CANVAS PARENT IOS GUIDE

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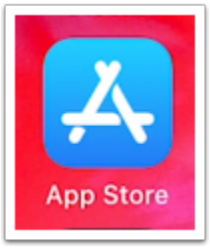
General Information

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.

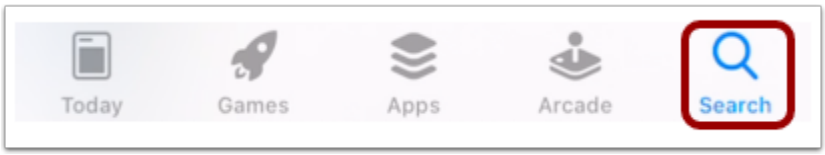
The images in this lesson are shown for a phone display, but unless otherwise noted, tablet displays mirror the same steps.

Open App Store



Open your iOS device and tap the **App Store** icon.

Open Search



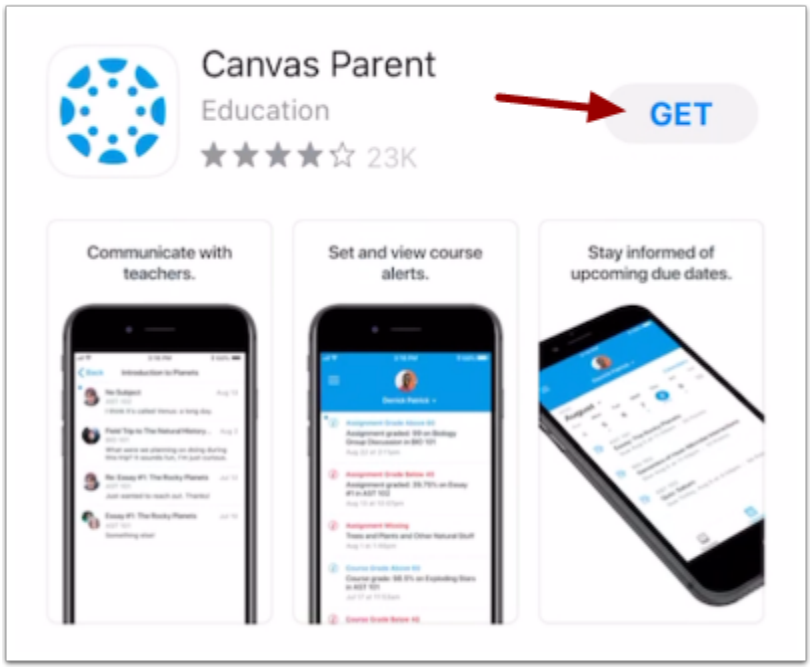
In phone devices, tap the **Search** icon at the bottom of the screen.

In tablet devices, tap the **Search** field at the top of the App Store.

Search for App

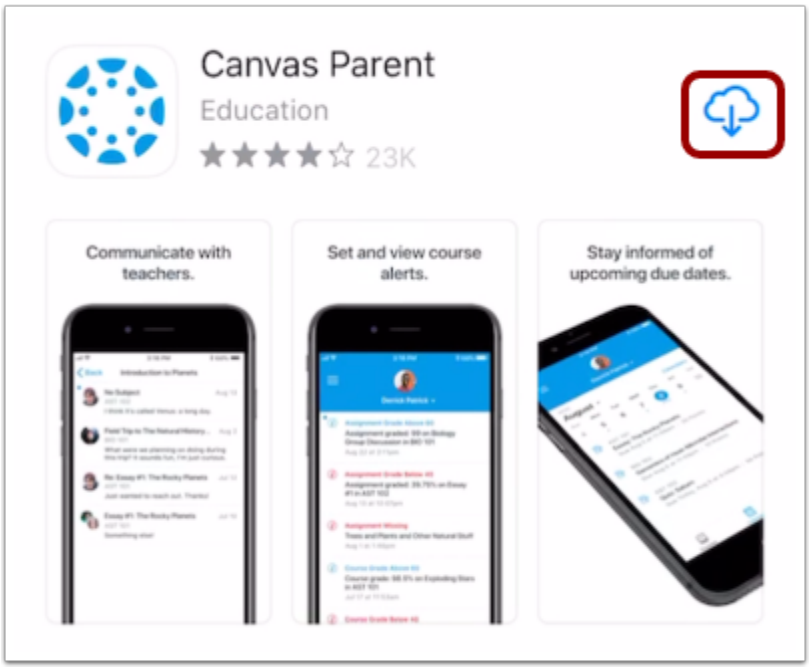
In the search field, type Canvas Parent in the search field. Tap the full name when it appears.

Select App



Tap the **Get** button.

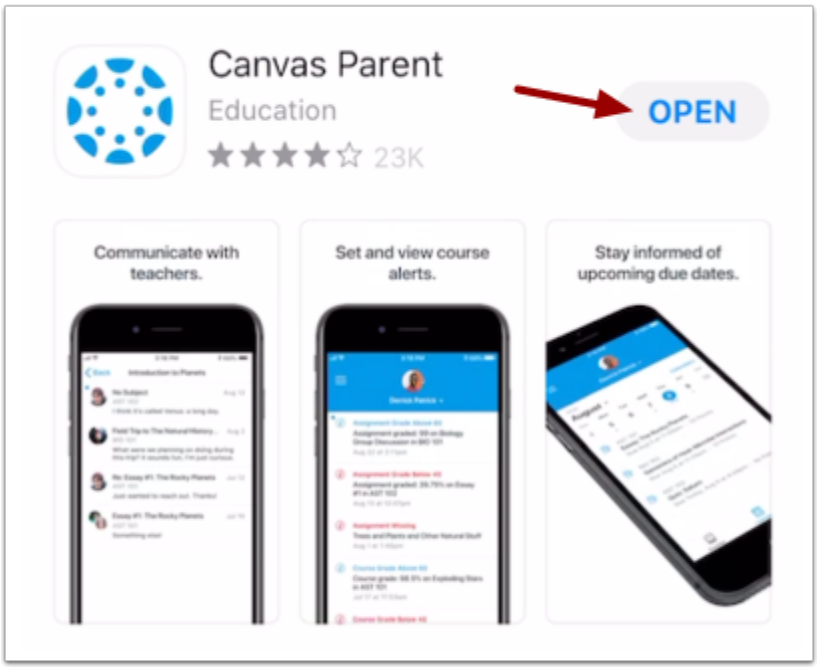
Install App



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?

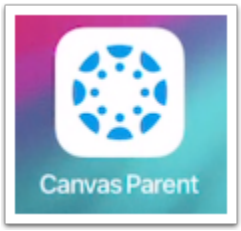
In the Canvas Parent app, you can create a Canvas observer account to view student course information. If you already have an account, you can log in to the Parent app.

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.

