

Canvas Parent Access Guide

(for Heathdale Primary and Secondary School Parents)

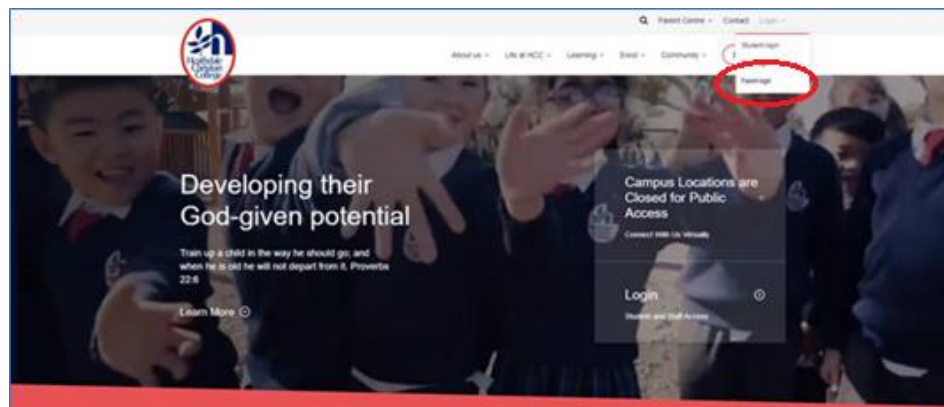
This is a step-by-step guide on how to sign into the Heathdale Application portal with access to Canvas to observe your child's/children's account/s.

To use the Heathdale Application portal, your email address must be associated to the Portal as a Parent Access Account. All parents had been invited via email to create this association. If you are a new family to the College and have not received this invitation, please email servicedesk@heathdale.vic.edu.au for assistance.

This association process will need to be completed prior to commencing the steps below.

Step 1: Signing in to Heathdale Canvas for parents

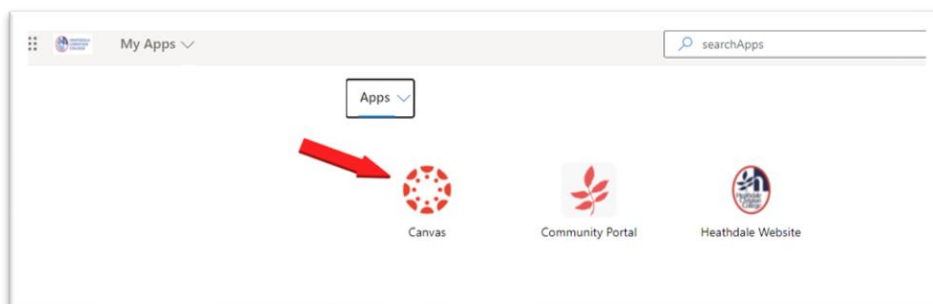
1. Go to Heathdale Christian College's website <https://www.heathdale.vic.edu.au/>. Locate the Login button on the top right of screen and select 'Parent login'



2. Sign-in using your email address and password that you have created during the Heathdale Christian College Parent Account registration.
(Note: if your email address and password is linked to your company or workplace's Microsoft 365 account, you may be directed to a login page that has your company or workplace's branding on it. Do proceed to sign-in with your workplace password and you will then be directed back to Heathdale's Application Portal.)

If you have forgotten your password, please refer to the guide "How to Reset Heathdale Application Password" [here](#).

3. After signing in, you will see these Apps icons on the web page. Click the 'Canvas' icon.



4. Your Canvas dashboard will be presented showing tiles for each subject your child has.

If you are already familiar with Canvas, your experience will be as normal.

For parents using Canvas for the first time, please refer to the guide “Understanding Canvas for Parents” located in the Canvas section under ‘Parent Centre’, ‘Resources for Student and Parents’.

Troubleshooting FAQs

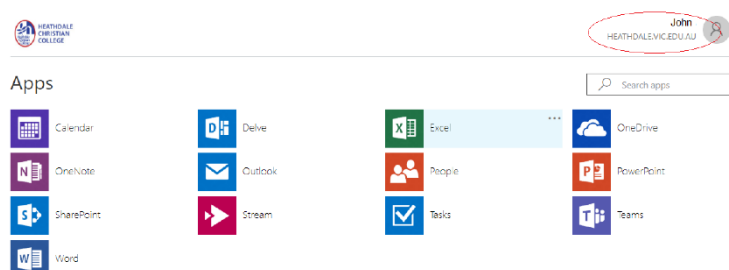
Difficulty signing into the Heathdale Application Portal and Canvas

Q: I have logged in but cannot see the Canvas icon under the apps section.

You may have logged into your children’s Heathdale Student Portal because your internet browsing history has saved their login details. Please use an In-Private or Incognito browser window to access, or alternatively delete and clear all internet browsing history (including saved passwords and cookies) from the internet web browser on your computer or mobile device. Then try signing in again.

Q: I see my child’s name and email address in Heathdale Apps Portal after successfully signing in?

If you see your child’s name in the top right of screen, then you have signed into your child’s Heathdale Student Portal because your internet browsing history has saved their login details.



Please use an In-Private or Incognito browser window to access, or alternatively delete and clear all internet browsing history (including saved passwords and cookies) from the internet web browser on your computer or mobile device. Then try signing in again.

Questions or Technical Issues?

If you have any questions or issues related to this guide, please contact us via the following email address servicedesk@heathdale.vic.edu.au.

Kindly provide the following information in your email:

- Your name, email address in question and your child(ren) full name(s) and Year level(s)
- A brief summary of the issue you’re facing or your question
- A phone number and a preferred time during the day when you can be contacted. One of our staff will get back to you as soon as possible.

Please note that we do not provide ‘out of hours’ support, and while every effort will be made to contact you as soon as possible, we will get back to you within standard business hours or via email.