Canvas® Student FAQs

This document lists Frequently Asked Questions and their answers for students in the Canvas Learning Management System.

Question: I don't see a course on my list of courses in the Course Dashboard. What do I do?
Answer: To view all of your courses, select **Courses** from the Global Navigation menu and select **All Courses**. If you favorite a course, other courses are not displayed in the Course Dashboard view. You must select the All Courses view. If a course is not present in the All Courses view, follow school procedures for enrollment support.

Question: How do I know when my assignments are due?
Answer: You can find due dates for any graded items in several places in Canvas! All items with due dates will be shown on your course **Calendar**. Check the **Syllabus** as well for a list of all graded items and their due dates. Finally, navigate to **Modules** where you can find your lessons and assignments with due dates.

Question: What do I do if I need to retake a quiz or resubmit an assignment?
Answer: Check the quiz or assignment to see if you can retake it. The quiz or assignment's page will tell you how many attempts you have on the assessment. If you do not have any attempts left, contact your teacher for support.

Question: How do I receive a notification for due dates or announcements?
Answer: You can view and change your notification settings in Canvas by navigating to **Account** and selecting **Notifications**. Set notification settings for Announcements, Due Dates, and Submission Comments to **Immediate** or **Daily** for the quickest alerts.

Question: I do not see an assignment or lesson listed on my calendar. What do I do?
Answer: Make sure your Calendar view is displaying all of your courses. Select Calendar from the Global Navigation menu and locate the Calendar sidebar list. Check that all your courses are checked. If one course is not checked, you will not see that course's events on your Calendar view.

Question: How do I message my teacher?
Answer: Use the Canvas link to your Office 365® email inbox to send an email to your teacher. You may see a notification in the Canvas Inbox tool. To reply to an email, access the Office 365 email inbox, select the message you want to reply to, select Reply All, type your message, and Send.

Question: My course is running slowly or freezing. What do I do?
Answer: Clear your browser's cache and cookies, update the browser, and switch to another browser. If none of those solutions work, contact the K12 Help Desk for technical assistance.

Question: My login is not working. What do I do?
Answer: Have your parent or guardian contact your school's enrollment department for assistance or contact the K12 Help Desk.