Open App

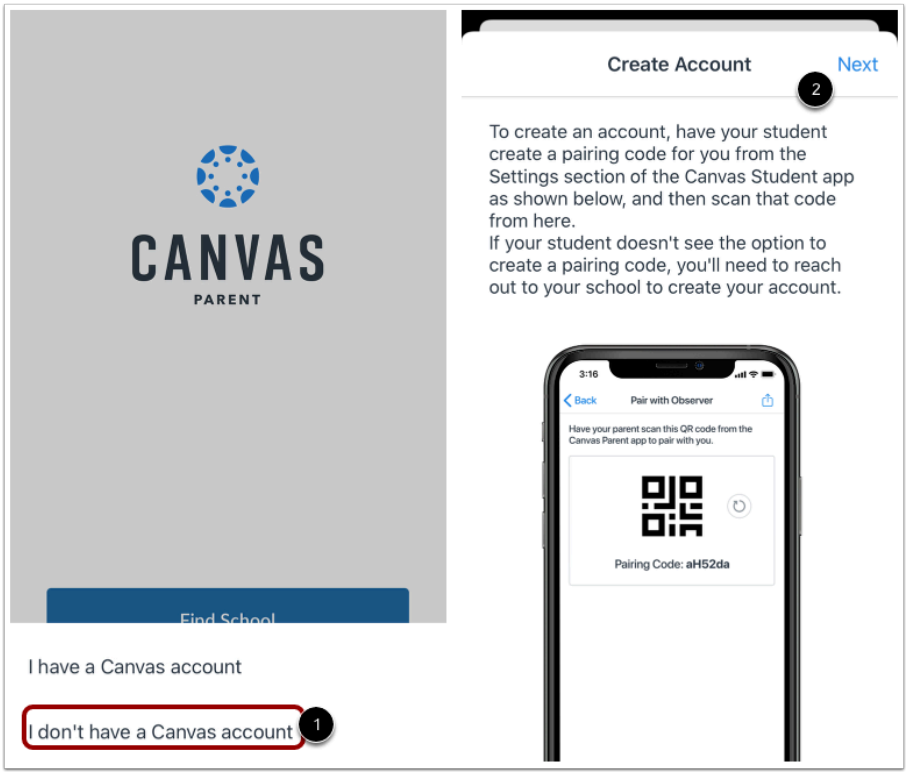


Open your device and tap the **Canvas Parent** icon.

Find School

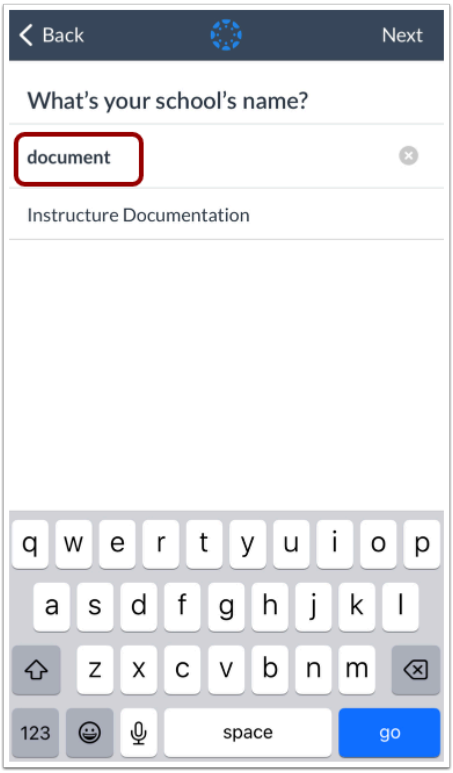
To find your institution, tap the **Find School** button [1]. To create an account using a generated pairing QR code, tap the **QR Code** link [2].

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.

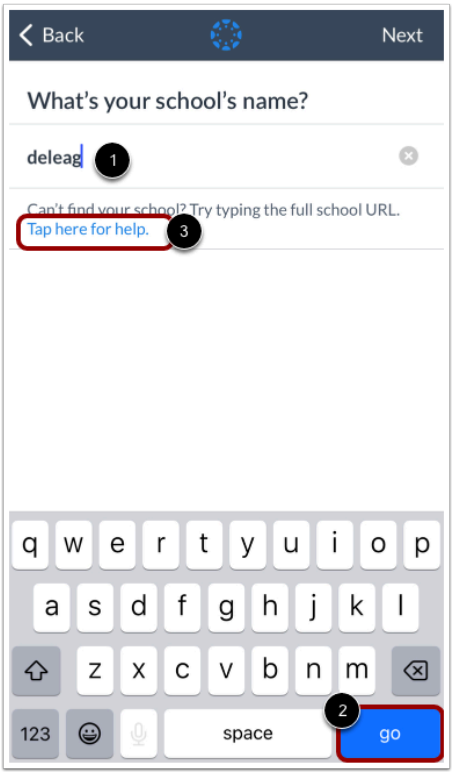
Find Institution



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.

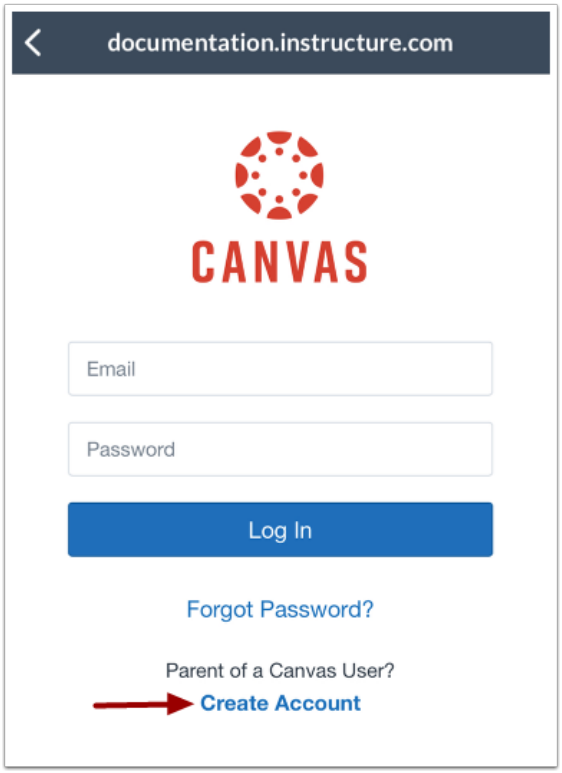
Enter Canvas URL



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 [3].

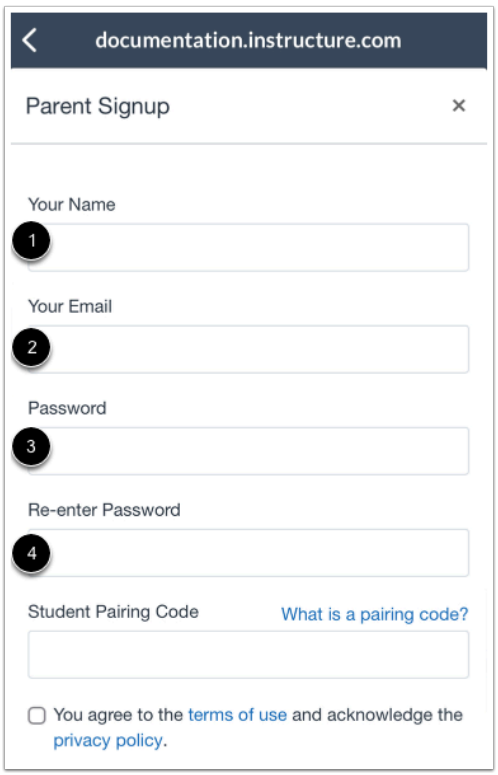
Create Account



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.

