

Canvas Troubleshooting Guide

(For Student Support Hubs)

<https://community.canvaslms.com/t5/Troubleshooting/tkb-p/Troubleshooting>

How to access Canvas

Ensure that the following link is being used to access Canvas:

<https://canvas.manchester.ac.uk>

Issues with logging in to Canvas

When entering credentials to log into Canvas, users must enter their email address, and **not** their student ID.

The password to access Canvas is a users' standard university login password.

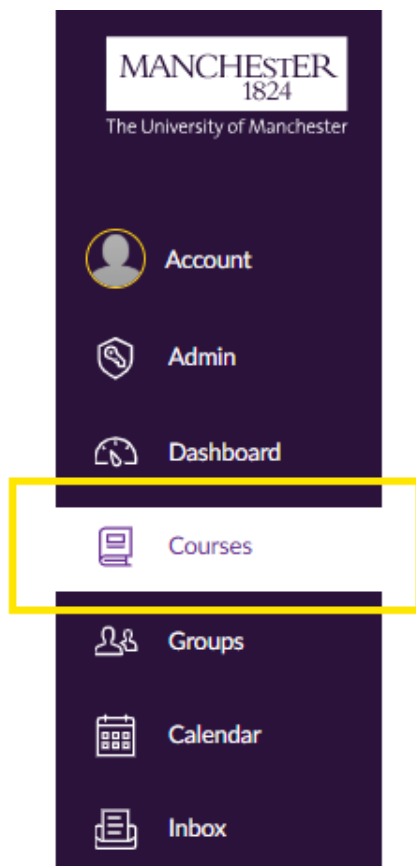
If a student has forgotten their password, then they can recover their details by navigating to the following page:

<https://iam.manchester.ac.uk/recover>

Student unable to see/find their course(s) in Canvas

Ensure that student is looking in the correct places on Canvas. The Canvas 'Dashboard' lists their most frequented/favourited courses, but may not show all courses that as student is enrolled on to.

To view all courses, navigate to the 'Courses' tab from the Canvas navigation menu:



If a course is still not showing in the 'Courses' tab, check Campus Solutions to ensure that the student is correctly enrolled on the course. Any errors with data input into Campus Solutions may result in the enrolment not filtering through to Canvas correctly.

Student unable to see course content

The most likely scenario for this is that the academic/lecturer has not released all the course content yet, and has chosen to publish content in a staggered way e.g. Releasing content each week, releasing content after a lecture or seminar session etc.

If you have admin access to the course(s) in question, check the published status of content within the course.

Content that has been published and made available to students will have a green circle with a tick next to it. Unpublished content will show a grey circle with a line through it:

Course Unit Information		✓ + ⋮
⋮	Orientation and Expectations	⋮
⋮	Introduction	⋮
⋮	How to Engage with this Course Unit in Canvas	⋮
⋮	Giving Feedback on this Course Unit	⋮