CANVAS PARENT iOS GUIDE

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General Information
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

Search for "Canvas Parent" or "canvas parent" in the App Store.
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: The App Store may ask for your App Store 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 resource document](#).

**Note:** If you are not able to create an account, your school has not enabled self-registration. Please contact your school to create your account.

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Open App

Open your device and tap the **Canvas Parent** icon.
Find School

To find your institution, tap the **Find School** button [1]. To create an account using a generated pairing QR code, tap the **QR Code** link [2].
Create Account using QR Code

To create an account using a QR code, tap the I don't have a Canvas account link [1] and tap the Next link [2]. Open the Canvas Student app and scan the QR code.

To create an account, have your student create a pairing code for you from the Settings section of the Canvas Student app as shown below, and then scan that code from here. If your student doesn't see the option to create a pairing code, you'll need to reach out to your school to create your account.
Find Institution

What’s your school’s name?

American Academy of Innovation UT - Parent
American Academy of Innovation UT - Students/Teachers
Ascent Academies of Utah

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

To create an account, tap the Create Account link.

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

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**

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

- Students can generate pairing codes from their User Settings. Depending on institution permissions, admins and instructors may also be able to generate pairing codes.
- After your account is created, you can link additional students to your account in the Parent app.

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 with a Canvas URL?

Once you download the Canvas Parent app from the iTunes store, you can use the app to log in to your Canvas account. You can enter your institution's name into the app to locate your account. If the app cannot find your institution by name, you can enter your institution's Canvas URL into the app. If you don't know your Canvas URL, you can log in using a QR code, which does not require knowing your Canvas URL for the mobile app.

If you do not want to locate your Canvas URL every time you log in to Canvas, learn how to switch to another user account. 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 School

To find your institution, tap the **Find 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].
Search for Institution Name

Enter the name of your institution or school district. If 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
If the name of your institution does not appear in the search list, you may need to locate your Canvas account by entering the full Canvas URL in the Find your school or district text field.

If you don't know your Canvas URL, tap the Tap Here for Help link. Or you can log in using a QR code, which does not require knowing your Canvas URL.

**Enter Login Credentials**

![Canvas login page]

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]. 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 reset password option, 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 Dashboard

View the Dashboard for your user account.

Learn how to use the Canvas Parent app.
How do I log in to the Canvas Parent app on my iOS device with a QR code?

Once you download the Canvas Parent app from the iTunes store, you can use the app to log in to your Canvas account.

You can generate a unique QR code from your Canvas web browser to quickly log into the app. This method uses your credentials from the QR code to log you into the app. The QR code is located in your account profile (User Navigation Menu).

If you do not want to locate your Canvas URL every time you log in to Canvas, learn how to switch to another user account.

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.
Open QR Login

Tap the QR Login link.
View Instructions

Review the instructions for locating the QR code in the web version of Canvas. The QR code is located in your account profile (User Navigation Menu).

When you have located the QR code, click the Next button.
Scan QR Code

Hold your phone up to your computer screen to scan the QR code. Once the code is located, the app will update automatically.

Notes:

- You may have to grant permission for your phone to use your camera.
- The app may take a few minutes to log you in.
View Dashboard

View the Dashboard for your user account.

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.
- When creating an account, you can link one observed student in the Parent app. Learn how to link additional students in the Parent app.
- You cannot remove observed students in the Parent app.
- To change the language displayed in the Parent app, select a language in Canvas from a web browser, log out of the Parent app, and log in again.

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:

- [View the Canvas Inbox](#) [1]
- [Manage students and alerts](#) [2]
- [Get help with the app](#) [3]
- [Change users](#) [4]
- [Log out of the app](#) [5]
View Student

Your student’s name and profile picture display in the Parent app. To view additional students associated with your account, tap the Student Selector [1]. Then tap the name of the student [2].

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

The Calendar 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.

**Note:** The Parent app displays assignment details and grades. Student assignment submissions can only be viewed in a Canvas browser.
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.
How do I get help with the Canvas Parent app on my iOS device?

From the Help Menu, you can get help with Canvas directly on your mobile device. Help Menu links may vary across institutions.

Open User Menu

Tap the Menu icon.