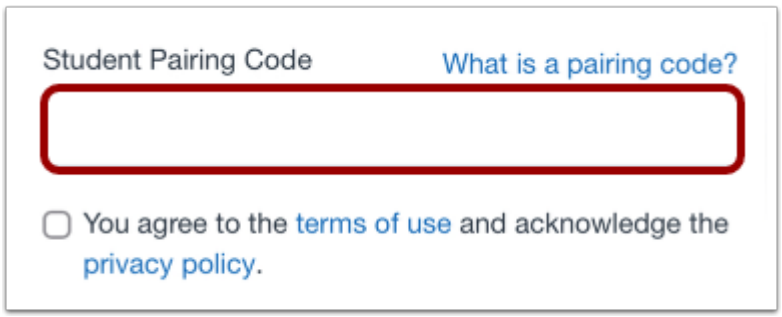
Create Account Credentials



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

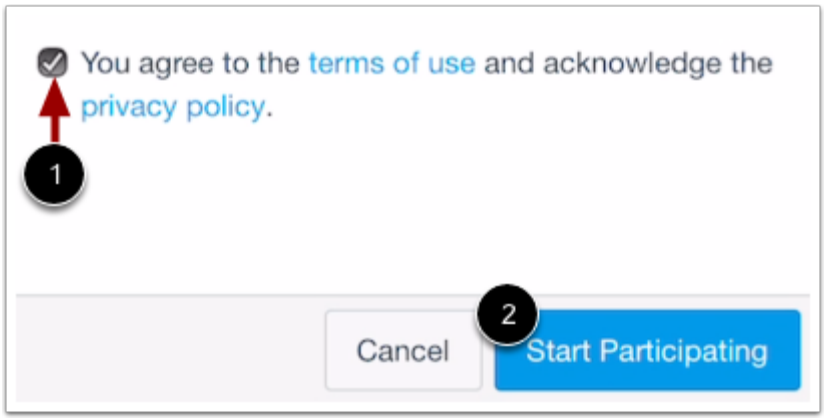


Enter the six-digit alphanumeric pairing code for the student you want to link to in the **Student Pairing Code** field.

Notes:

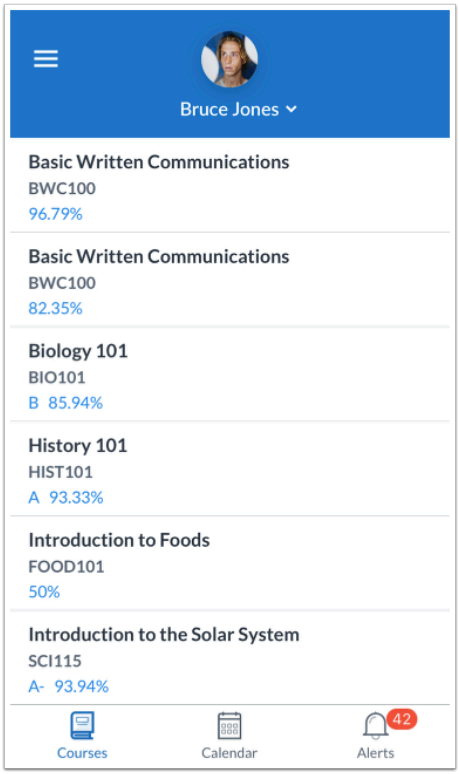
- Students can generate pairing codes from their User Settings. Depending on institution permissions, admins and instructors may also be able to generate pairing codes.
- After your account is created, you can link additional students to your account in the Parent app.

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.

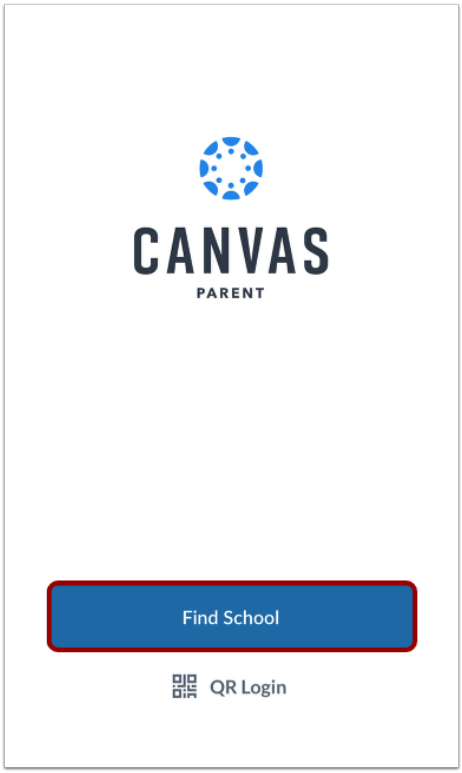
If you do not want to locate your Canvas URL every time you log in to Canvas, learn how to switch to another user account.

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

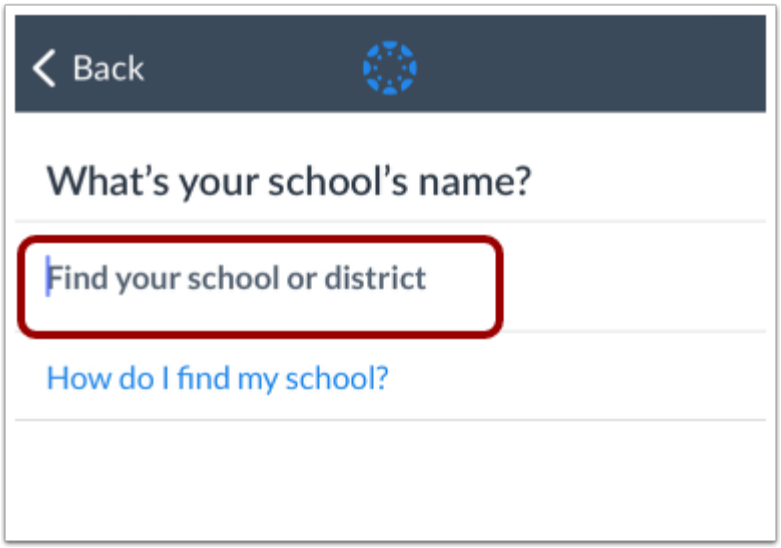
Open your device and tap the **Canvas Parent** icon.

Find School



To find your institution, tap the **Find School** button.

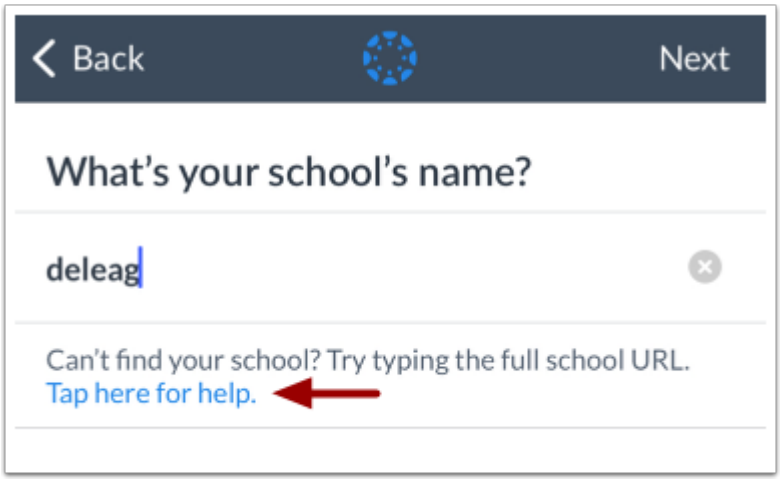
Search for Institution Name



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.

