

CANVAS PARENT IOS GUIDE

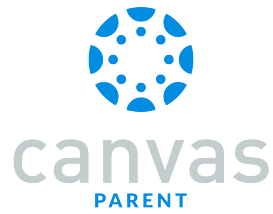


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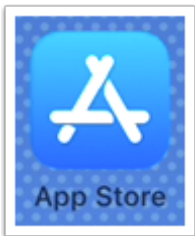
Observers

How do I download the Canvas Parent app on my iOS device?

Download the Canvas Parent app on your iOS device to engage in your child's education.

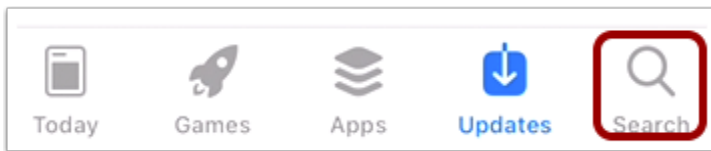
The images in this lesson are shown for a phone display, but unless otherwise noted, tablet displays mirror the same steps.

Open App Store



Open your iOS device and tap the **App Store** icon.

Open Search



In phone devices, tap the **Search** icon at the bottom of the screen.

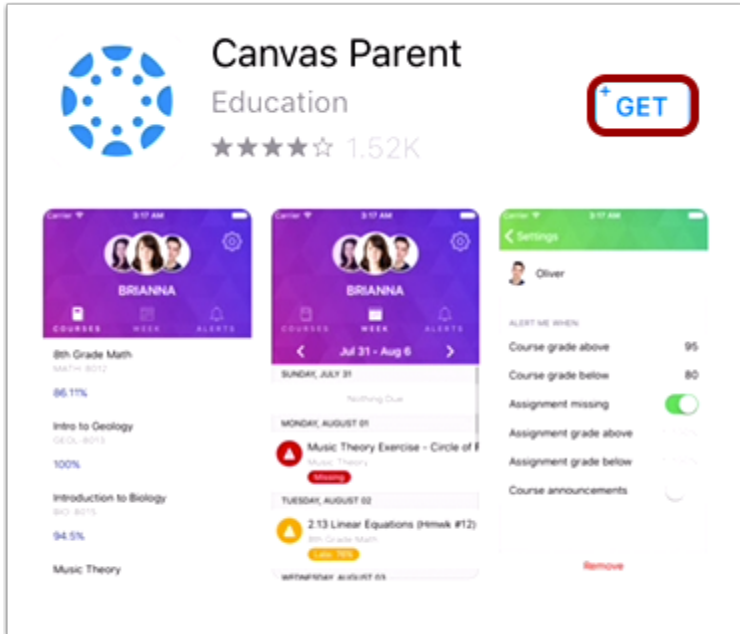
In tablet devices, tap the Search field at the top of the App Store.

Search for App



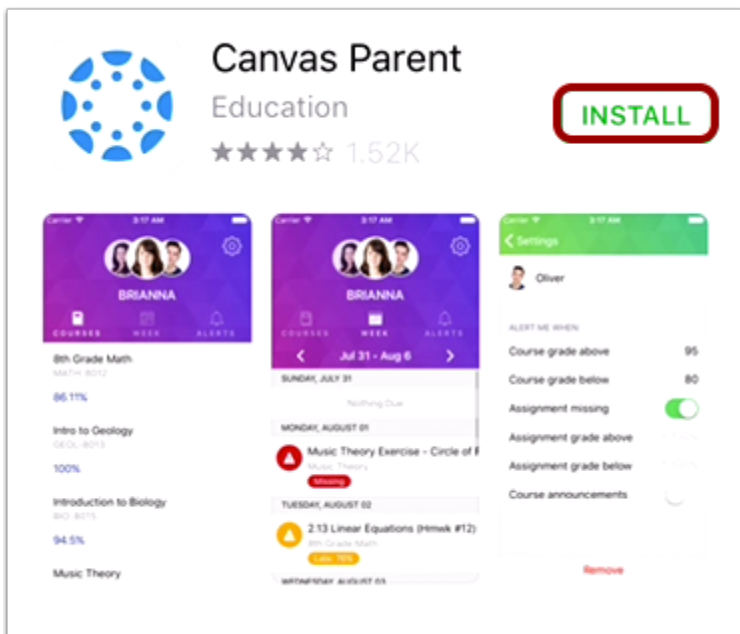
In the search field, type Canvas Parent in the search field. Tap the full name when it appears.

Select App



Tap the Get button.

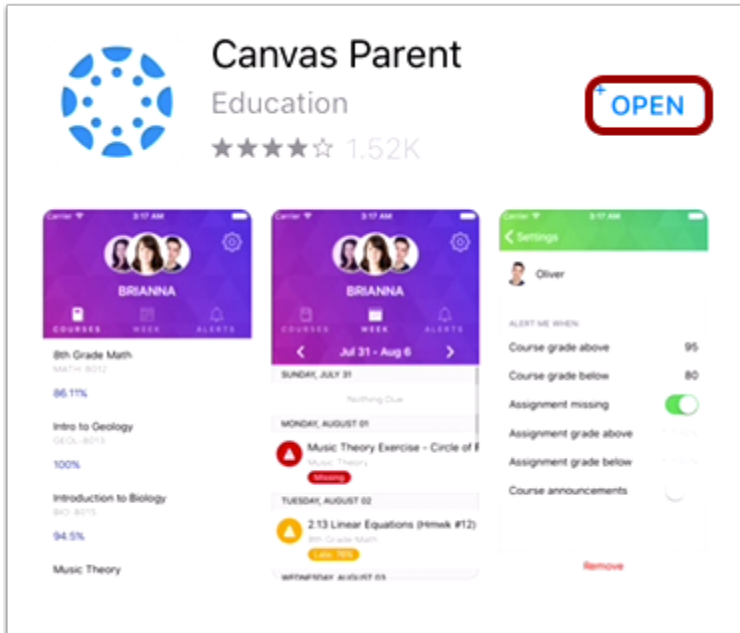
Install App



Tap the **Install** button.

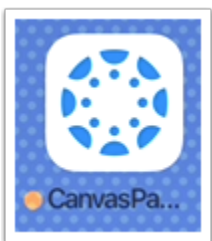
Note: iTunes may ask for your iTunes password to download the app.

Open App



When the app has downloaded and installed onto your iOS device, you can access the app immediately by tapping the **Open** button.

View App on iOS Home Screen



You can also open the app on your iOS home screen by tapping the **Canvas Parent** icon.

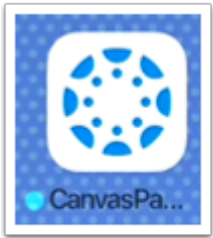
How do I create an account in the Canvas Parent app on my iOS device?

In the Canvas Parent app, you can create a Canvas observer account to view student course information. If you already have an account, you can [log in to the Parent app](#).

To link yourself to a student, you will need to enter a student-specific pairing code that will link you to the student. Pairing codes are valid for seven days. Students can [generate pairing codes](#) from their User Settings. Depending on institution permissions, admins and instructors may also be able to generate pairing codes.

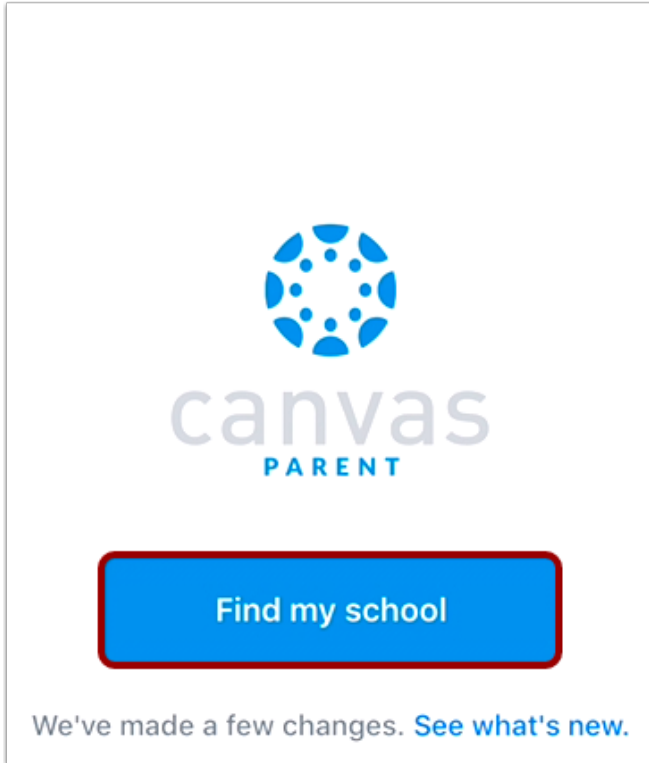
For more information on pairing codes, view the [Pairing Codes - Frequently Asked Questions PDF](#).

Open App



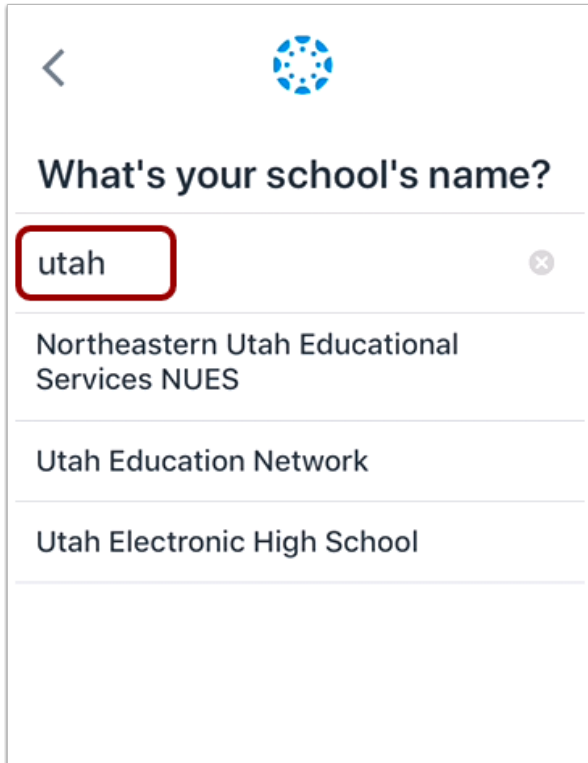
Open your device and tap the Canvas Parent icon.


Find Your School




To find your institution, tap the **Find my school** button.

Find Institution



< 

What's your school's name?

utah 

Northeastern Utah Educational Services NUES

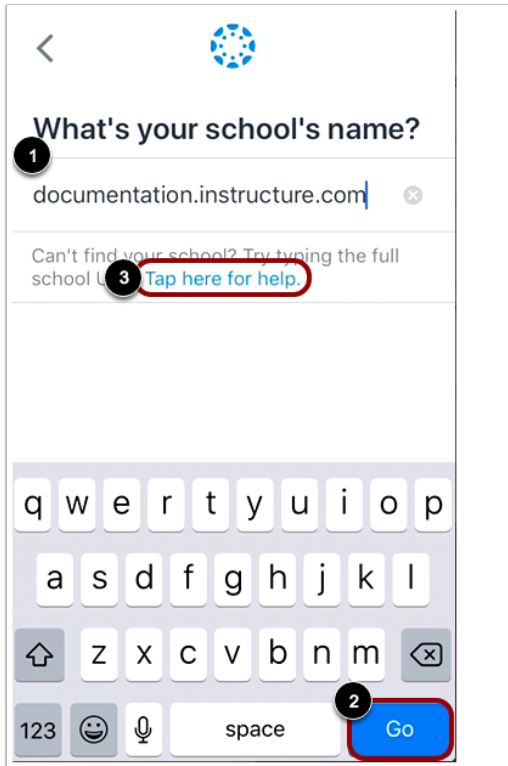
Utah Education Network

Utah Electronic High School

Enter the name of your institution or school district. When the full name appears in the search list, tap the name.

Note: If you are an admin and your school does not appear in the search list, please contact your CSM about mobile smart search.