- Basic Written Communications
  - BWC 101
  - 89.09%

- History 101
  - HIST 101
  - Pass 83.9%

- Introduction to Oceanography
Open Help

Tap the Help link.

Note: Depending on your institution, the Help link name and icon may vary.
View Help Menu

<table>
<thead>
<tr>
<th>Done</th>
<th>Help</th>
</tr>
</thead>
</table>
| Search the Canvas Guides  
Find answers to common questions | |
| Video Conferencing Guides for Remote Classrooms  
Get help on how to use and configure conferences in canvas. | |
| Report a Problem  
If Canvas misbehaves, tell us about it | |
| Submit a Feature Idea  
Have an idea to improve Canvas? | |
| COVID-19 Canvas Resources  
Tips for teaching and learning online | |

View the Help links provided to you. Available links may vary according to institution.
How do I switch to another account in the Canvas Parent app on my iOS device?

If you use Canvas in more than one account (Canvas URL), you can change between accounts on your device without having to log out of the app.

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

Open User Menu

In the Dashboard, tap the Menu icon.
Change User

Tap the Change User link.
View Login Page

Previous logins appear in the user list. Tap the user profile you want to open [1]. To remove a profile, tap the Remove icon [2].

To add an account, log in to Canvas [3].

To get help with logging into an account, tap the Help icon [4].
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.
App Features
How do I link additional students to my account in the Canvas Parent app on my iOS device?

You can link your Canvas account to additional student accounts from the Canvas Parent app. To link your account, you will need a student pairing code provided by your student, their instructor, or an admin from your student’s institution.

This lesson displays how to link to a student from the Student Selector and from the User Menu.

Learn more about pairing codes.

Link from Student Selector

To link a student from the Student Selector, tap the Student Selector [1]. Then tap the Add Student icon [2].
Link from User Menu

Basic Written Communications
BWC 101
89.09%

History 101
HIST 101
Pass 83.9%

Introduction to Oceanography
OCE 101
A- 91.25%

To link a student from the User Menu, tap the Menu icon.
Manage Students

Tap the **Manage Students** link.

Add Student

To link a student to your account, tap the **Add Student** link.
Select Pairing Option

Select a pairing option. You can select a QR code [1] or Pairing Code [2].
Scan QR Code

Scan the pairing QR code generated by your student in the Canvas Student app.

Enter Pairing Code

Type the student pairing code into the **Pairing Code** field [1]. Then click the **Add** button [2].
View Managed Students

View a list of your managed students on the Manage Students page [1]. To manage a student, tap a student’s name [2].
How do I view the calendar of events and assignments for a student in the Canvas Parent app on my iOS device?

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

Open Calendar

In the Dashboard, tap the Calendar icon.
View Calendar

The Calendar page shows all assignments and events for all the student's courses. By default, the calendar displays assignments and events by week. The current date is always selected and indicated by the solid background [1]. Any assignments or events on the current date display below the calendar in an agenda format.

Assignments or events on other dates are indicated by a dot below the date. Multiple dots indicate multiple assignments or events, which can be viewed by tapping the date [2].
Manage Calendars

You can manage the courses that display in the calendar by clicking the **Calendars** link [1].

If you choose to select specific calendars and not all calendars, the number of selected calendars will display next to the link [2].
View Additional Dates

To view assignments and events for other dates, swipe the week view left or right [1].

You can also expand to the calendar Month view by tapping the name of the month [2] and swiping the month view left or right.
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 my Canvas Inbox in the Canvas Parent app on my iOS device?

You can access your Canvas Inbox on your mobile device to view and send messages to your student's Canvas instructor. Learn more about sending messages to the course instructor in the courses page and an assignment page.

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

Open User Menu

Tap the Menu icon.
Open Inbox

Tap the Inbox link.
Messages are arranged in chronological order.

Swipe the page from top to bottom to quickly refresh the page.
Send Message

To send a new message, tap the Message icon.
Open Message

To view a message in your inbox, tap the message you want to open.
View Message Thread

Regarding: Emily Boone, Grades

Doug Roberts to me
Mar 10, 2020 at 10:48 AM

Just fixed her grade!

Doug Roberts to me
Mar 10, 2020 at 10:22 AM

Hi Bill,

Thanks so much for reaching out! You're correct, Emily earned a 92%. I must have entered that wrong in the Gradebook. I'll fix that right away.

