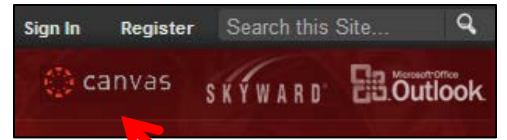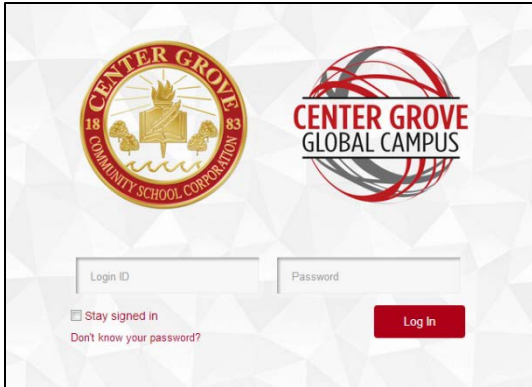# Having Trouble Using Canvas in Your Class?

Try these ten common troubleshooting tips before going to the Media Center for help:

1. You MUST **use the correct URL** to access Canvas – **http://centergrove.instructure.com**. Use Safari on your iPad to create a shortcut to this or access the Canvas shortcut from the top of the HS webpage.


2. To set up the Canvas app for the first time, you will need to **type centergrove.instructure.com as the URL.**

3. Students can log in with their **network username and network password**.

4. **Use the web-based version of Canvas for most tasks**, with the exception of submitting a PDF from another app (Pages, Numbers, Keynote). The app has limited functionality right now.

5. Make sure you **log in to Lightspeed** before you try to access the app. Otherwise, your course will show up black. Open Safari, load a webpage, and sign in.
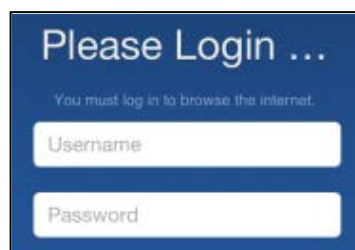
6. To install the latest version of the Canvas app, **go to the App Portal and install Canvas 2.0**. Use the 2x button to make it appear larger. The new iPad app will be out in late October.

7. Always **work ahead** to make sure technology issues do not prevent you from submitting work on time.

8. If you have a Canvas issue, file a help ticket. Once you log in to Canvas in a browser, **click on Help at the top**.
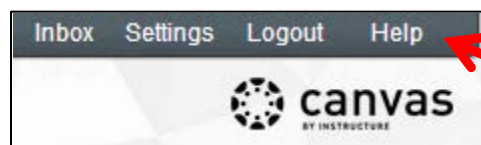
9. If you are constantly unable to submit via the Canvas app, **delete the app and reinstall it** from the App Portal. Sometimes this fixes the issue.

10. **Bookmark http://guides.instructure.com** for additional resources and tutorials for using Canvas.