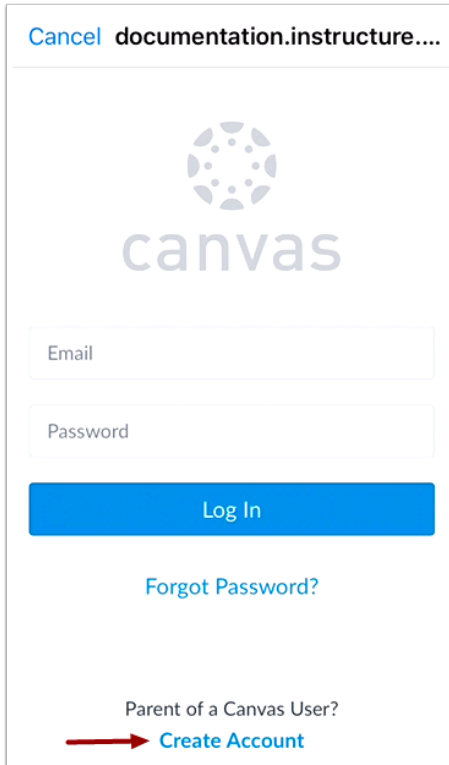
Enter Canvas URL



You can also log in using your Canvas URL. Enter your institution's Canvas URL in the search field [1]. Then tap the Go button on your keyboard [2].

If you don't know your Canvas URL, tap the **Tap here for help** link [3].

Create Account



Cancel documentation.instructure....

canvas

Email

Password

Log In

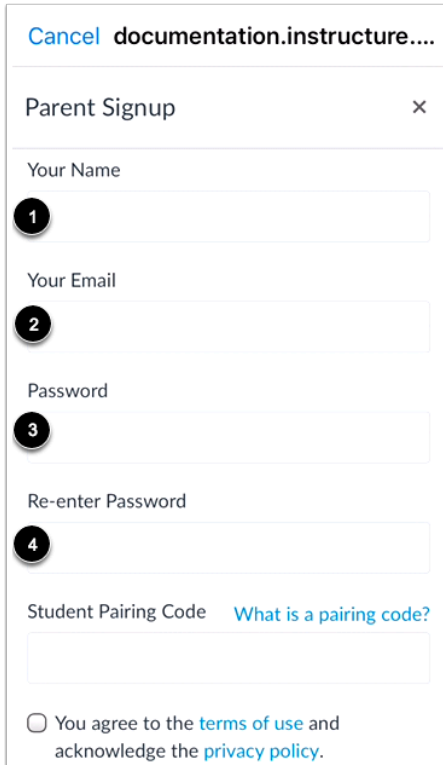
[Forgot Password?](#)

Parent of a Canvas User?
→ [Create Account](#)

To create an account, tap the **Create Account** link.

Note: If the Create Account link account does not display, your student's institution has disabled creating accounts for observers.

Create Account Credentials



Cancel documentation.instructure....

Parent Signup ×

Your Name
1

Your Email
2

Password
3

Re-enter Password
4

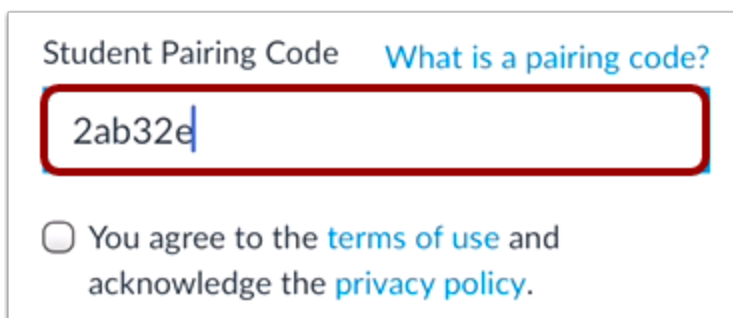
Student Pairing Code [What is a pairing code?](#)

You agree to the [terms of use](#) and acknowledge the [privacy policy](#).

Enter your name in the **Your Name** field [1] and email address in the **Your Email** field [2].

Then create a new password by entering it in the **Password** field [3]. Confirm your new password in the **Re-enter Password** field [4].

Enter Pairing Code



Student Pairing Code [What is a pairing code?](#)

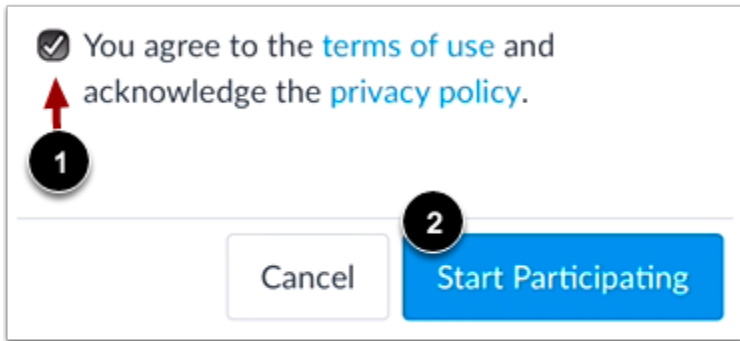
2ab32e

You agree to the [terms of use](#) and acknowledge the [privacy policy](#).

Enter the six-digit alphanumeric pairing code for the student you want to link to in the **Student Pairing Code** field.

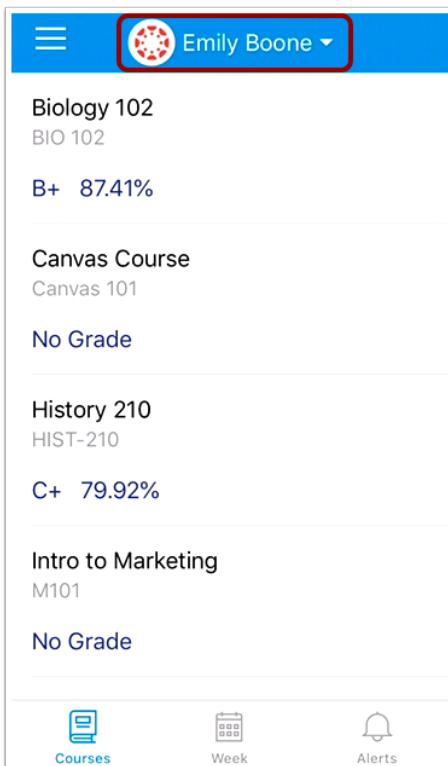
Note: Students can [generate pairing codes](#) from their User Settings. Depending on institution permissions, admins and instructors may also be able to generate pairing codes.

Complete Registration



To complete your registration, agree to the Terms of Use and Privacy Policy [1]. Then tap the **Start Participating** button [2].

View Parent App

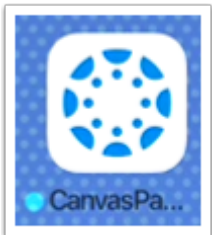


View your linked student in the Canvas Parent app.

How do I log in to the Canvas Parent app on my iOS device?

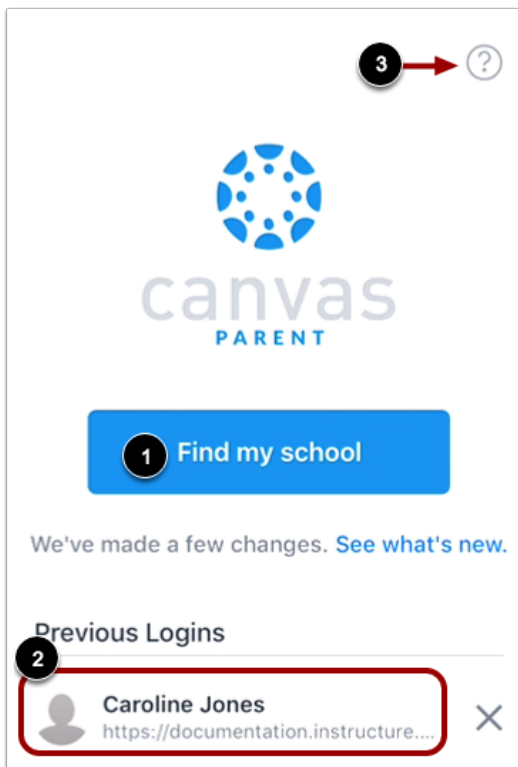
In the Canvas Parent app, you can log in with Canvas observer credentials to view student course information. If you do not have a Canvas account, you can [create an account in the Parent app](#).

Open App



Open your device and tap the Canvas Parent icon.

Find Your School

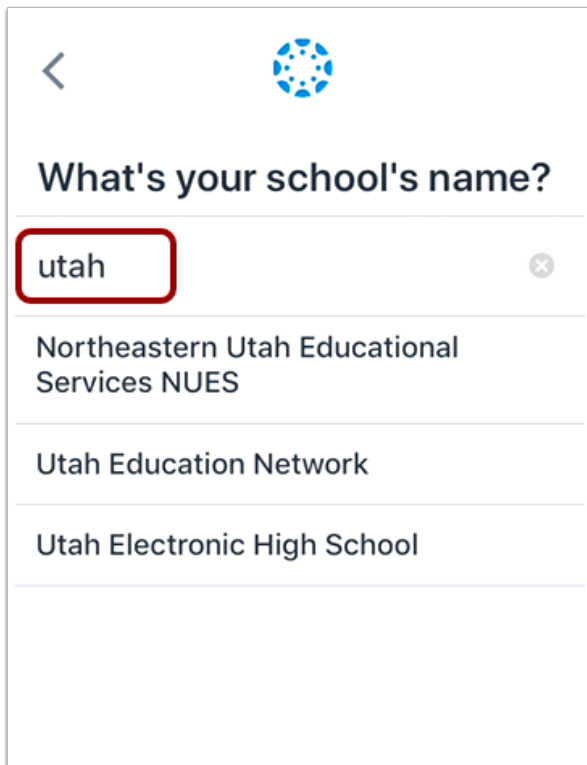



To find your institution, tap the **Find my school** button [1].

If you have previously logged into the app, you may be able to log into the app using a previous login. To use a previous login, tap your username [2].


To get help with logging in to the Parent app, tap the **Help** icon [3].

Find Institution



< 

What's your school's name?

utah 

Northeastern Utah Educational Services NUES

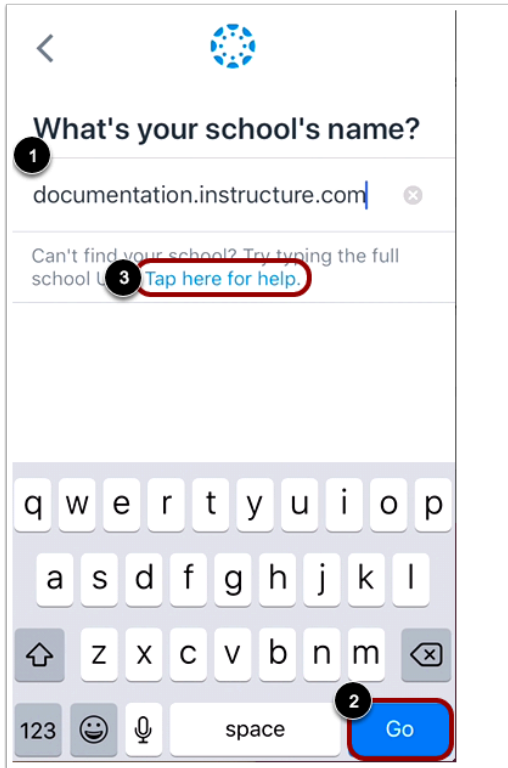
Utah Education Network

Utah Electronic High School

Enter the name of your institution or school district. When the full name appears in the search list, tap the name.

Note: If you are an admin and your school does not appear in the search list, please contact your CSM about mobile smart search.