Mr. Roberts

Bill Sanderson to Doug Roberts
Mar 10, 2020 at 10:21 AM

Hello Mr. Roberts,

I have some questions about my daughter's grades. In Canvas, it shows that she earned 95% on her last biome assignment. However, the grade on her paper says she received a 92%. Can you please verify?

View the selected message thread.

To reply, tap the Reply icon.
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 Calendar 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 Calendar

To set a reminder via the calendar, tap the Calendar icon.
Open Assignment or Event

Tap the name of an event or assignment.
Set Reminder

Tap the Set Reminder button.

Set Date and Time

1. Set a date and time to be notified of this event.
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 Back link [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.

Emily Boone

Basic Written Communications
BWC 101
89.09%

History 101
HIST 101
Pass 83.9%
Manage Students

To manage students, tap the Manage Students link.
Open Student

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

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].

If necessary, you can disable the alert at a later time by re-opening the alert and clearing the percentage.
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 for the student you are observing. To mark an alert as read, tap the alert [1]. Alerts without an unread icon have been read [2]. To remove an alert, swipe the alert to the left and tap the **Dismiss** button [3].
How do I set my theme in the Parent App on my iOS device?

In Settings, parents can choose between three app theme options, Light, and Dark Mode.

Open User Menu

In the Dashboard, tap the Menu icon.
Open Settings

To enable Dark Mode, tap the toggle.
Course Features
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

<table>
<thead>
<tr>
<th>Course</th>
<th>Grade</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic Written Communications</td>
<td></td>
<td>90%</td>
</tr>
<tr>
<td>History 101</td>
<td>Pass</td>
<td>83.9%</td>
</tr>
<tr>
<td>Introduction to Oceanography</td>
<td>A</td>
<td>91.25%</td>
</tr>
<tr>
<td>Zoology 101</td>
<td></td>
<td>50%</td>
</tr>
</tbody>
</table>

To view course information, tap the name of a course.
The course page displays the student's course grade [1], as well as a list of all assignments in the course [2].
View Assignments List

Each assignment displays an assignment-type icon [1]. You can also view the assignment name [2], due date [3], submission status [4], and your student's assignment score [5].

To view the details of an individual assignment, tap the assignment name [6].
How do I view a course front page for a student in the Parent app on my iOS device?

You can view a course front page for the student(s) you are observing in the Parent app.

**Note**: A course front page will only display if a front page is selected as the course homepage in Canvas.

View Courses

By default, the Parent app displays the courses list for the student you are viewing.
Open Course

<table>
<thead>
<tr>
<th>Course</th>
<th>Grade</th>
<th>Pass Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic Written Communications</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BW C 101</td>
<td>90%</td>
<td></td>
</tr>
<tr>
<td>History 101</td>
<td></td>
<td>83.9%</td>
</tr>
<tr>
<td>Hist 101</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Introduction to Oceanography</td>
<td></td>
<td></td>
</tr>
<tr>
<td>OCE 101</td>
<td>A-</td>
<td>91.25%</td>
</tr>
<tr>
<td>Zoology 101</td>
<td></td>
<td>50%</td>
</tr>
<tr>
<td>Zoo 101</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

To view course information, tap the name of a course.
To view the course front page, tap the **Front Page** tab [1].

To open linked content, tap the linked item [2].

**Note:** The Front Page tab will only display if a front page is selected as the course homepage in Canvas.
View Front Page Links

Opened links will display in a preview window of Canvas web.

To return to the Parent app, tap the **Done** link.
How do I send a message to an instructor from the course page in the Canvas Parent app on my iOS device?

You can send a message to your student's Canvas instructor from the course page using your mobile device. You can also send a message to your student's Canvas instructor from an assignment page and your Canvas Inbox.

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

Open Course

To open a course, tap the course name.
To send a message to the course instructor, click the **Message** icon.
Compose New Message

The course instructor's name automatically displays in the **To** field [1]. If the course has multiple instructors or TAs, you can add or remove recipient(s) by tapping the **Recipients** icon [2].

The subject of the message displays automatically. However, you can edit the subject content, by tapping the **Subject** field [3].

