

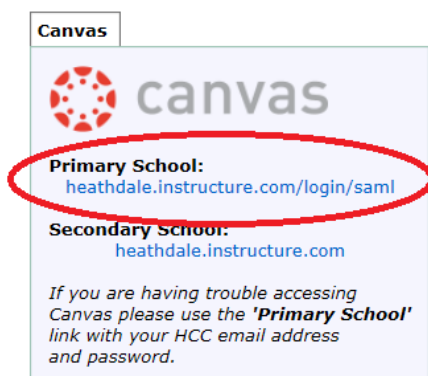
Canvas Troubleshooting Tips

This document outlines additional troubleshooting tips for users to follow if experiencing Canvas related access issues.

Trouble accessing Canvas via the Browser on a PC or Apple Mac device;

If a student is having trouble accessing Canvas via the web browser then the following points should be noted;

1. Canvas and embedded videos work best through the Google Chrome web browser. Please download and install this app from Apple App Store on your iMac or Macbook. On a Windows PC, please download and install from www.google.com website.
2. Please ensure Canvas is being accessed via the Chrome browser and not Safari or Microsoft Edge.
3. Please ensure the correct link is being used to access the Canvas. This is available on the Intranet under the **Primary School** link;



The link that can be used as a shortcut is: <https://heathdale.instructure.com/login/saml>

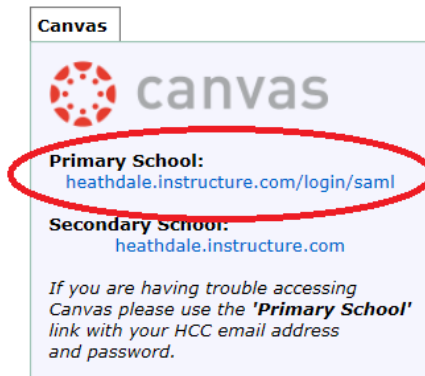
4. Browser issues.
If a PC or Apple device is shared by two members of a family, there are situations where one user's credentials, cookies, etc stored within the browser will be in conflict with another user, thus impacting Canvas and video performance.
In this case the best advice is to use the Google Chrome in 'Incognito' browser mode. An outline for launching an 'Incognito' browser can be found later within this document.
5. For families with multiple students using the same device, like a PC or iMac, we also recommend creating a separate login profile for each student. If this is not possible, such as in an iPad, it is advisable for students to be given dedicated devices.
6. Try another available device if possible.

7. Password issues.
Please ensure the username and password being used is correct.

Viewing Videos via Canvas in iPad or iPhone Troubleshooting Tips;

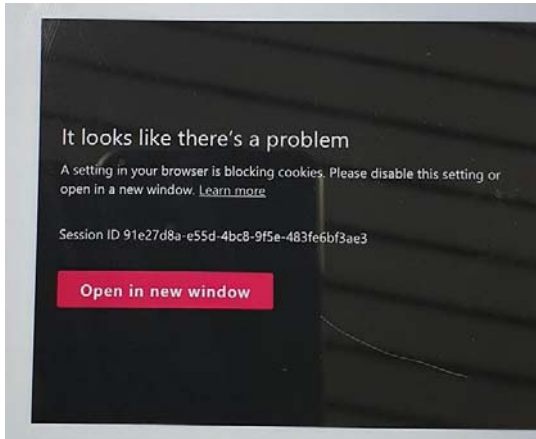
If a student is having trouble viewing videos within Canvas then the following points should be noted;

1. Canvas and embedded videos work best in the Google Chrome browser app on the iPad or iPhone. Please download and install this app from the Apple App Store on your device.
2. The primary cause of not being able view videos through Canvas (& particularly MS Stream videos) is when the Canvas App is being used and not the Google Chrome browser.
Please ensure that you access Canvas via the Chrome browser and not using the App.
Detailed instructions are provided to access Canvas via the browser.
3. Please ensure the correct link is being used to access the Canvas in the browser.
This is available on the Intranet under the **Primary School** link;



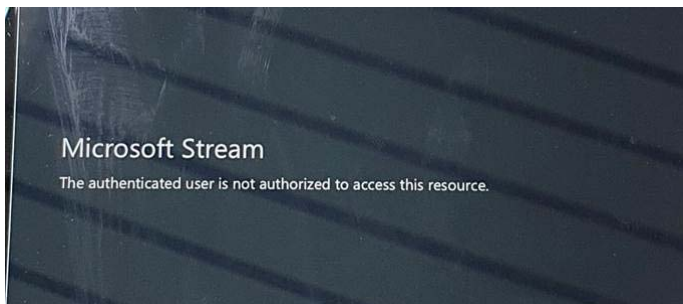
The link that can be used as a shortcut is: <https://heathdale.instructure.com/login/saml>

4. Within the iPad Chrome browser you may see the following 'error message' when first viewing a stream video.



Some users have thought this was an error and stopped at this point. However, reading the message, the red button allows you to open the video in another window. If you do this then the video will play correctly. After this, all subsequent videos will open correctly.

5. There have been a small number of cases where videos have been uploaded without the correct user permissions. In this case the following message will be displayed;



In this case please contact the relevant teacher and ask them to update the video permissions. This video will then be available when updated.

6. Please check that the operating system on the iPad or iPhone is iOS 12 or later. It is recommended that you update your device to the latest version of iOS. Google Chrome browser app will not work with iOS 11 or earlier.

How to use a Chrome Incognito browser session

For families with multiple students or teacher/student on the one device, or where there are previously saved passwords/credentials causing Canvas login issues, we recommend using your browser in Google Chrome Incognito mode.

In order to activate this mode, please follow the below steps for the Chrome browser that you are using. This privacy feature is called "Incognito mode" in [Google Chrome](#). Continue reading for complete information about how to use this private or 'incognito' browsing mode.


Note that while in Incognito mode, none of your browsing history is permanently stored to your computer. However, this does not mean you are anonymous on the Internet.

Please see the section for complete instructions to open the Chrome Incognito browser;

To leave Incognito mode browsing you can simply close the window.



Chrome

1. Open the Google Chrome browser.
2. Click  in the upper-right corner of the browser window.
3. Select **New incognito window** from the drop-down menu that appears.