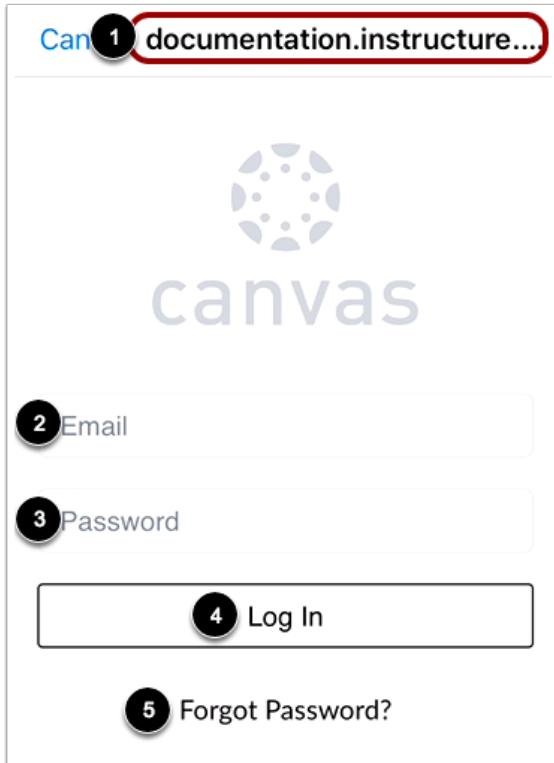
Enter Canvas URL



You can also log in using your Canvas URL. Enter your institution's Canvas URL in the search field [1]. Then tap the Go button on your keyboard [2].

If you don't know your Canvas URL, tap the **Tap here for help** link in the search results.

Enter Login Credentials



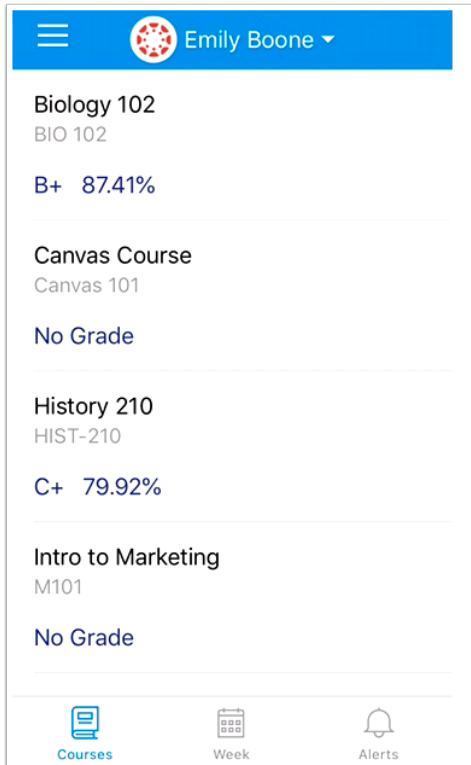
After you've located an account, you can view the Canvas URL at the top of the screen [1]. Enter your email [2] and password [3]. Then tap the **Log In** button [4].

If you don't know your password, tap the **Forgot password?** link [5].

Notes:

- The Canvas email field credential varies according to institution. Some institutions may require a username or account number.
- If your Canvas mobile login page does not show the **Forgot password?** link, contact your institution if you need to reset your password.
- If your institution requires you to log in to Canvas using their authentication system, you will be redirected to your institution's login page.

View Parent App



View the Parent App.

Learn how to [use the Canvas Parent app](#).

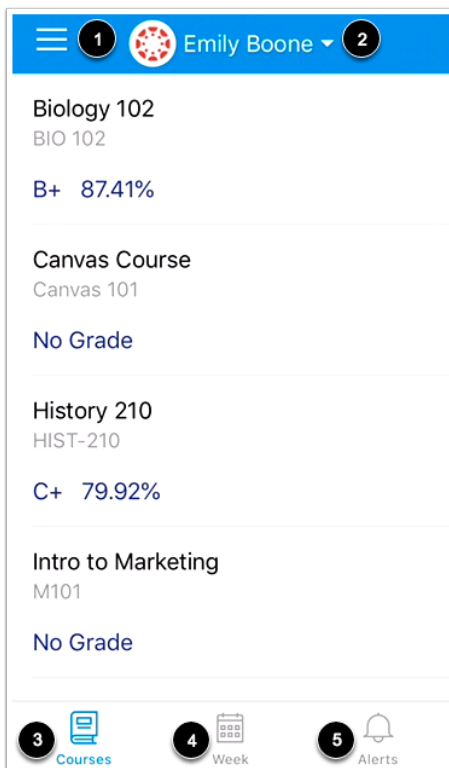
How do I use the Canvas Parent app on my iOS device?

The Canvas Parent app lets you view a student's course events, upcoming assignments, and grades. You can also add and view multiple students in your account.

Notes:

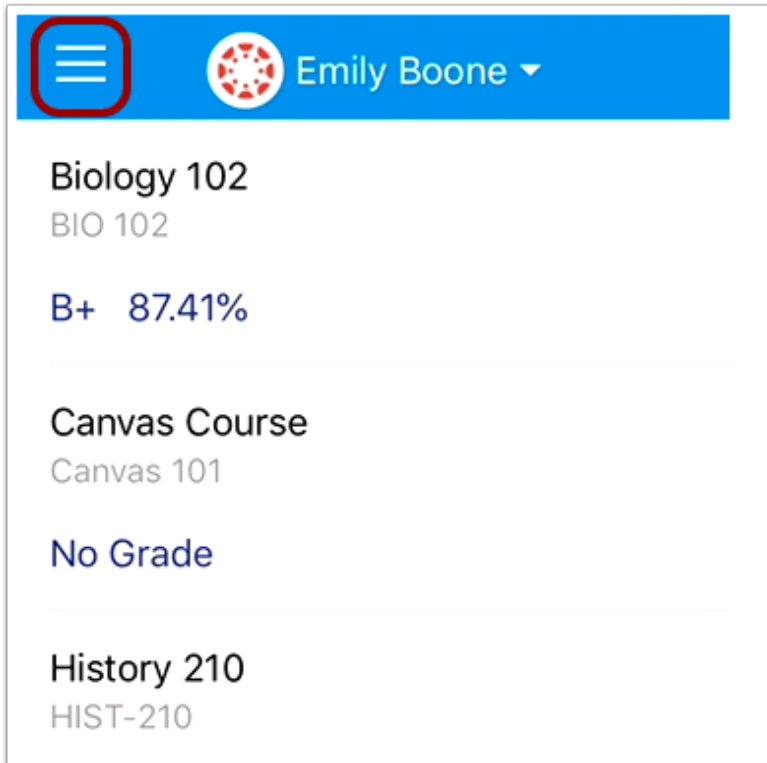
- The Canvas Parent app uses your device's settings to set the time zone used within the app.
- Except when creating an account, you cannot add observed students in the Parent app.
- You cannot remove observed students in the Parent app.

View Parent App



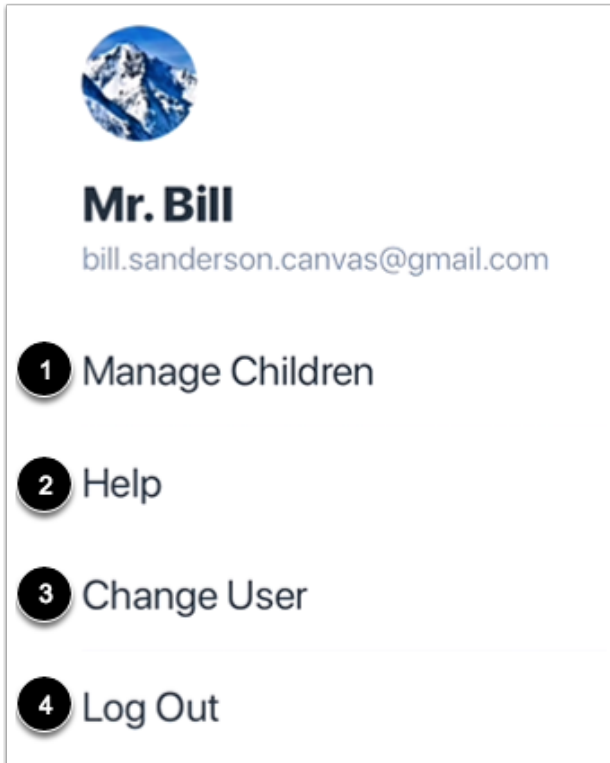
In the Canvas Parent app, you can view your User Menu [1], select a student [2], and view the student's courses [3], the student's weekly calendar [4], and alerts about the student's course participation [5].

Open User Menu



To open the User Menu, tap the Menu icon.

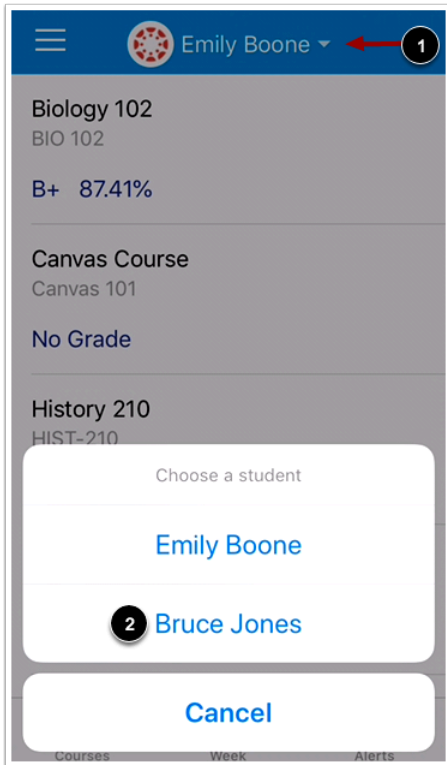
View User Menu



From the user menu, you can:

- [Manage children and alerts](#) [1]
- [Get help with the app](#) [2]
- Change users [3]
- [Log out of the app](#) [4]

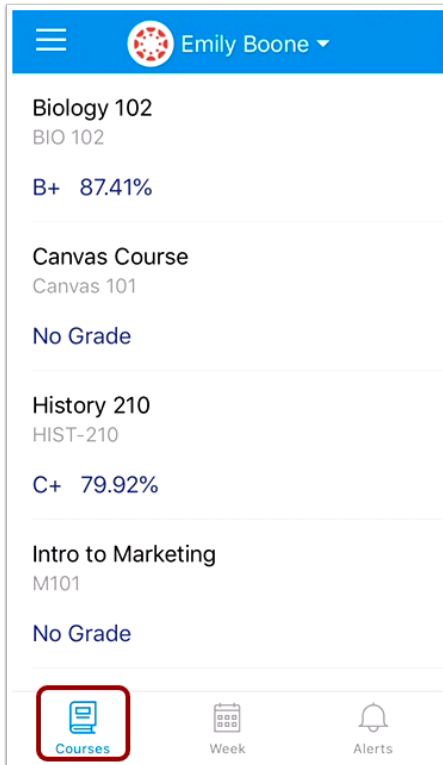
View Student



Your student's name and profile picture display in the Parent app. If you have multiple students associated with your account, you can view another student by tapping the **Student** drop-down menu [1], then tapping the name of the student [2].

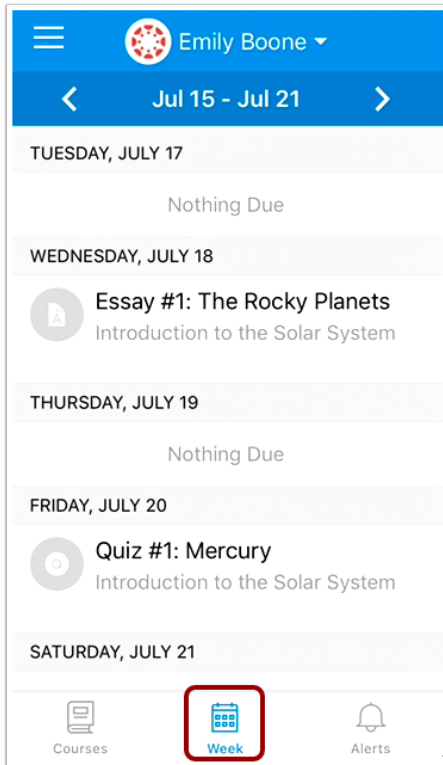
Note: Student profile pictures only display if the student's institution allows students to upload profile pictures.

