



eLearning Day TECHNICAL Frequently Asked Questions

What if my iPad is not working? Try to restart (completely power down) the iPad and re-launch the Canvas app. If it still does not work, any device that has access to the internet will allow a student to access Canvas via the www.decaturoproud.org website. (Click on the Canvas icon on the top right-hand side of the website). If there is no other way to complete assignments, students should contact their teachers to inform them of the problem.

My student cannot access YouTube videos or specific websites assigned by the teacher.

You must be logged into Canvas with your student account to access the materials assigned by the teacher. This allows your system to receive the correct permissions to open the materials.

My student cannot access wireless at home or another location.

Try to restart (Completely power down) the device. This will reset all connections and the wireless connection. Verify the correct login and password for the wireless router has been entered to the device.

My device is slow to connect to Canvas or other websites.

Try restarting (completely power down) the device. This will clear out the memory and reset the connections to the local wireless. Try again to connect to Canvas.

What technical support will be available on eLearning days?

A dedicated phone line (317-856-2221) will be available from 9 a.m. - 4 p.m. on eLearning days.

What if I cannot log into Canvas?

Please call the Canvas support line at 317-856-2221





Connectivity

MSD of Decatur Township understands that connecting to a network is sometimes problematic. On an inclement weather day when an eLearning day has been called, students should remain at home to work to ensure their safety. If there is a need to connect to a network outside the home, the district may be able to provide wifi if needed. Please contact your teacher for additional information.

