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Observers
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

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:** iTunes may ask for your iTunes 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 PDF.

Open App

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

To find your institution, tap the Find my school button.
Find Institution

What's your school's name?

utah

Northeastern Utah Educational Services NUES
Utah Education Network
Utah Electronic High School

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 account 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.
Note: Students can generate pairing codes from their User Settings. Depending on institution permissions, admins and instructors may also be able to generate pairing codes.

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?

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 Your School
To find your institution, tap the **Find my 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].

**Find Institution**

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 in the search results.
Enter Login Credentials

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]. Then 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 Forgot password? link, 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 Parent App

View the Parent App.

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.
- Except when creating an account, you cannot add observed students in the Parent app.
- You cannot remove observed students in the Parent app.

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

Biology 102
BIO 102

B+ 87.41%

Canvas Course
Canvas 101

No Grade

History 210
HIST-210

To open the User Menu, tap the Menu icon.
View User Menu

From the user menu, you can:

- Manage children and alerts [1]
- Get help with the app [2]
- Change users [3]
- Log out of the app [4]
View Student

Your student’s name and profile picture display in the Parent app. If you have multiple students associated with your account, you can view another student by tapping the Student drop-down menu [1], then tapping the name of the student [2].

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

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 Week

The Week 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.
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

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

To view the course syllabus, tap the Syllabus icon.

Note: The Syllabus icon will only be visible if the course has a populated Syllabus page in Canvas.
View Events and Assignments

By default, assignments and events are shown by week. To view other course assignments or events by week, tap the back or next arrows.
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 the calendar of events and assignments for a student in the Canvas Parent app on my iOS device?

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

Open Week

Courses

Week

Alerts

In the Dashboard, tap the Week icon.
The Week page shows all assignments and events for all the student's courses. By default, assignments and events are shown by week. To view other assignments and events for all courses by week, tap the back or next arrows.
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 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 Week 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 Week

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

Tap the name of an event or assignment.
Set Reminder

Tap the Set Reminder button.

Set Date and Time
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 Close icon [2].
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

View alerts for the student you are observing. To mark an alert as read, tap the alert [1]. Grayed out text indicates the alert has been read. To remove an alert, swipe the alert to the left and tap the **Dismiss** button [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.
Manage Students

Mr. Bill
bill.sanderson.canvas@gmail.com

Manage Children
Help
Change User
Log Out

To manage student, tap the Manage Children 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].

To save the alert, tap the Done link [3].

If necessary, you can disable the alert at a later time by re-opening the alert and clearing the percentage.
How do I get help with the Canvas Parent app on my iOS device?

From the Help Menu, you can reference the Canvas Guides, report a problem with the app, request a new feature, and view the Terms of Use.

Open User Menu

Tap the Menu icon.
Open Help

Mr. Bill
bill.sanderson.canvas@gmail.com

Manage Children

Help

Change User

Log Out

Tap the Help link.
Open Canvas Guides

To search the Canvas Guides, tap the **View Canvas Guides** button. The app will open your mobile browser and display the Canvas Guides search page.
Report a Problem

If you encounter a problem in the Parent app, tap the Report a Problem button.
Create Subject

The Parent app automatically creates a message that includes your Canvas URL and the version of the Parent app you are using. In the **Subject** field, you can create a subject line.

**Choose Impact Level**

In the Impact field, tap the **Choose One** link.
Select Impact Level

Report a Problem  Impact Level

Casual question or suggestion

I need help but it's not urgent

Something is broken but I can work around it

I can't get things done until I hear back from you

Extremely critical emergency

Tap the text phrase that best fits how the problem is affecting you.

Send Message

Cancel  Report a Problem 2  Send

Subject: Grades Error

Impact: Something is...n work around it

Hello, support team!
Compose your message in the text field [1], then tap the Send link [2].

**Request a Feature**

If you have a feature you’d like to see in the Parent app, tap the Request a Feature button.
Create Subject

The Parent app automatically creates a message to the mobile team. In the **Subject** field, you can create a subject line.

Choose Impact Level

In the **Impact** field, tap the **Choose One** link.
Select Impact Level

Request a Feature

Casual question or suggestion

I need help but it's not urgent

Something is broken but I can work around it

I can't get things done until I hear back from you

Extremely critical emergency

Tap the Casual question or suggestion option.

Send Message

Cancel Request a Feature Send

Subject: New Doohickey

Impact: Casual question or suggestion

I have a great idea!

Compose your message in the text field [1], then tap the Send link [2].
View Terms of Use

To view the Terms of Use, tap the Terms of Use button.
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

Mr. Bill
bill.sanderson.canvas@gmail.com

Manage Children

Help

Change User

Log Out

Tap the Log Out link.
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.
Admins
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 Act as User Menu

Welcome!
Tap to start viewing Canvas as another person.

Act as User

To open the Act as User menu, tap the Act as User button.
Act as User

"Act as" is essentially logging in as this user without a password. You will be able to take any action as if you were this user, and from other users' points of view, as if this user performed them. However, audit logs record that you were the one who performed the actions on behalf of this user.

1. User ID
2. documentation.instructure.com
3. 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 [2] will display on every page while you are acting as the user.

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 Caroline Jones and return to your account.

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