View Courses



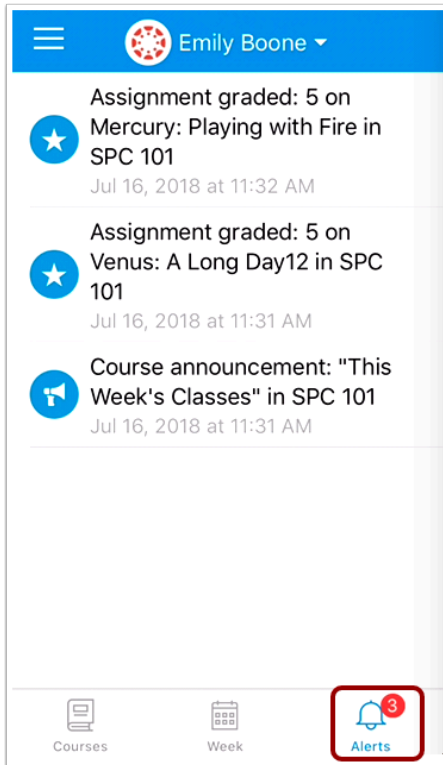
The Parent app defaults to the Courses page and displays the list of courses for the student you are viewing. Learn how to [view courses](#).

View Week



The Week page displays a calendar of assignments and events for a given week. Learn how to [view the calendar](#).

View Alerts

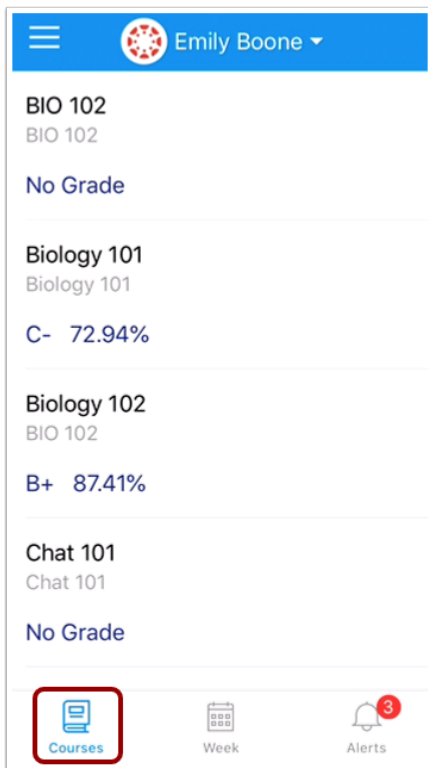


The Alerts page displays grade and assignment alerts. Learn how to [view alerts](#).

How do I view courses for a student in the Canvas Parent app on my iOS device?

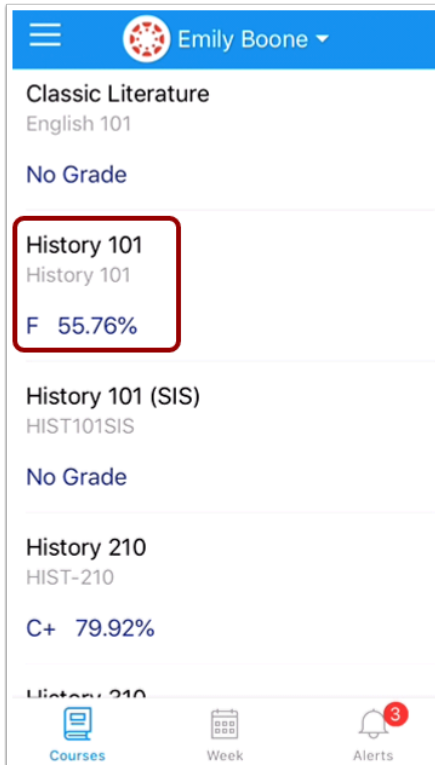
The Courses page displays the current courses for the student(s) you are observing.

View Courses



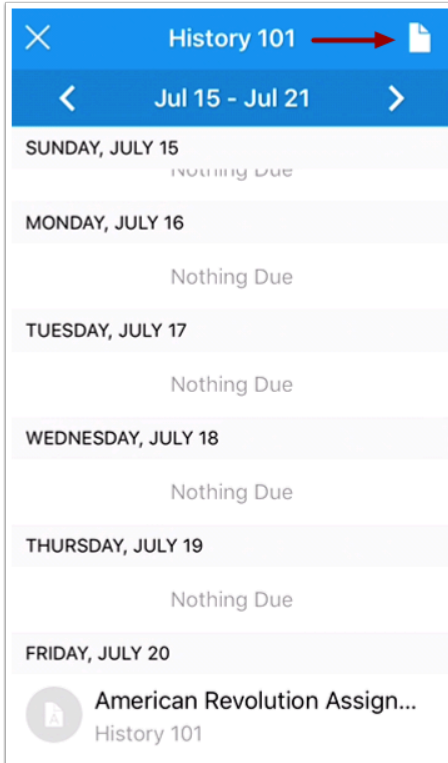
By default, the Dashboard displays the courses list for the student you are viewing.

Open Course



To view course information, tap the name of a course.

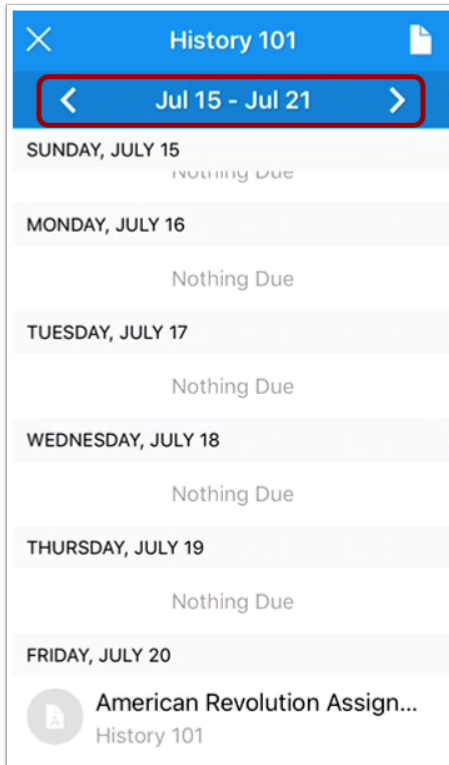
View Syllabus



To view the course syllabus, tap the **Syllabus** icon.

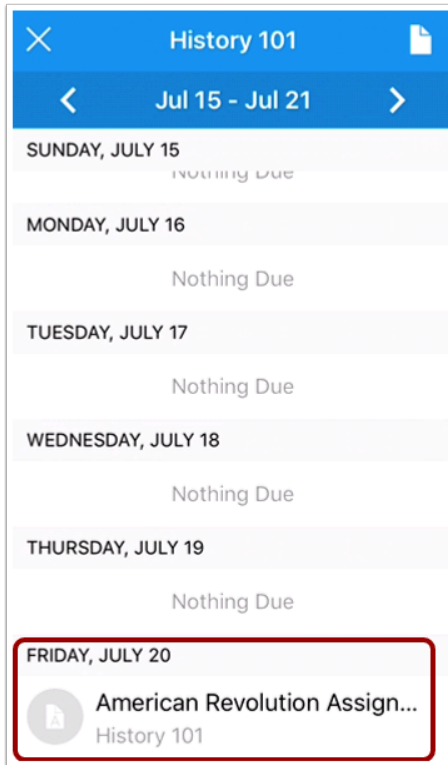
Note: The Syllabus icon will only be visible if the course has a populated Syllabus page in Canvas.

View Events and Assignments



By default, assignments and events are shown by week. To view other course assignments or events by week, tap the back or next arrows.

View Individual Event or Assignment

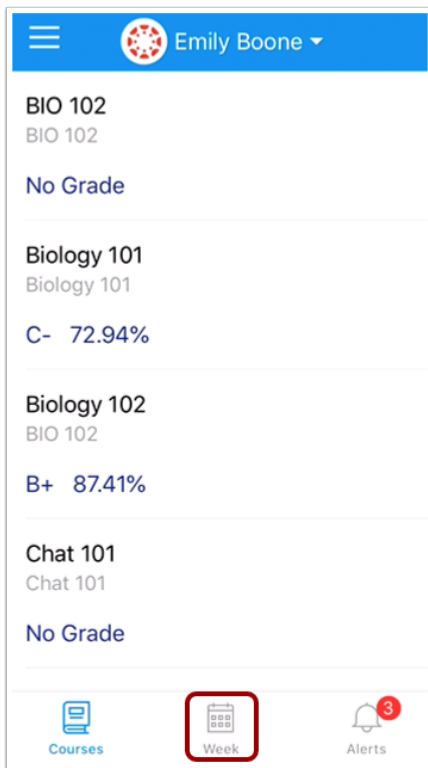


To view the details of an individual assignment or event, tap the name of the assignment or event.

How do I view the calendar of events and assignments for a student in the Canvas Parent app on my iOS device?

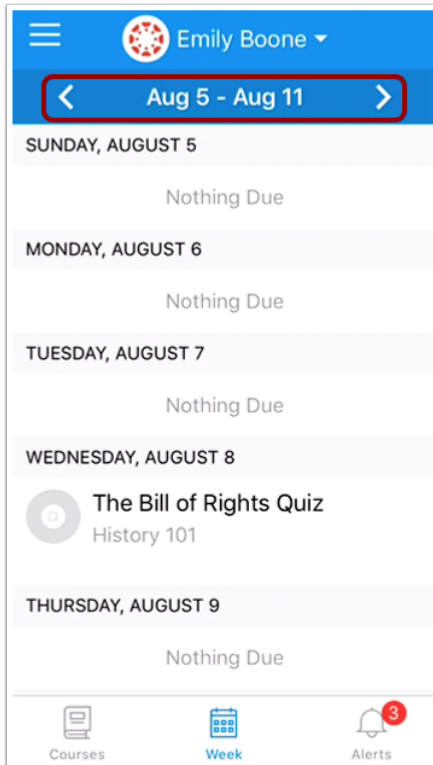
The Week page displays a calendar of assignments and events for the student(s) you are observing.

Open Week



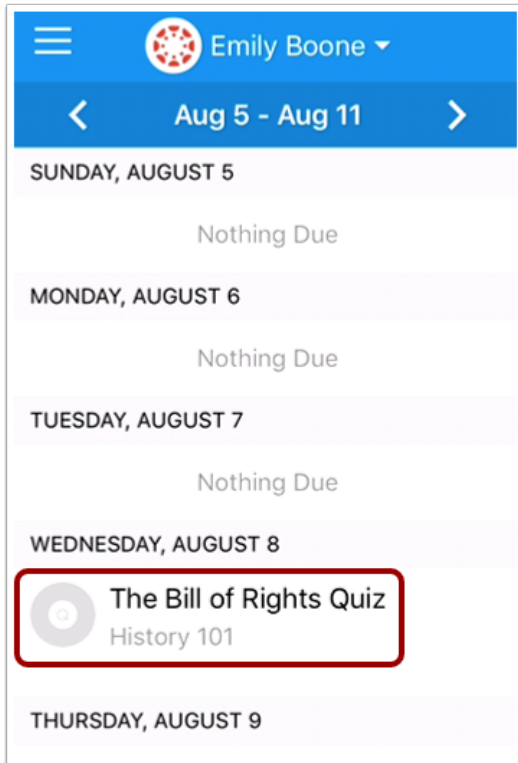
In the Dashboard, tap the **Week** icon.

View Week



The Week page shows all assignments and events for all the student's courses. By default, assignments and events are shown by week. To view other assignments and events for all courses by week, tap the back or next arrows.

View Individual Event or Assignment

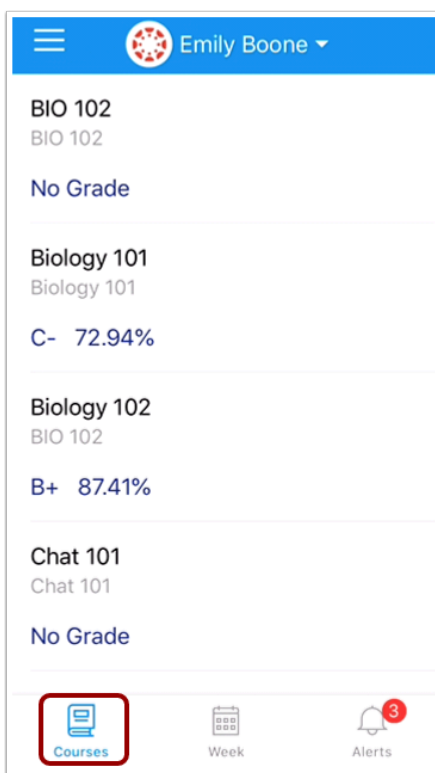


To view the details of an individual assignment or event, tap the name of the assignment or event.

How do I create a reminder for an assignment or event in the Canvas Parent app on my iOS device?