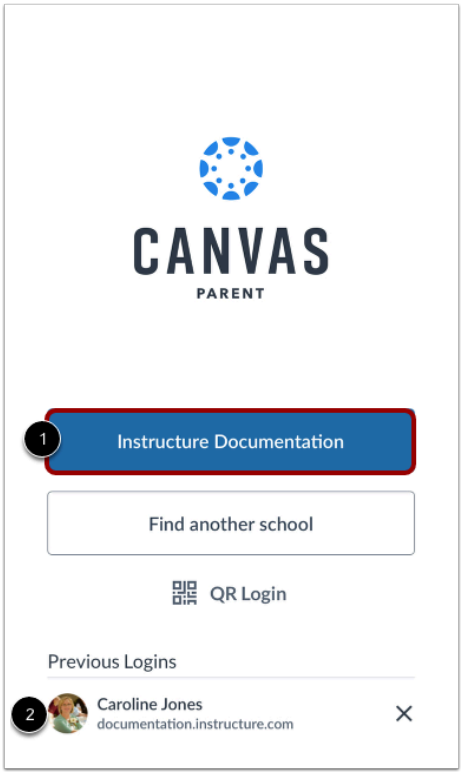
Enter Canvas URL



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.

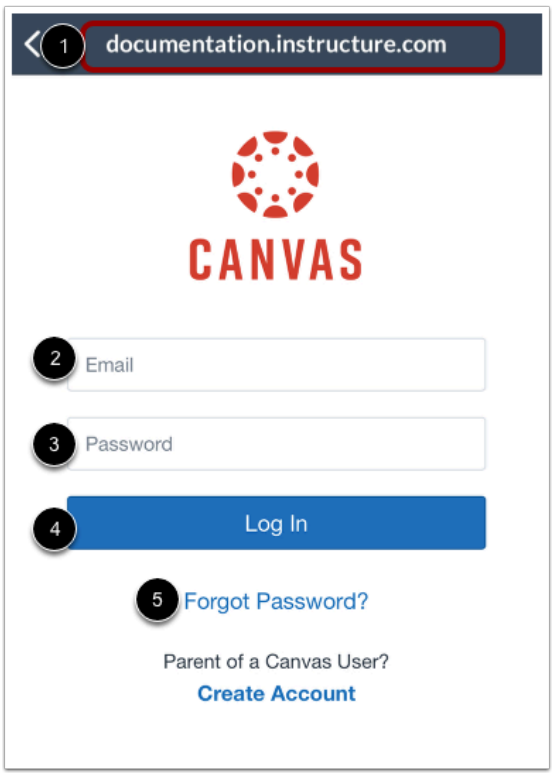
View Previous Canvas URL



If you previously logged into the app, your Canvas URL displays. To log in again, tap the Canvas URL button [1].

If you previously changed users in the app, to log in again, you can tap the user's account [2].

Enter Login Credentials



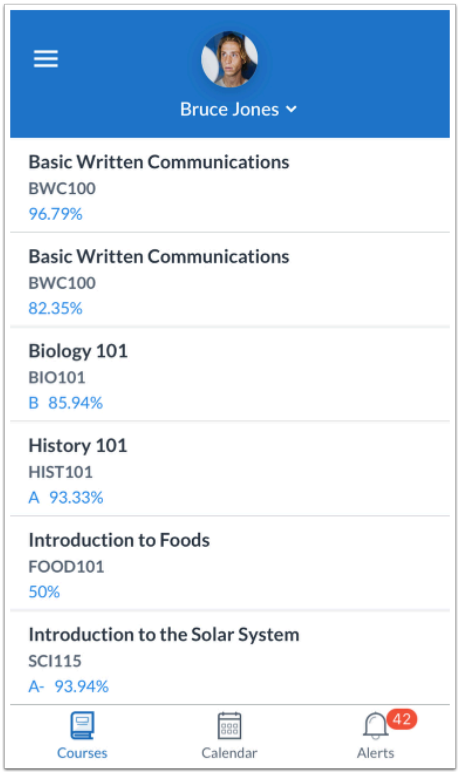
After you've located an account, you can view the Canvas URL at the top of the screen [1]. Enter your email [2] and password [3]. Tap the **Log In** button [4].

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?

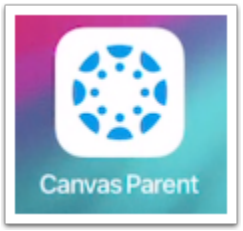
Once you download the Canvas Parent app from the iTunes store, you can use the app to log in to your Canvas account.

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.

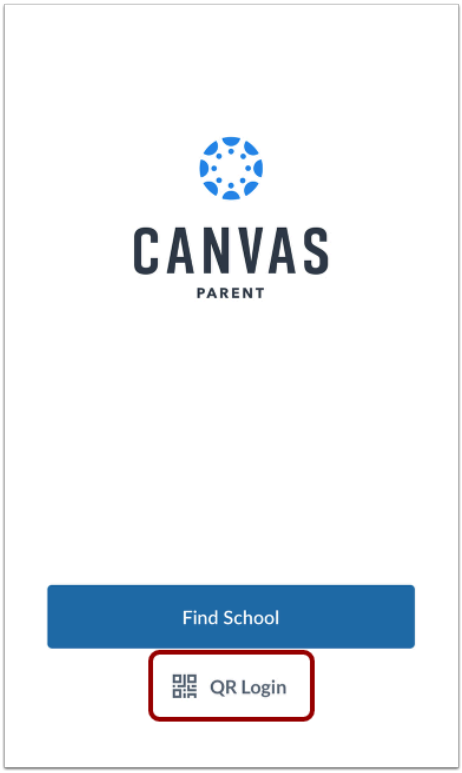
In the Canvas Parent app, you can log in with Canvas observer credentials to view student course information. If you do not have a Canvas account, you can create an account in the Parent app.

Open App



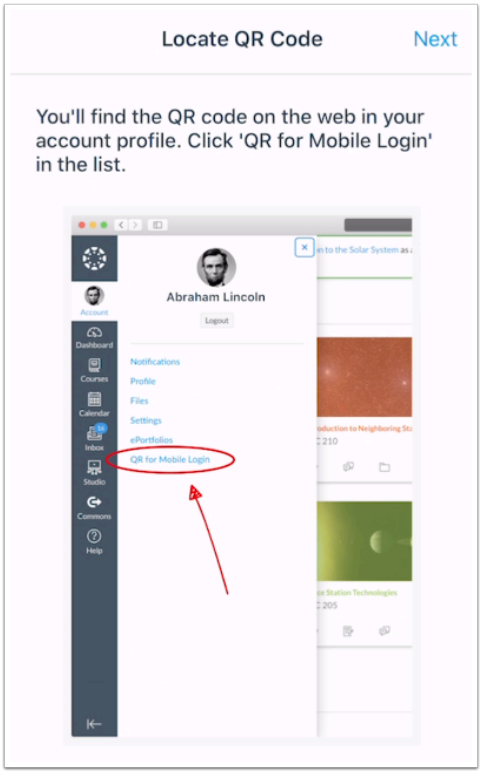
Open your device and tap the **Canvas Parent** icon.