To compose your message, tap the **Message** field [4]. Use the keyboard to type your message.

To attach a file to your message, click the **Attach** icon [5].
Send Message

Hi,
I have a few questions about Emily’s grades. Please let me know the easiest way to discuss her grades.

To send your message, click the Send link [1].

To discard your message draft, click the Cancel link [2].
How do I view details for an assignment in the Canvas Parent app on my iOS Device?

You can view details for your students’ assignments from the Grades page or by viewing an individual assignment. This lesson displays how to view assignment details from the Courses page. You can also open an assignment from the Calendar.

Open Course

The Parent app opens to the Courses page [1], where you can view all the current courses your student is enrolled in. To change the student you are viewing, tap the Student Selector [2].

To view a course, tap the name of the course [3].
View Assignments

The Grades page displays all assignments in your student’s course. Each assignment displays an icon that indicates the assignment type. Assignment types include assignments [1], discussions [2], quizzes [3], and external tool assignments [4]. Assignments that are not yet available display the Lock icon [5].
View Assignment Details

Each assignment displays the assignment title [1], due date and time [2], grade [3], and points possible [4].

Each assignment also displays a status. Status options include Submitted [5], Not Submitted [6], Missing [7], or Late [8].
Open Assignment

To open an assignment, tap the name of the assignment.
Each assignment displays the assignment status [1], due date [2], and any assignment details added by the instructor [3].

To create a reminder for the assignment, tap the Set Reminder button [4].

Note: The Due Date field will not display for assignments without a due date.
How do I send a message from an assignment page in the Canvas Parent app on my iOS device?

You can send a message to your student’s Canvas instructor from an assignment page in the Canvas Parent app using your mobile device. You can also send a message to your student’s Canvas instructor from the course page and your Canvas Inbox.

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

Open Course

To open a course, tap the course name.
Open Assignment

Open the course assignment.
Open Message

Welcome!
10 pts  •  Submitted

Due
Aug 11, 2020 at 11:59 PM

Remind Me
Set a date and time to be notified of this event.

To send a message to the course instructor, tap the Message icon.
The course instructor's name automatically displays in the To field [1]. If the course has multiple instructors or TAs, you can add or remove recipient(s) by tapping the Recipients icon [2].

The subject of the message displays automatically with the name of the assignment. However, you can edit the subject content, by tapping the Subject field [3].

To compose your message, tap the Message field [4]. Use the keyboard to type your message.

To attach a file to your message, click the Attach icon [5].
Send Message

To send your message, click the **Send** link [1].

To discard your message draft, click the **Cancel** link [2].
How do I view a course syllabus in the Parent app on my iOS device?

You can view a course syllabus for the student(s) you are observing in the Parent app.

Note: A course syllabus will only display if the course has a populated Syllabus page in Canvas.

View Courses

By default, the Parent app displays the courses list for the student you are viewing [1].

To view another student's account, select a name from the Student drop-down menu [2].
Open Course

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

Hello students! Thanks for signing up for Basic Written Communications 101. We are going to have a lot of fun in this course. If you are not having fun, please contact me and we'll figure out together how you can have a better experience in this course...

Contact Information
Skype: canvasinstructor@gmail.com (T/Th from 2-4 pm MT)
Email: canvasinstructor@gmail.com
Phone: 801-990-0000 (please don't call before 9 am MT or after 6 pm MT)

Policies
Be good, do your own work and turn it in on time, participate in discussions, work hard, and have fun.

To view the course syllabus, tap the Syllabus tab.

Note: The Syllabus tab will only display if the course has a populated Syllabus page in Canvas.
View Course Summary

To view a summary of the course's assignments and events, tap the Summary tab [1].

Assignments are indicated by the Assignments icon [2], and events are indicated by the Calendar icon [3].

To view the details for the assignment or event, tap the title of the item [4].

Note: If your instructor hides the course summary in the browser version of your course, it will be hidden in the Parent app.
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 User Menu

To open the Act as User menu, tap the User icon.
To open the Act as User menu, tap the Act as User link.
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 will display on every page while you are acting as the user [2].

Stop Acting as User

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

Stop acting as...
You will stop acting as Bill Sanderson
and return to your account.

Cancel  OK

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