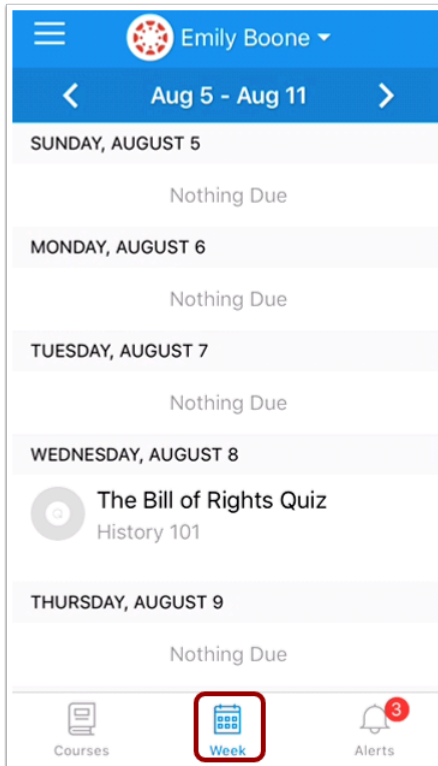
You can set reminders through the Courses page or the Week page. You can choose the date and time that you would like to receive the reminder. Reminders are sent as push notifications to your device.

View Courses



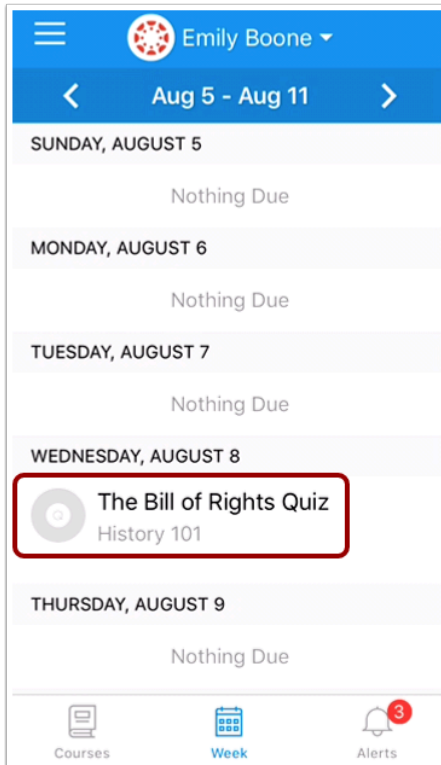
To set a reminder via Courses, tap the name of a course.

View Week



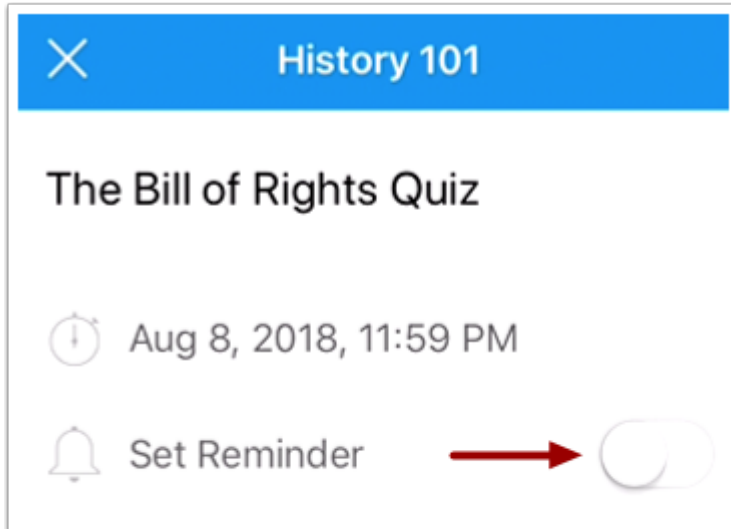
To set a reminder via the calendar, tap the **Week** icon.

Open Assignment or Event



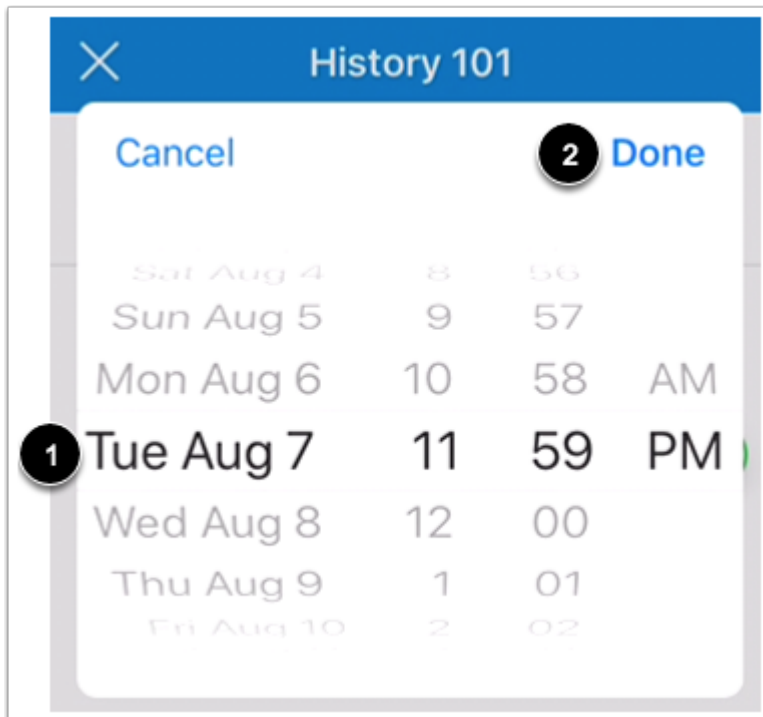
Tap the name of an event or assignment.

Set Reminder



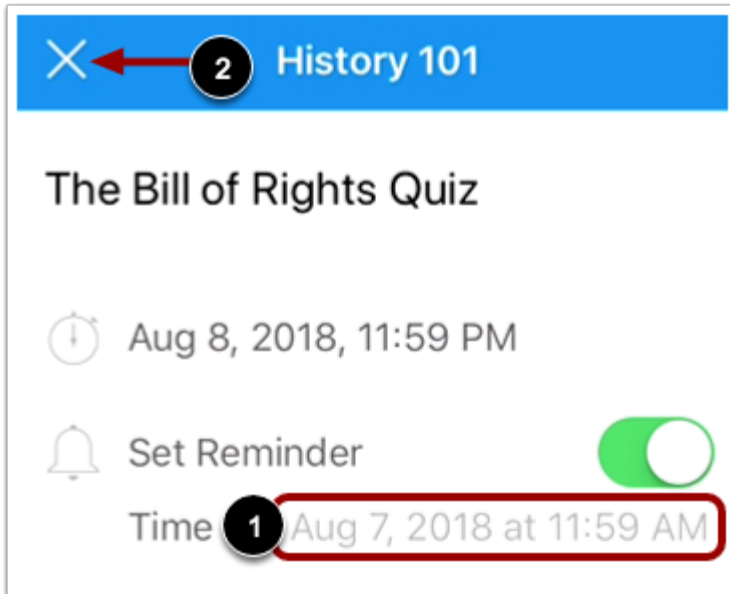
Tap the Set Reminder button.

Set Date and Time



Set the date and time that you would like to receive the reminder [1]. Tap the Done link [2].

Close Assignment or Event



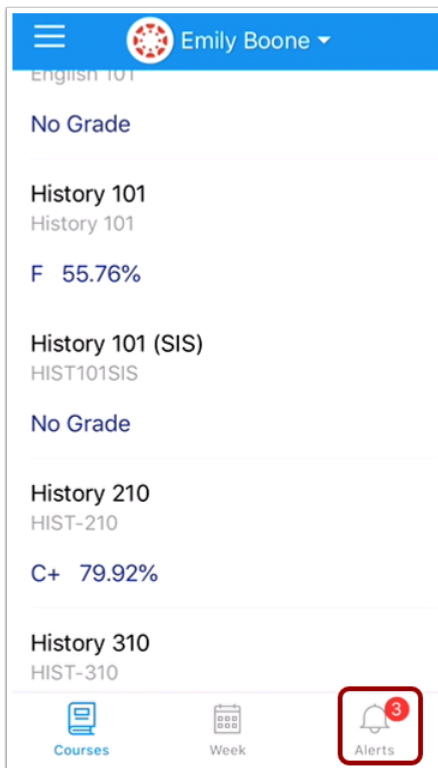
View your reminder [1].

To close the assignment or event, tap the Close icon [2].

How do I view alerts in the Canvas Parent app on my iOS device?

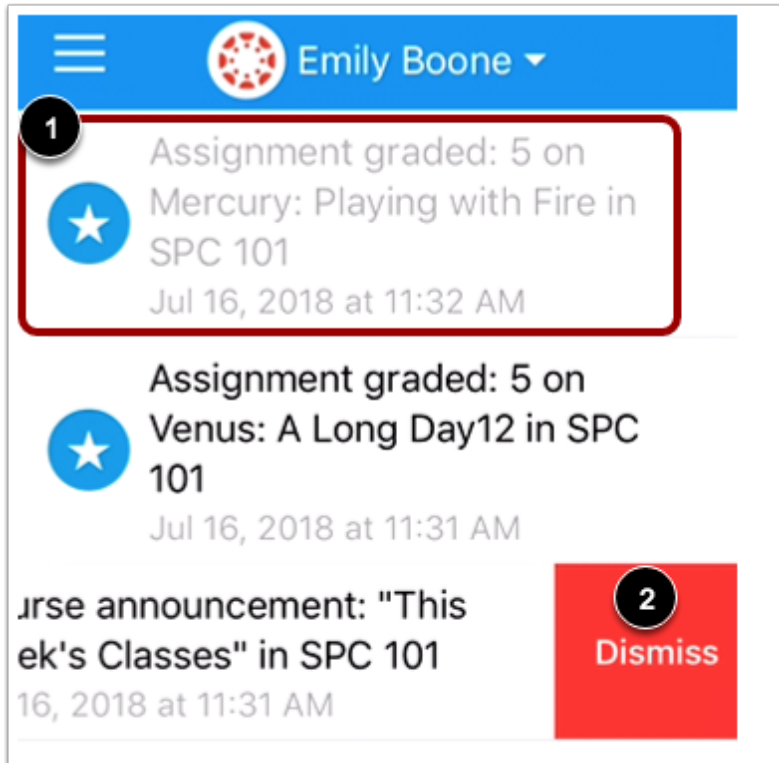
The Alerts page displays assignment and grade alerts for the student(s) you are observing. Learn how to [set alerts](#) about a student's coursework.

Open Alerts



In the Dashboard, tap the Alerts icon.

View Alerts

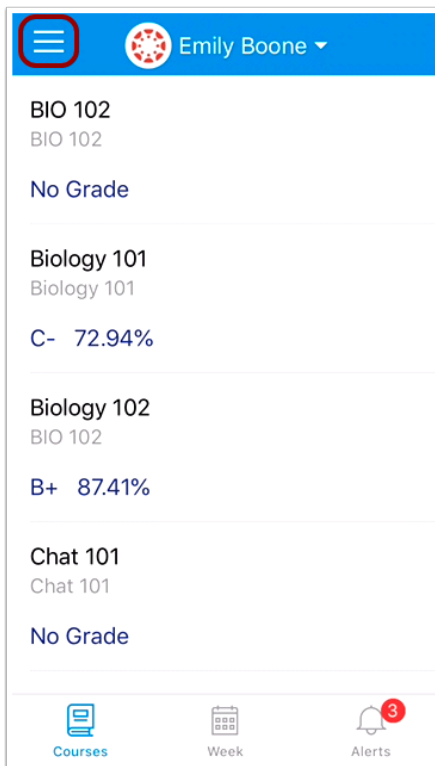


View alerts for the student you are observing. To mark an alert as read, tap the alert [1]. Grayed out text indicates the alert has been read. To remove an alert, swipe the alert to the left and tap the **Dismiss** button [2].

How do I set alerts for a student in the Canvas Parent app on my iOS device?

The User Menu allows you to manage alerts for students linked to your observer account. You can [view your alerts](#) on the Alerts page.