Open QR Login



Tap the **QR Login** link.

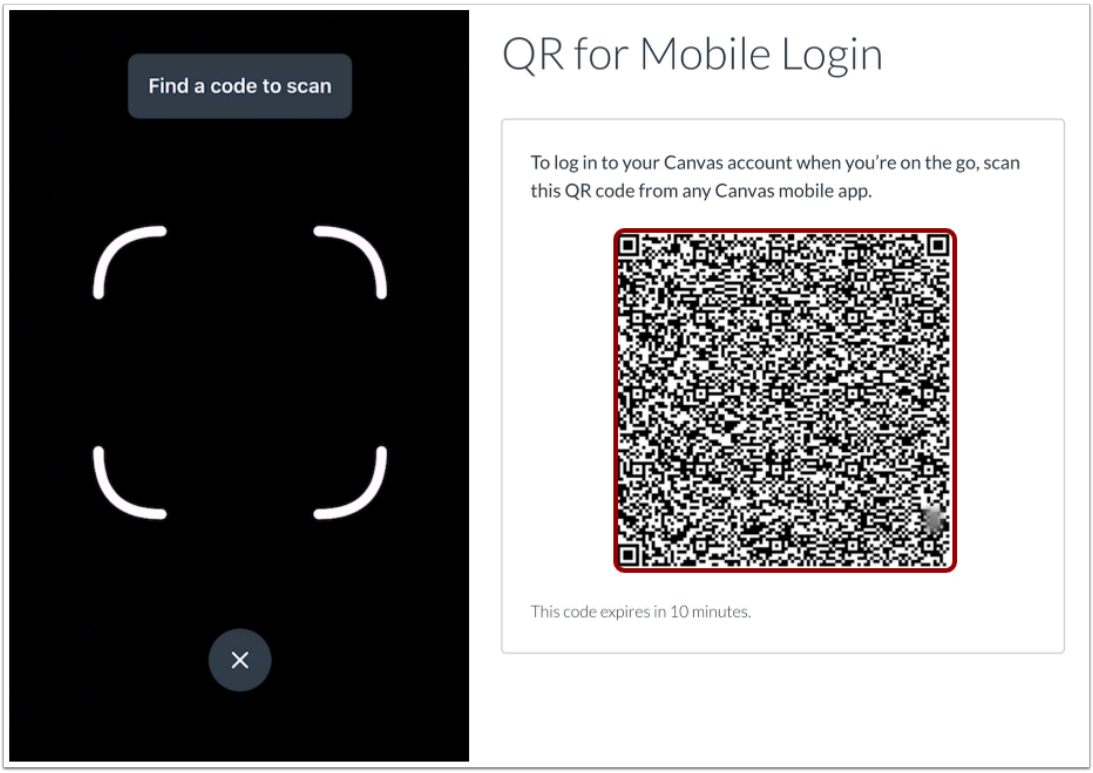
View Instructions



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

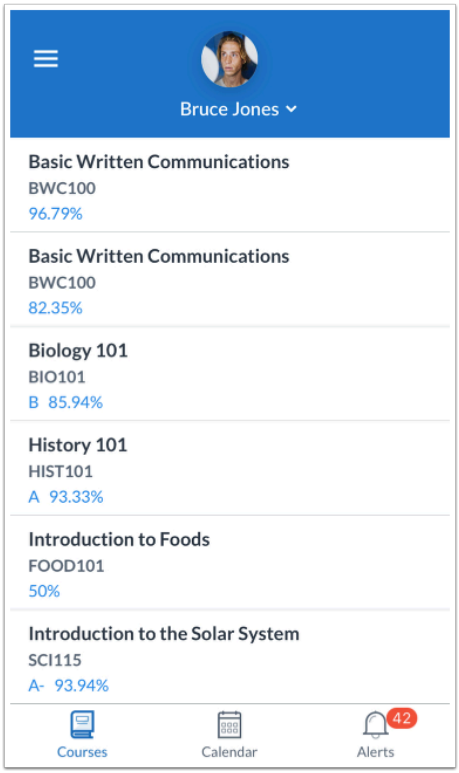


Hold your phone up to your computer screen to scan the QR code. Once the code is located, the app will update automatically.

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.

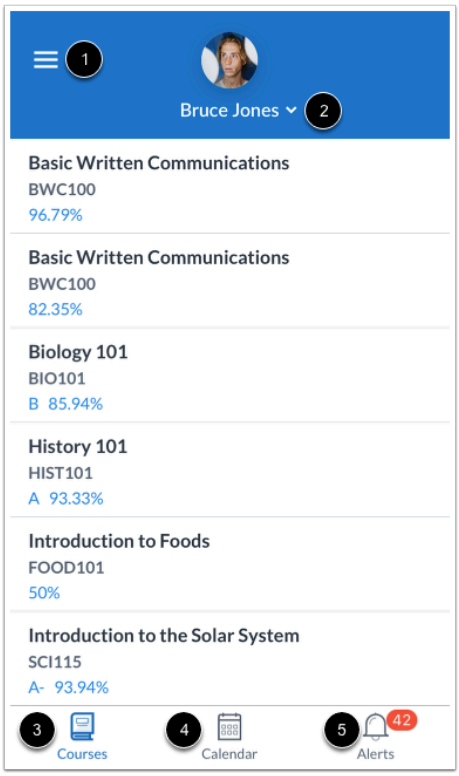
How do I use the Canvas Parent app on my iOS device?

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:

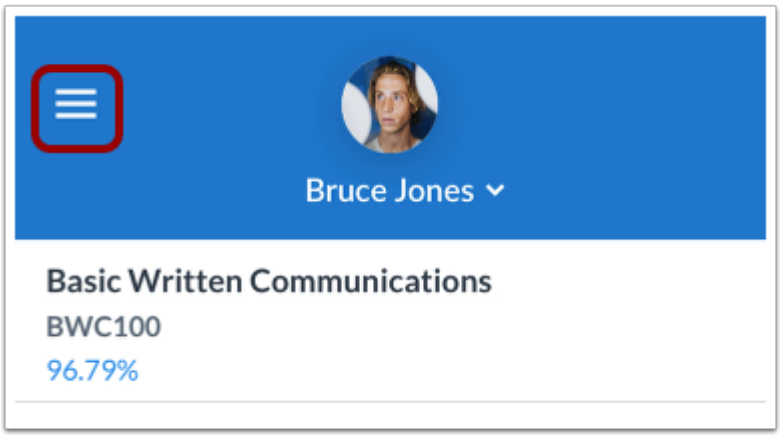
- The Canvas Parent app uses your device's settings to set the time zone used within the app.
- When creating an account, you can link one observed student in the Parent app. Learn how to link additional students in the Parent app.
- You cannot remove observed students in the Parent app.
- To change 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



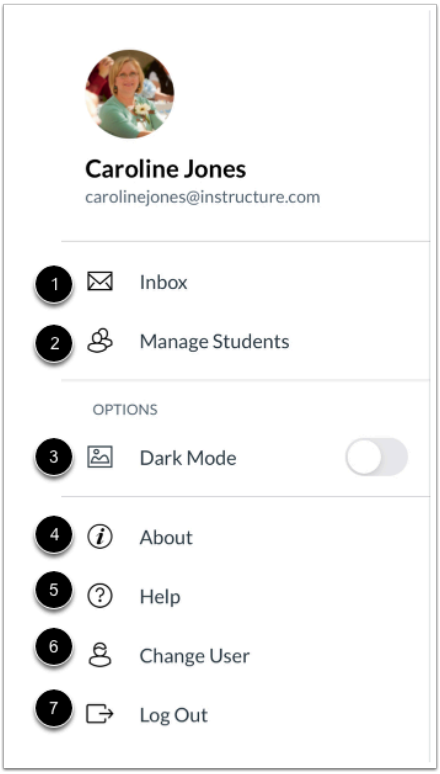
In the Canvas Parent app, you can view your User Menu [1], select a student [2], and view the student's courses [3], the student's weekly calendar [4], and alerts about the student's course participation [5].

