

Common Technology Issues and Solutions

Parent Access/Parent Canvas Login: Registering your student at a CISD school does not register you for a Parent Access Account. Please go to "Register" on the Parent Access page and fill in the online form with the email you enrolled with and you will be sent an automated Password to login to PAC. Only the primary email address for the parent/guardian with a registered PAC account will have access to a Parent Canvas login.

Canvas Parent Account: Your Canvas Login is the same username and password you used to login to Parent Access. *Only the primary email address in registration will have access to Parent Canvas.* Once logged in, on your Dashboard in the upper right, under Coming Up, is a list of current student assignments. Click the View Grades box and you can see previous assignments turned in and/or graded. Click on an assignment, you can see due dates, grades, when it was submitted by student, etc. For additional help, Help Tickets can be submitted through the Parent Canvas Login page by clicking "Help" in the lower left corner under login.

Chromebook Help: To solve various Chromebook issues like old logins that ask to fill in the @conroeisd.net for sign in, Canvas not working correctly, Volume not working, Wifi dropped signal, etc. Try these steps to update your Chromebook.

<http://tiny.conroeisd.net/G3yq2>

iPad Help: Make sure you are connected to Wifi. For more Apps, swipe the screen left or right. If an app doesn't seem to load, or you can't login to that app, you can go to the "Self Service" app (4 color square icon on the bottom App bar), find that app that you're having trouble with, and click Install if it is not already installed. If it says Re-Install, the app already exists.

Zoom for iPad or Chromebook Help: On the iPad, or in SSO, tap the Zoom app, it will ask for a meeting ID and password (Please use the most updated link or meeting ID & PW from your teacher) Once the teacher is on the Zoom, students will be accepted to join the Zoom call.

SSO Login Help: Portal logins must use the student's CISD assigned username (first part of their Outlook email before the @) and their CISD assigned password (stu+6 digit ID#) These UN's & PW's can be obtained from the teacher or school.

Seesaw Help: Seesaw is for PK-2 & Lifeskills, Rise, PPCD, or Trails Students. Access Codes to Seesaw must come from the student's teacher. You should have received a "Home Learning Code" or a "QR Code". If you do not have or cannot find the code the teacher sent, please contact your child's teacher.

Canvas Student Help: Canvas is used for grades 3-12 only. Access to the Canvas app is through the student SSO Portal Login. It's helpful when the student opens his/her Canvas app, that they also open their Google app, as the two will be used together. (make sure any personal Google accounts

are signed out of first on your device otherwise opening the CISD Google app will default to the last open personal Google account)

WiFi Dropping in Idle/Sleep mode on Chromebook: Use this link to see how to change the settings on your Chromebook to keep it from dropping wifi when Chromebook goes Idle or into Sleep mode. <http://tiny.conroeisd.net/4ojtx> Chromebooks will go Idle after 20 minutes if there has not been user interaction via the mouse or keyboard.

Hot spot troubleshooting:

District supplied hot spots no longer have a daily data limit. If you do not have signal on the hot spot, try relocating to an area near a window. (cont'd)

If you are having issues please power cycle the hot spot and try again. If you are still having issues, you can try exchanging your hot spot at your campus. Please note some areas in the district DO NOT have sufficient mobile coverage to work correctly.

Campus Parking Wireless Access Locations:

Austin Elementary
Caney Creek High School
Conroe High School
CISD Natatorium
College Park High School
Grand Oaks High School
Sam Houston Elementary
Kaufman Elementary
Knox Junior High
McCullough Junior High
Oak Ridge High School
Stockton Junior High
The Woodlands High School
The Woodlands High School 9th Grade
York Junior High

Site Maps: <https://www.conroeisd.net/roadmap-to-reopening/remote-online-instruction/#wireless>