Open User Menu



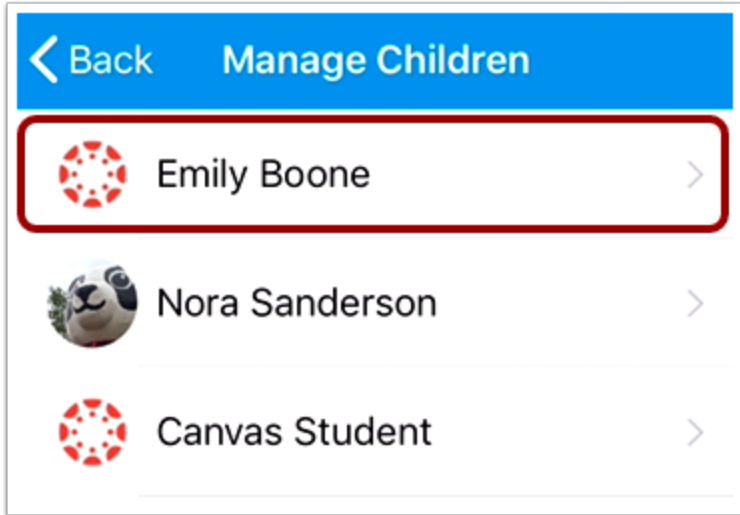
Tap the Menu icon.

Manage Students



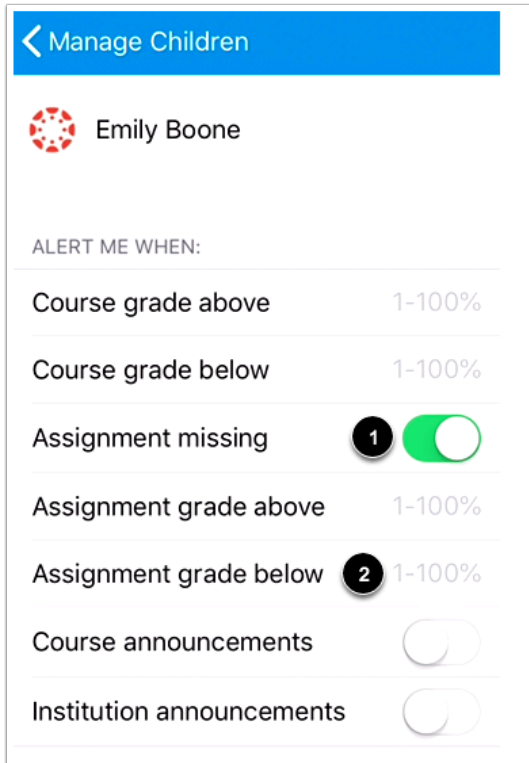
To manage student, tap the **Manage Children** link.

Open Student



To manage a student, tap a student's name.

Set Alerts



Manage Children

Emily Boone

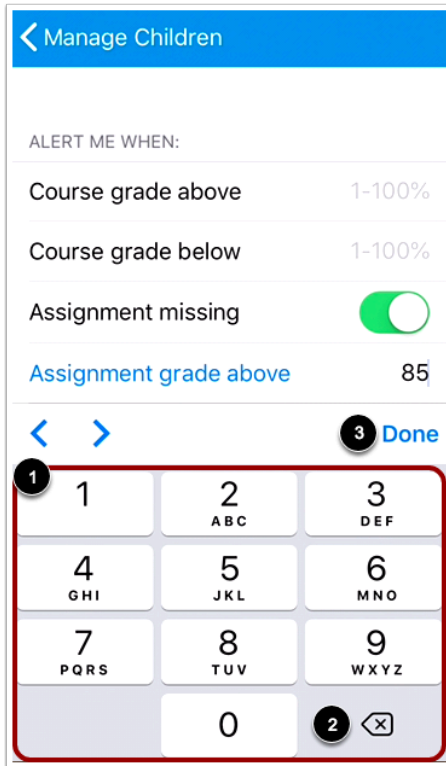
ALERT ME WHEN:

Course grade above	1-100%
Course grade below	1-100%
Assignment missing	1 <input checked="" type="checkbox"/>
Assignment grade above	1-100%
Assignment grade below	2 1-100%
Course announcements	<input type="checkbox"/>
Institution announcements	<input type="checkbox"/>

To enable a toggle alert [1], tap the toggle so it shifts to the right.

You can also be notified of alerts when an assignment is above or below a certain percentage. To enter the percentage, tap the numbers next to the assignment criteria [2].

Enter Percentage Alert



To enter a percentage alert, tap the numbers on the keypad [1]. To delete a digit, tap the **Delete** icon [2].

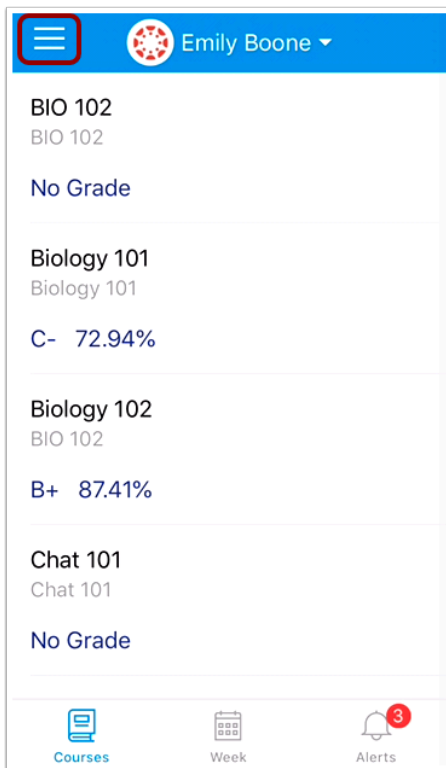
To save the alert, tap the **Done** link [3].

If necessary, you can disable the alert at a later time by re-opening the alert and clearing the percentage.

How do I get help with the Canvas Parent app on my iOS device?

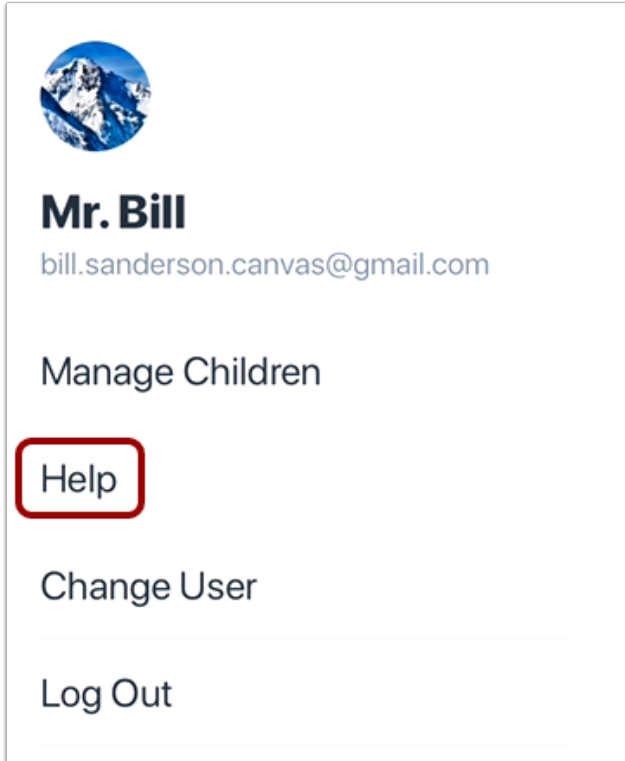
From the Help Menu, you can reference the Canvas Guides, report a problem with the app, request a new feature, and view the Terms of Use.

Open User Menu



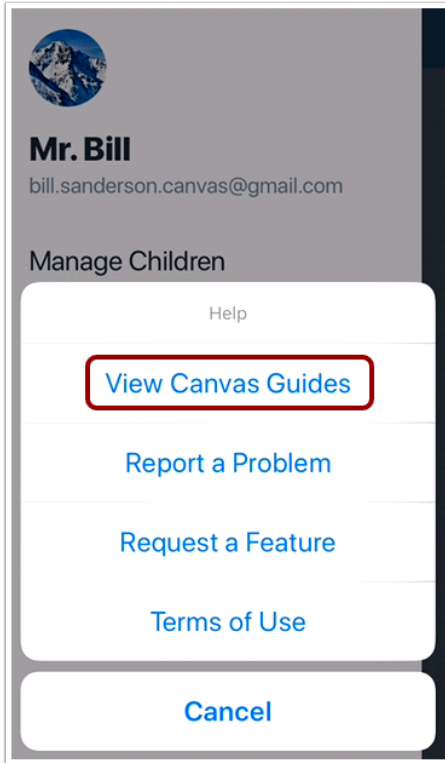
Tap the Menu icon.

Open Help



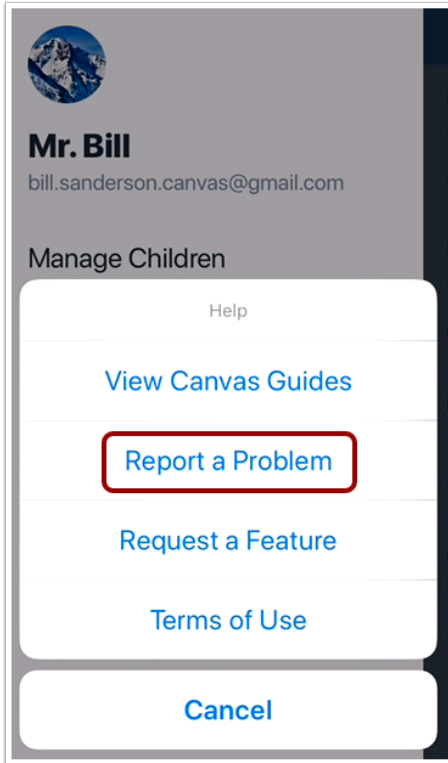
Tap the Help link.

Open Canvas Guides



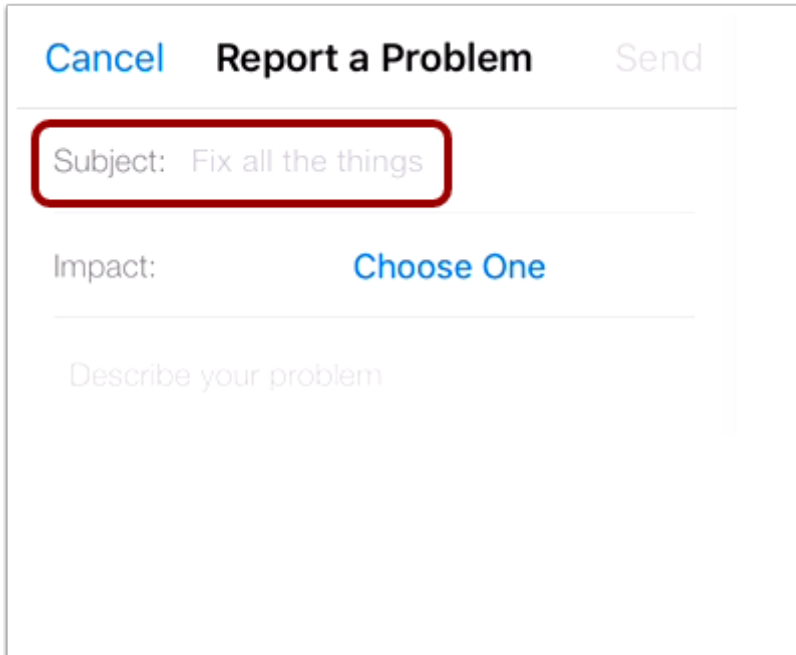
To search the Canvas Guides, tap the **View Canvas Guides** button. The app will open your mobile browser and display the Canvas Guides search page.

Report a Problem



If you encounter a problem in the Parent app, tap the **Report a Problem** button.