Open User Menu



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

View User Menu

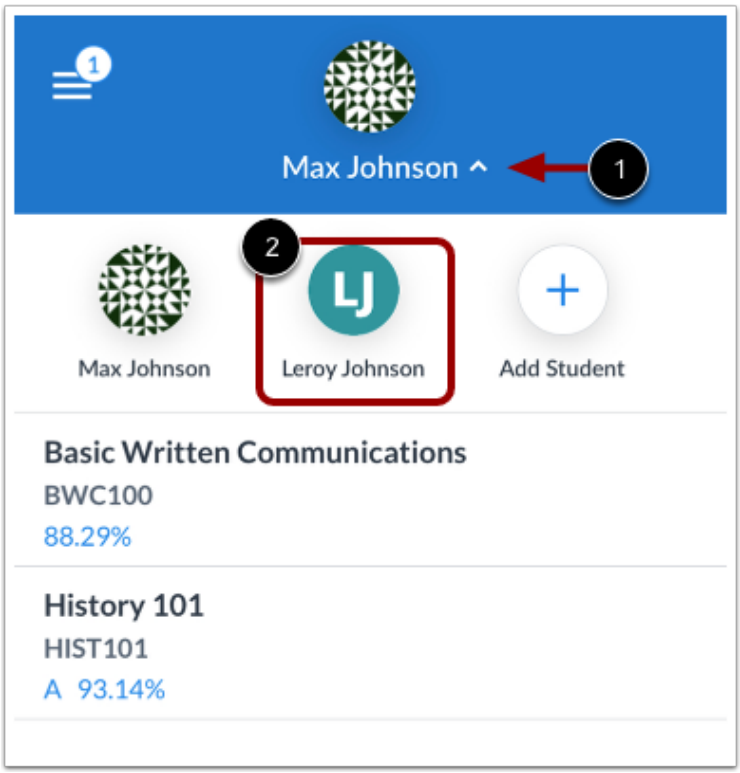


From the user menu, you can:

- View the Canvas Inbox [1]
- Manage students and alerts [2]
- Enable Dark Mode [3]
- View information about the app [4]
- Get help with the app [5]
- Change users [6]
- Log out of the app [7]

Your User Menu may display other LTI tools, such as Studio and Mastery, that you can access via a mobile browser.

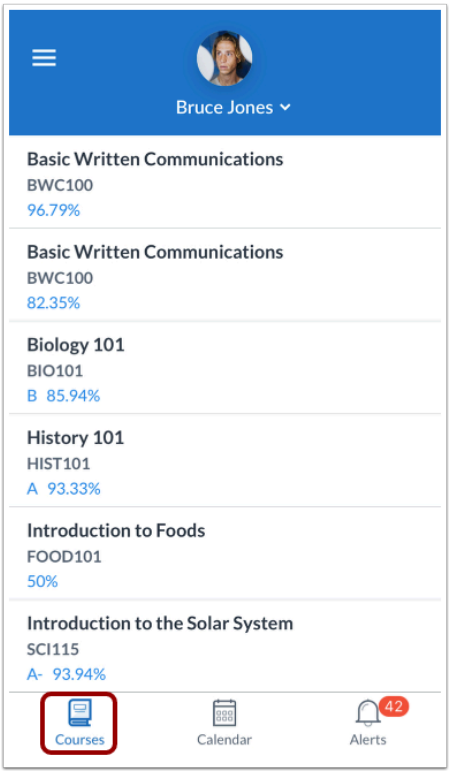
View Student



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].

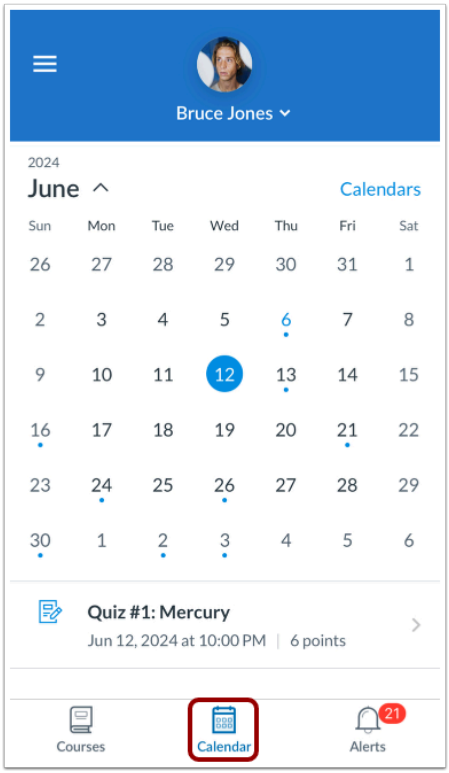
Note: Student profile pictures only display if the student's institution allows students to upload profile pictures.

View Courses



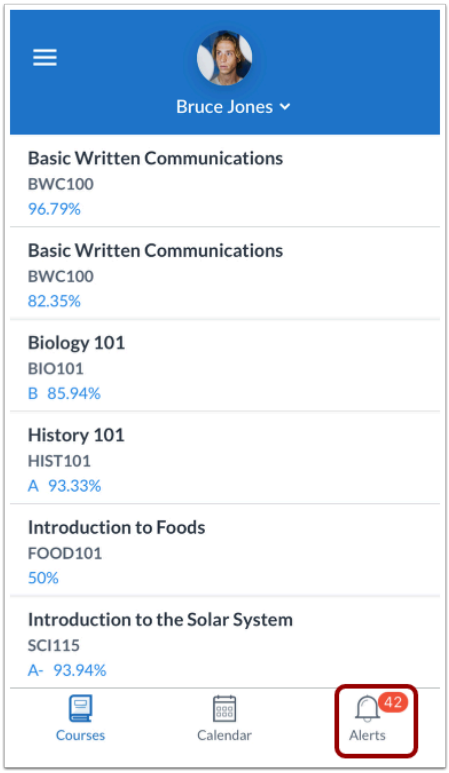
The Parent app defaults to the Courses page and displays the list of courses for the student you are viewing. Learn how to view courses.

View 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.

