1-C17CUA2VETIS-1 | Canberra 2017 - Cert II Media - Marist - Andrew Stark         |       | Confirmed | 14/03/2017 | Clients |
| T1-C17CUA2VETIS-2 | Canberra 2017 - Cert II Media - Canberra - Dylan Young        |       | Confirmed | 16/03/2017 | Clients |
| T1-C17ICT2VETIS-2 | Canberra 2017 - Cert II IDMT - Canberra - Duncan Henderson    |       | Confirmed | 16/03/2017 | Clients |
| T1-C17CUA2VETIS-3 | Canberra 2017 - Cert II Media - Hawker - Andrew Stark         |       | Confirmed | 27/04/2017 | Clients |

3. Wait for the Enrolment system to sync.

4. Done! If we use Chris' Canvas account from the previous example we can see their enrolment in the following GDML courses/subjects.

Notifications: Tell us how and when you would like to be notified of events in Canvas.

Dashboard

1 GDML Present a Business Case  
GDML1305

8 GDML Automation and Business...  
GDML1309

1 GDML Business Research and D...  
GDML1311

2 GDML Product Research & Devel...  
GDML1312

3 GDML Monetisation and Distribu...  
GDML1313

4 GDML Product Definition  
GDML1314

5 GDML Establish Business System.  
GDML1315

7 GDML Build a Community  
GDML1317

Welcome to AIE  
WELCOME

You are currently masquerading as Christopher Burden

## A student has withdrawn and can still login to Canvas

### Problem

A student has withdrawn from their enrolment and may still access Canvas or the AIE network.

### Solution (Temporary)

This will be automated as per improvement request DEV-12.

This is currently processed manually after notifying IT by disabling the user's Active Directory account.

## A section name in Canvas does NOT include the teacher's name

### Problem

A section name in Canvas does NOT include the teacher's name, example below.

Section name is:

**AU 2017 Melbourne Cert 3 (Art) VETiS (T1-M17CUA3VETiS-4)**

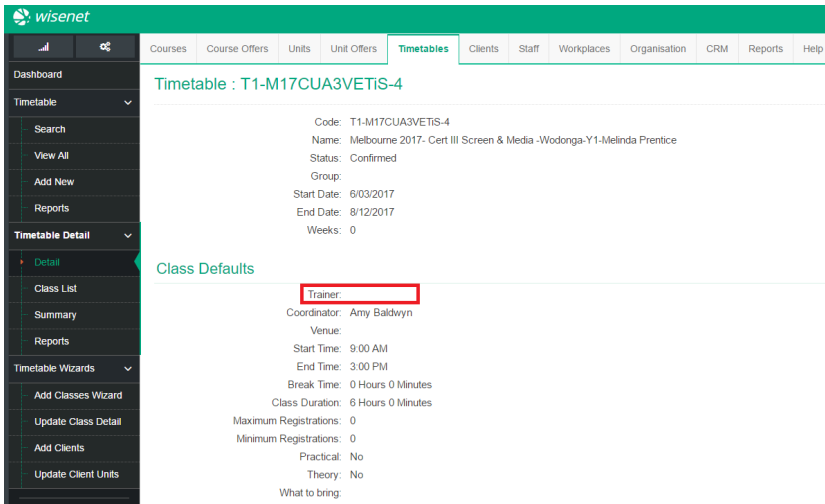
Section name should be:

**AU 2017 Melbourne Cert 3 (Art) VETiS - Teacher's Name (T1-M17CUA3VETiS-4)**

## Solution

Ensure there is a trainer allocated to the correlating timetable in Wisenet.

1. Search for the timetable in Wisenet by the timetable code, e.g. **T1-M17CUA3VETIS-4**
2. Add a trainer to the timetable



3. Wait until the next enrolment sync at 11AM or 4PM to confirm the fix!

## A problem or 'how to' is not listed here

Please ticket the problem/question and refer to the following categories in order to process the request correctly.

### Content problems

Example: "Lock" icons/images displaying within pages when viewed by students

Route these issues to the relevant HOF or team/"owner" of the content for answering. Only resolve the ticket once you've confirmed that either:

- The HOF has answered the question to the reporter directly OR;
- The HOF has provided YOU the answer, which you relay back to the reporter

### Problem with Canvas functionality

Escalate these issues regarding Canvas functionality to L3.

### Access problems

Example: Student or staff member does not have access to Canvas.

Please refer to the following documentation:

- [Student Accounts](#)
- [Staff Accounts](#)
- [Australian Staff Accounts Canvas](#)

If you cannot find a fix for these problems, escalate these issues to L3.