Create Subject

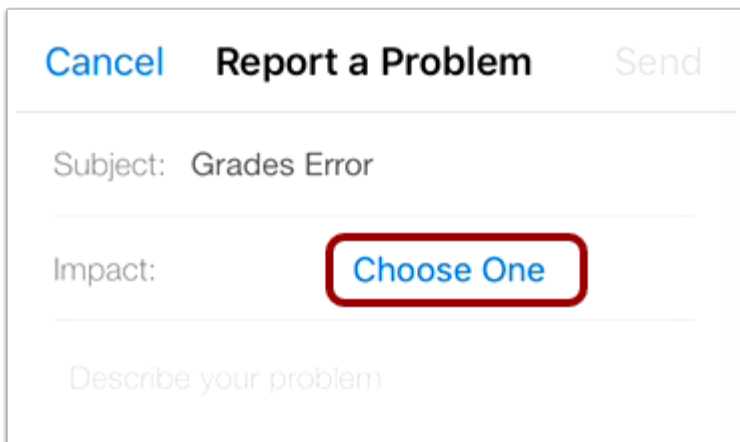


The screenshot shows the 'Report a Problem' form in the Canvas Parent app. At the top, there are three buttons: 'Cancel' (blue), 'Report a Problem' (black), and 'Send' (grey). Below the buttons is a text input field for the subject, containing the text 'Subject: Fix all the things'. This field is highlighted with a red rounded rectangle. Below the subject field is an 'Impact:' label followed by a blue button labeled 'Choose One'. At the bottom of the form is a text area with the placeholder text 'Describe your problem'.

The Parent app automatically creates a message that includes your Canvas URL and the version of the Parent app you are using.

In the **Subject** field, you can create a subject line.

Choose Impact Level



The screenshot shows the 'Report a Problem' form in the Canvas Parent app. At the top, there are three buttons: 'Cancel' (blue), 'Report a Problem' (black), and 'Send' (grey). Below the buttons is a text input field for the subject, containing the text 'Subject: Grades Error'. Below the subject field is an 'Impact:' label followed by a blue button labeled 'Choose One'. This button is highlighted with a red rounded rectangle. At the bottom of the form is a text area with the placeholder text 'Describe your problem'.

In the **Impact** field, tap the **Choose One** link.

Select Impact Level

[← Report a Problem](#) **Impact Level**

Casual question or suggestion

I need help but it's not urgent

Something is broken but I can work around it

I can't get things done until I hear back from you

Extremely critical emergency

Tap the text phrase that best fits how the problem is affecting you.

Send Message

[Cancel](#) **Report a Problem** **2** [Send](#)

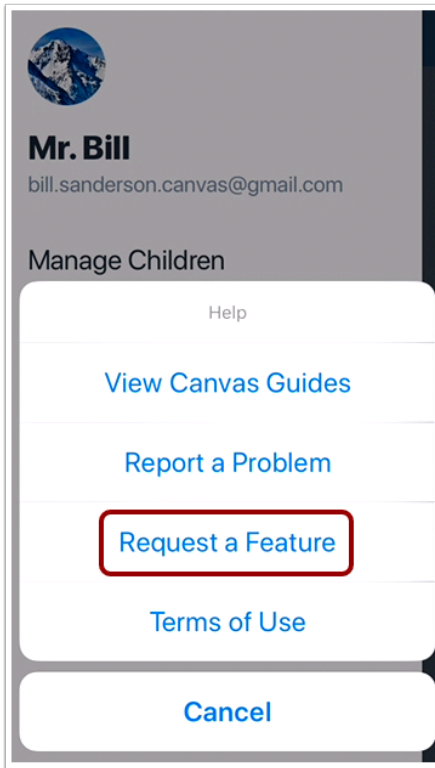
Subject: Grades Error

Impact: **Something is...n work around it**

Hello, support team. **1**

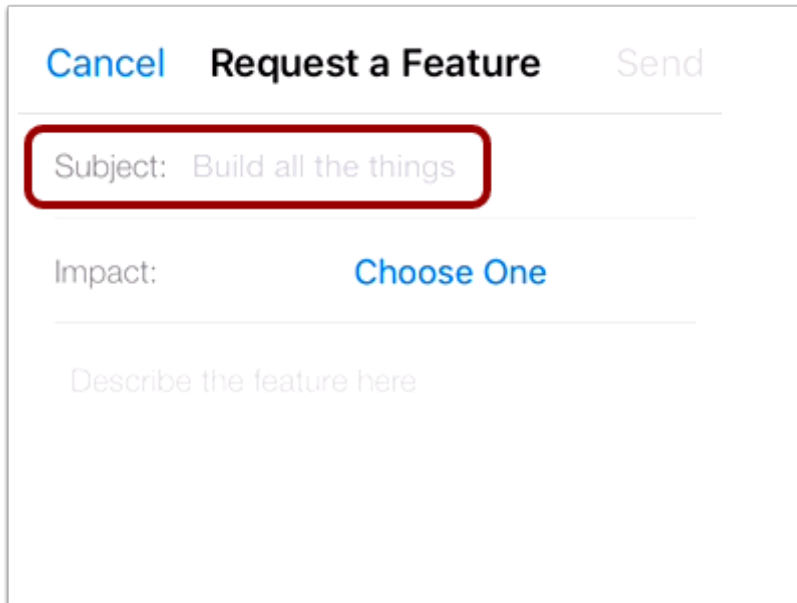
Compose your message in the text field [1], then tap the **Send** link [2].

Request a Feature



If you have a feature you'd like to see in the Parent app, tap the **Request a Feature** button.

Create Subject

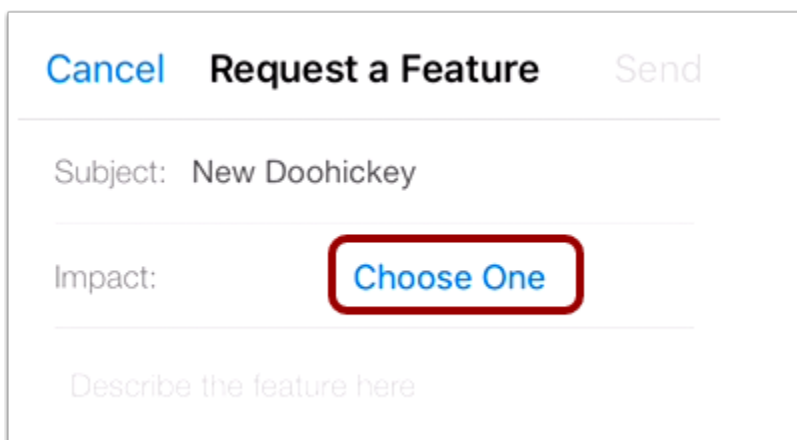


The screenshot shows the 'Request a Feature' form in the Canvas Parent app. At the top, there are three buttons: 'Cancel' (blue), 'Request a Feature' (bold black), and 'Send' (grey). Below the buttons is a horizontal line. The 'Subject:' field contains the text 'Build all the things' and is highlighted with a red rounded rectangle. Below the subject field is the 'Impact:' field, which contains the text 'Choose One' in blue. Below the impact field is a large text area with the placeholder text 'Describe the feature here' in grey.

The Parent app automatically creates a message to the mobile team.

In the Subject field, you can create a subject line.

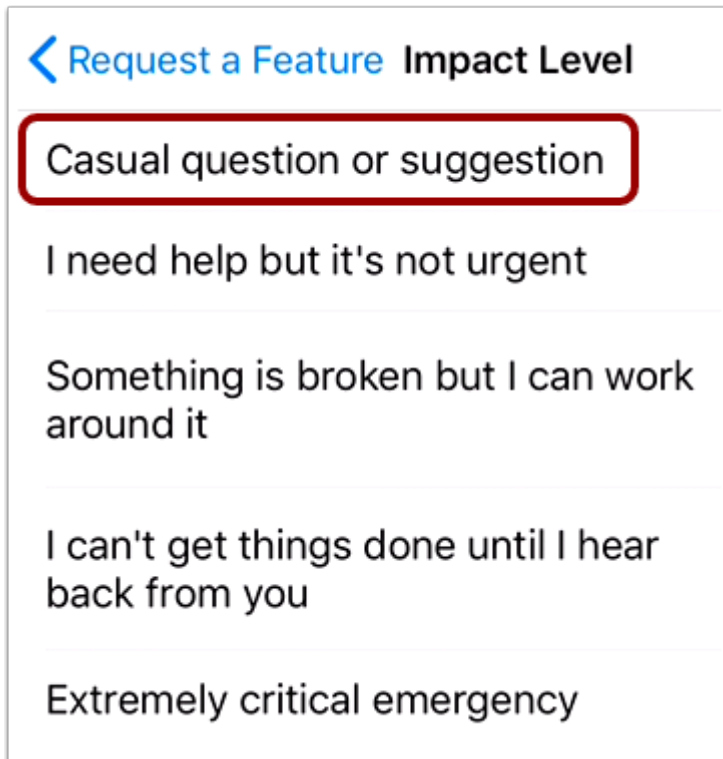
Choose Impact Level



The screenshot shows the 'Request a Feature' form in the Canvas Parent app. At the top, there are three buttons: 'Cancel' (blue), 'Request a Feature' (bold black), and 'Send' (grey). Below the buttons is a horizontal line. The 'Subject:' field contains the text 'New Doohickey'. Below the subject field is the 'Impact:' field, which contains the text 'Choose One' in blue and is highlighted with a red rounded rectangle. Below the impact field is a large text area with the placeholder text 'Describe the feature here' in grey.

In the Impact field, tap the Choose One link.

Select Impact Level



< Request a Feature Impact Level

Casual question or suggestion

I need help but it's not urgent

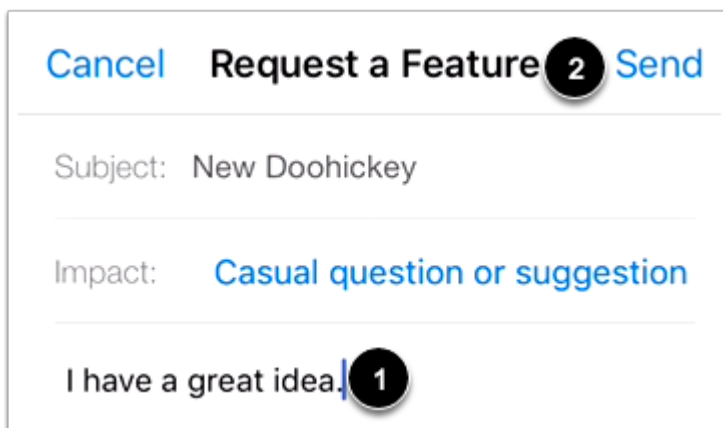
Something is broken but I can work around it

I can't get things done until I hear back from you

Extremely critical emergency

Tap the Casual question or suggestion option.

Send Message



Cancel Request a Feature **2** Send

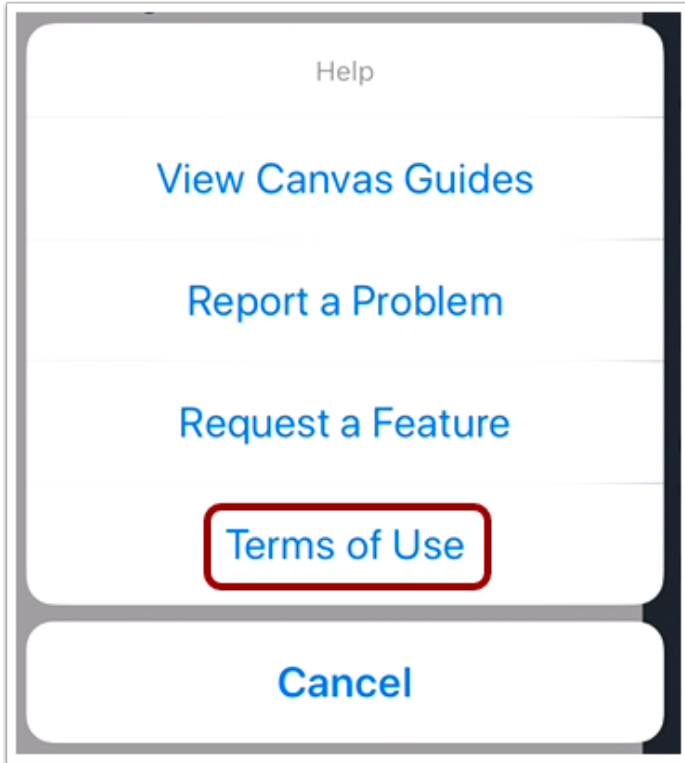
Subject: New Doohickey

Impact: Casual question or suggestion

I have a great idea. **1**

Compose your message in the text field [1], then tap the Send link [2].