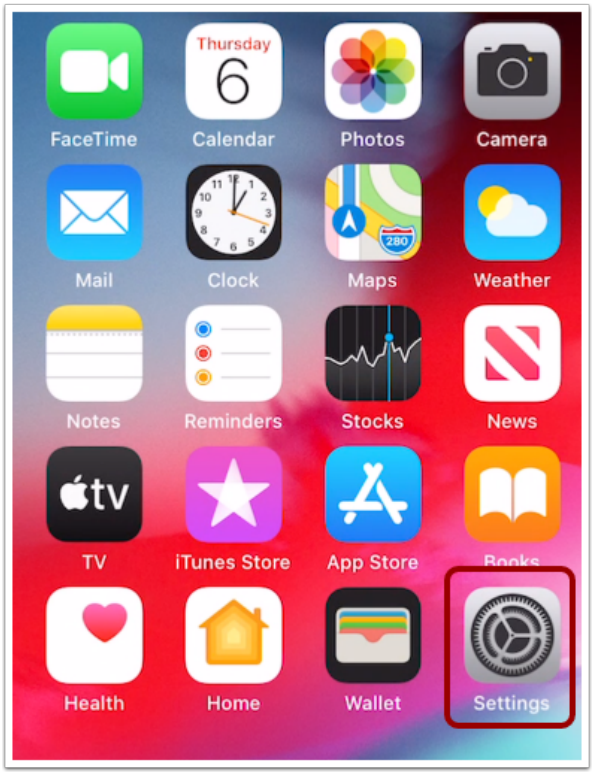
How do I reset my cache in the Canvas Parent app on my iOS device?

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.

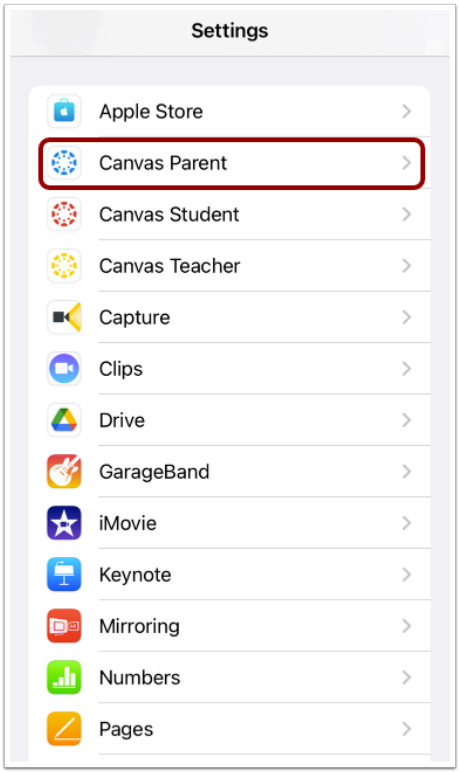
After enabling the Reset Cache on Next Launch option, you must force close and relaunch the Parent app for your cache to reset.

Open Settings



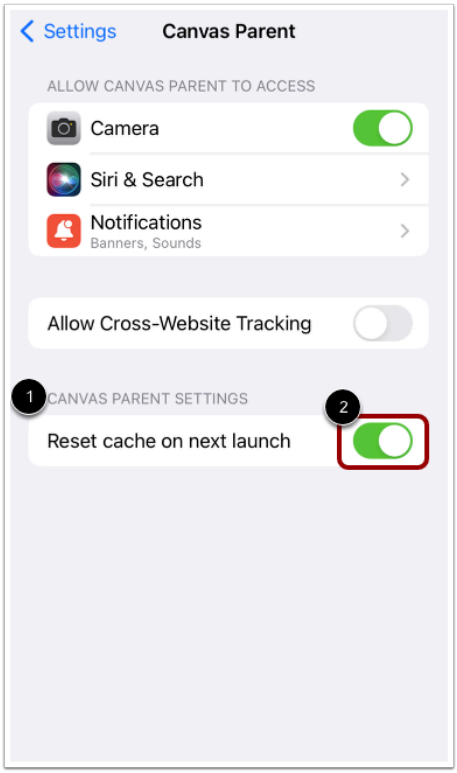
On the home screen, tap the **Settings** icon.

Open Canvas 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].

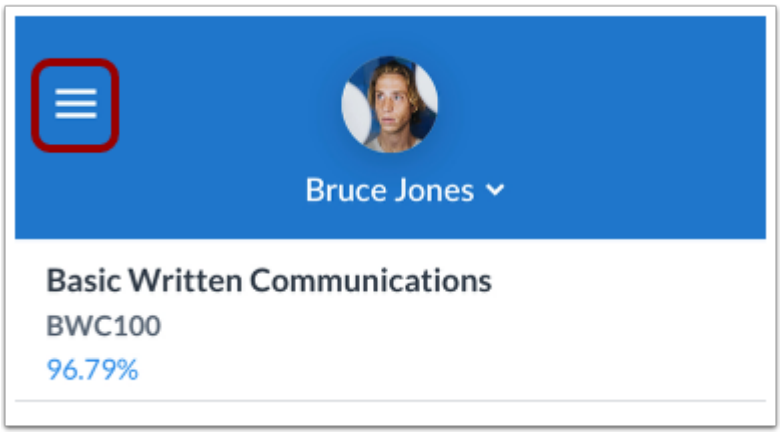
Notes:

- 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?

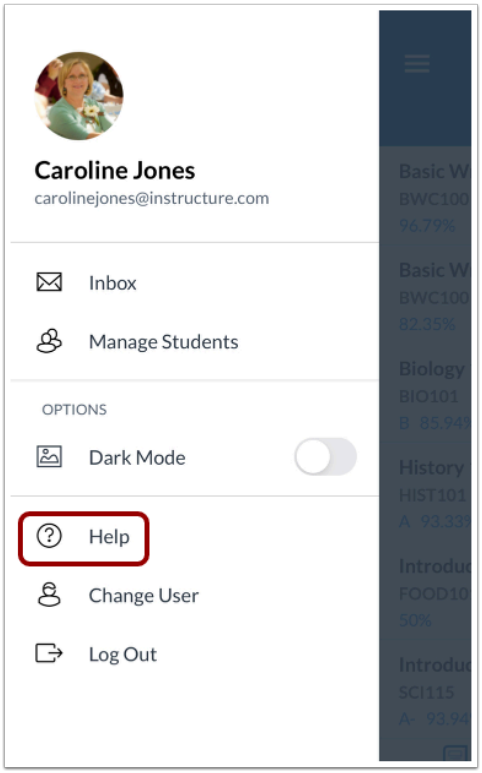
From the Help Menu, you can get help with Canvas directly on your mobile device. Help Menu links may vary across institutions.

Open User Menu



Tap the **Menu** icon.

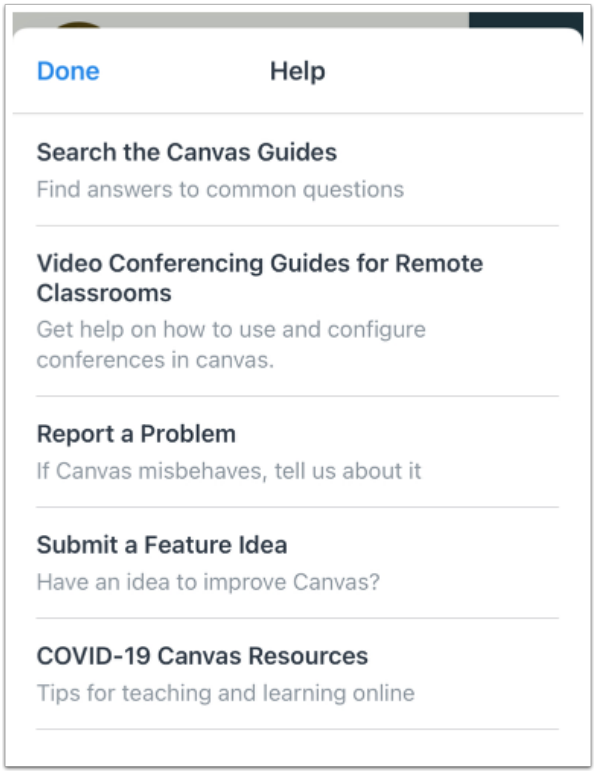
Open Help



Tap the **Help** link.

