Canvas Log on Troubleshooting Tips

Here are a few things you might try if your student is having trouble logging onto Canvas on a home computer:

Supported Browsers – please make sure your browser is compatible with Canvas by updating it to one of the following versions:

Chrome – Version 78 or 79
Firefox – Version 71 or 72
Microsoft Edge – Version 44 for Windows Devices or Version 79 for Mac
Safari – Version 12 or 13

Tips to log into Canvas from a home computer:

1. Our students' Canvas accounts are linked to their school Google id's so they just have one log in for multiple things.

If students are using a computer at home, and anyone else in the household is already logged into a Google account (gmail, Google drive, etc.), they will need to log out first.

2. Once it's confirmed that no one is logged into to any other Google accounts, using an Internet

Browser, please go to:

https://scs.instructure.com

There is also a link to this on our school website under various tabs:
SES – eLearning tab
SMS-SHS – Canvas tab

3. Once the Canvas URL is either typed in, you should be taken to a Google screen where the student's school Google userid and password will need to be entered.

4. Once the student logs into Google from that screen, it will automatically take them into their Canvas account.

If using a mobile phone, download the Canvas Student app from your app center and search for Sheridan Community Schools and login with your student's credentials.