View Terms of Use

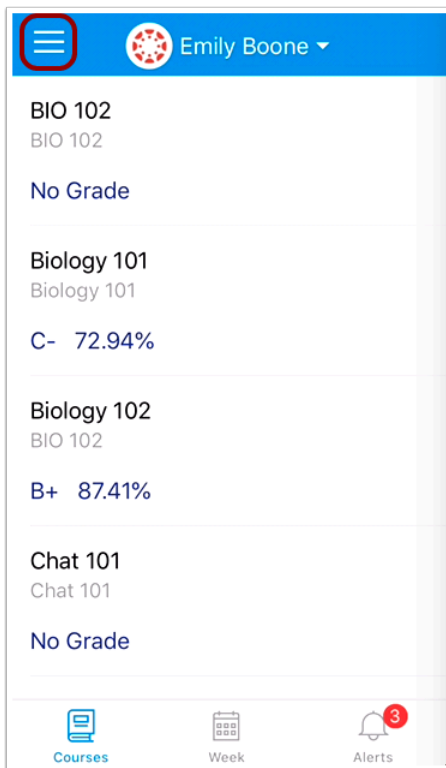


To view the Terms of Use, tap the Terms of Use button.

How do I log out of the Canvas Parent app on my iOS device?

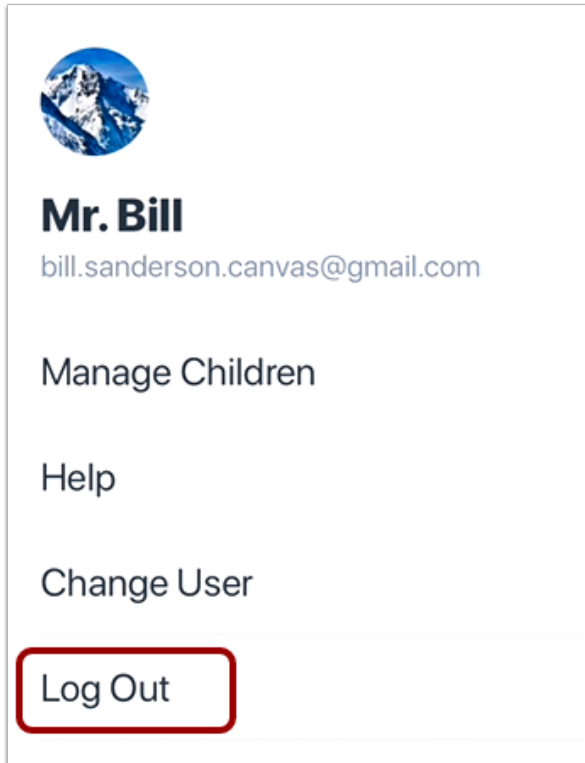
You can easily log out of Canvas Parent when you are finished using the app.

Open User Menu



To open the User Menu, tap the Menu icon.

Log Out



Tap the Log Out link.

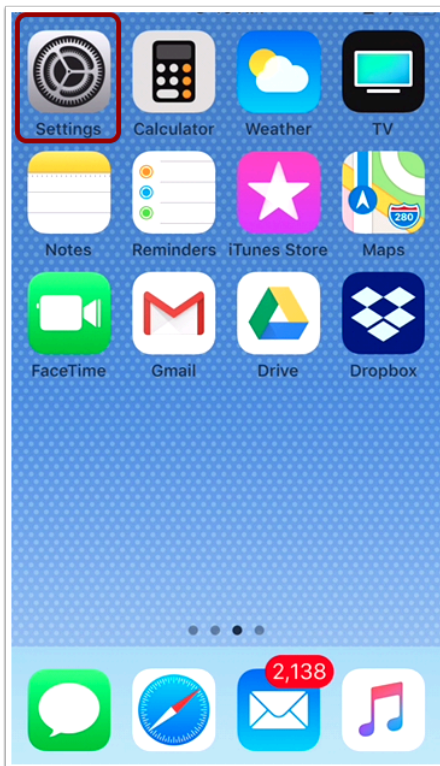
How do I reset my cache in the Parent app on my iOS device?

You can reset your cache in the Canvas Parent app on your iOS device. Resetting your cache will clear all information on your device that is specific to the app, including login details and app settings.

You may want to use a cache reset if you experience errors when logging in to the app. Because a cache reset will remove app information from your device, you may want to try resetting your password or uninstalling the app first.

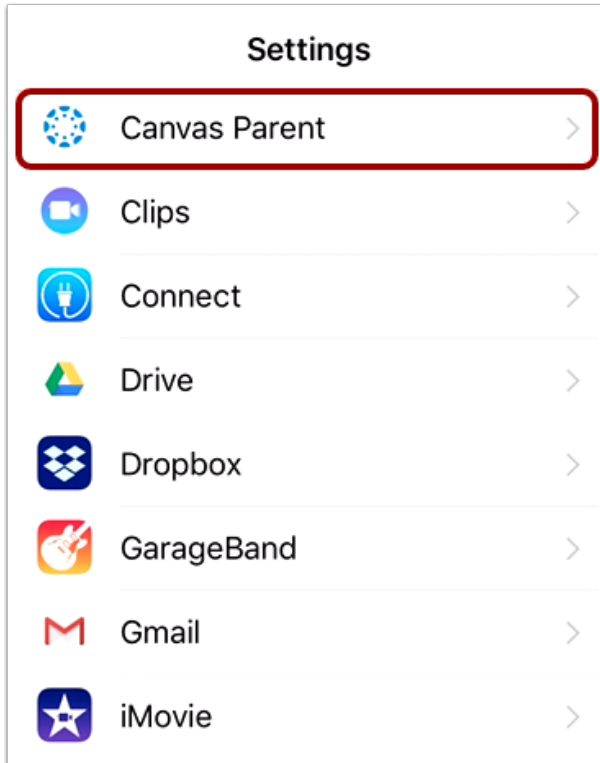
After enabling the Reset Cache on Next Launch option, you must force close and relaunch the Parent app for your cache to reset.

Open Settings



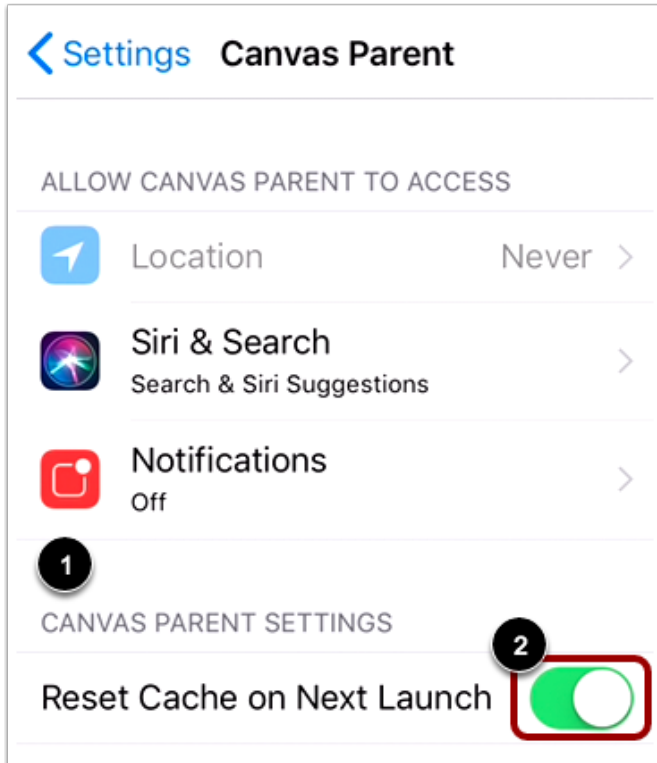
On the home screen, tap the **Settings** icon.

Open Parent App Settings



In the Settings menu, tap the **Canvas Parent** link.

Reset Cache on Next Launch



Locate Canvas Parent Settings [1]. Then tap the Reset Cache on Next Launch button [2].

Notes:

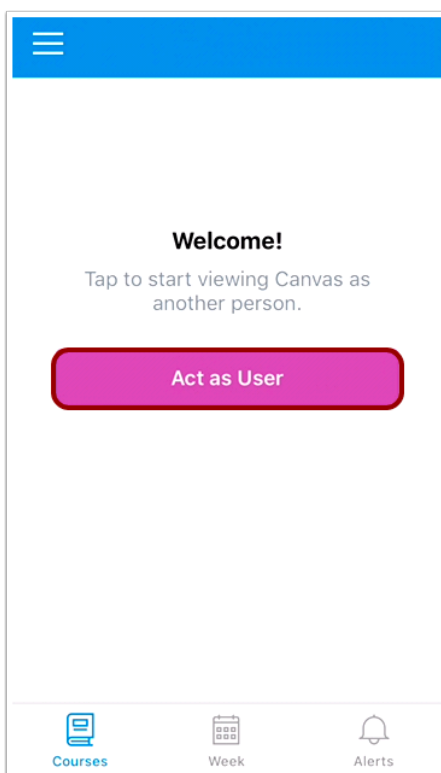
- After enabling the Reset Cache on Next Launch option, you must force close and relaunch the Parent app for your cache to reset.
- The Reset Cache on Next Launch button will toggle to the Off position after the cache has reset.

Admins

How do I act as a user in the Parent app on my iOS device as an admin?

If you are an admin, you can act as a user in the Parent app and take any action in the app as if you were the observer. Only account-level users with the Act as users account permission can act as other users. This permission does not apply to sub-account admins.


Open Act as User Menu



To open the Act as User menu, tap the **Act as User** button.

Act as User

Act as User Done



"Act as" is essentially logging in as this user without a password. You will be able to take any action as if you were this user, and from other users' points of view, as if this user performed them. However, audit logs record that you were the one who performed the actions on behalf of this user.

1 User ID

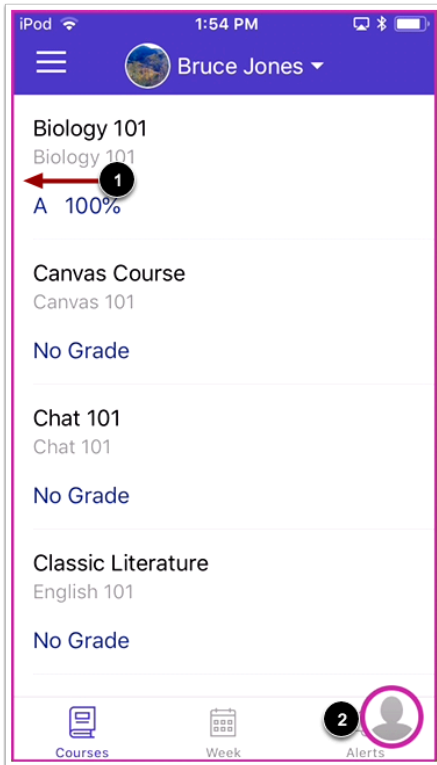
2 documentation.instructure.com

3 Act as User

In the **User ID** field [1], enter the Canvas ID for the user. The domain will already be populated for you [2]. Then tap the **Act as User** button [3].

Note: The user's Canvas ID can be found as part of the user's URL in the web version of Canvas. Make sure you have the user's ID associated with the correct Canvas URL

View App as User



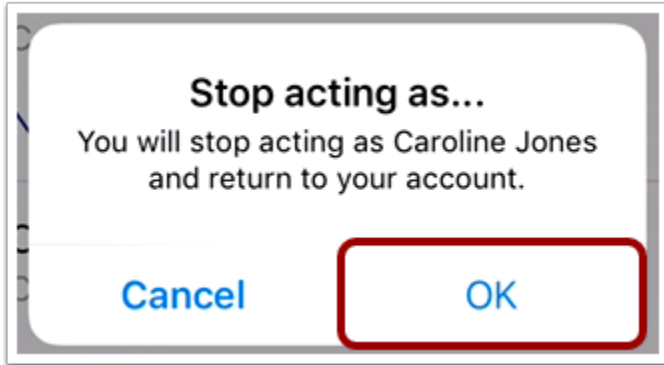
View the Parent app as the user. A colored border [1] and the user's Profile icon [2] will display on every page while you are acting as the user.

Stop Acting as User



To stop acting as user, tap the user's Profile icon.

Return to Account



To confirm and return to your account, tap the OK button.