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

View Help Menu



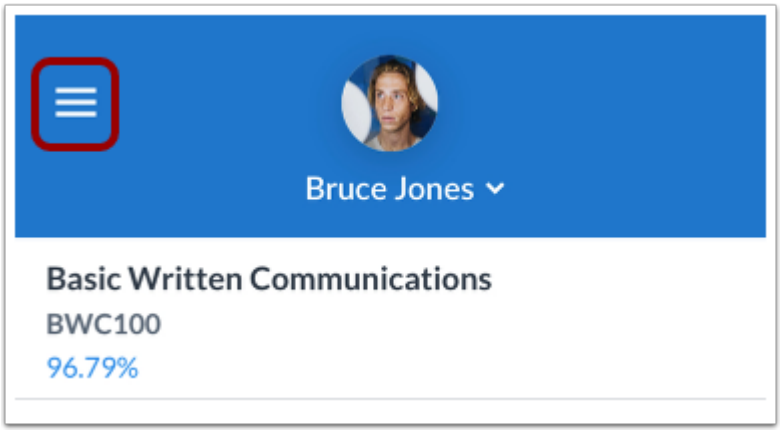
View the Help links provided to you. Available links may vary according to institution.

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.

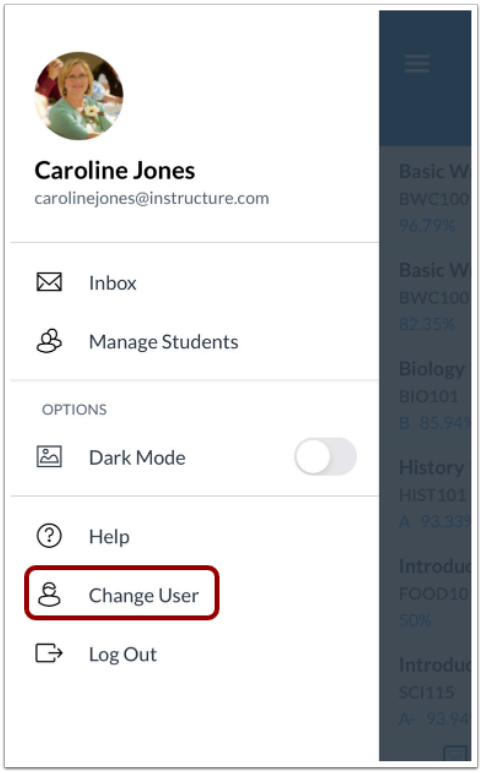
The images in this lesson are shown for a phone display, but unless otherwise noted, tablet displays mirror the same steps.

Open User Menu



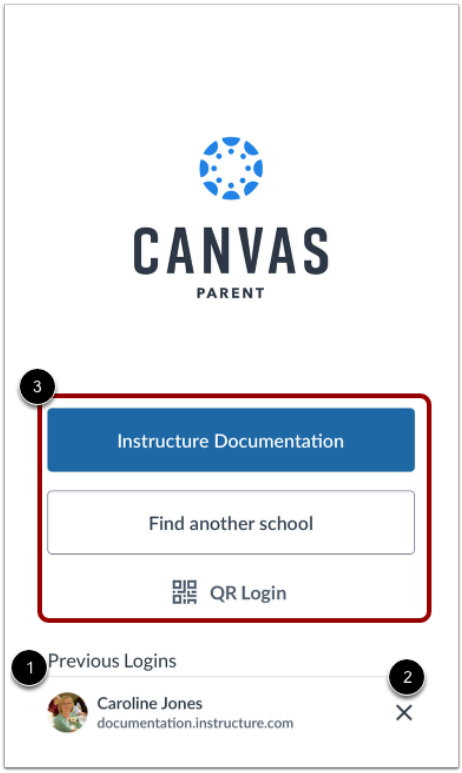
In the Dashboard, tap the **Menu** icon.

Change User



Tap the **Change User** link.

View Login Page



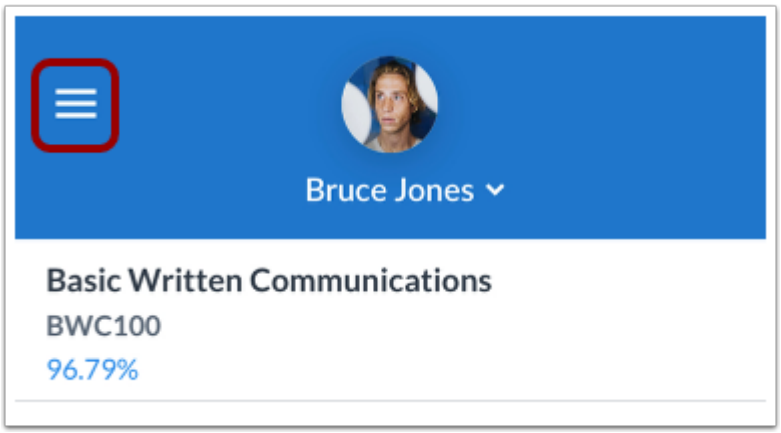
Previous logins appear in the user list. Tap the user profile you want to open [1]. To remove a profile, tap the **Remove** icon [2].

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

How do I log out of the Canvas Parent app on my iOS device?

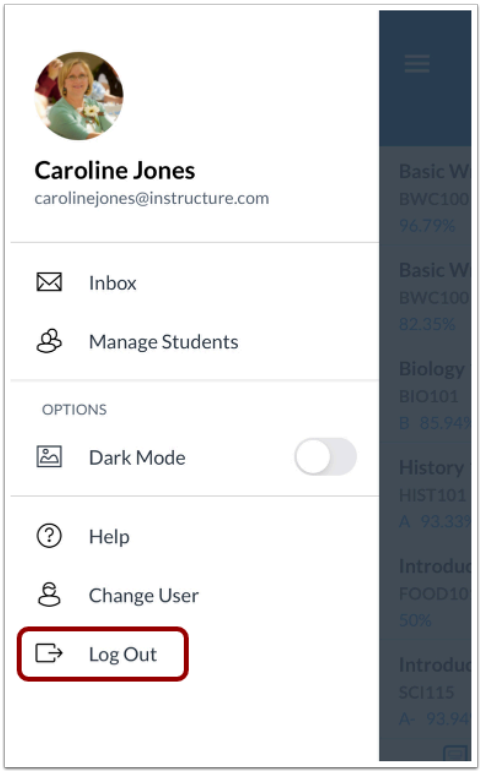
You can easily log out of Canvas Parent when you are finished using the app.

Open User Menu



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

Log Out



Tap the **Log Out** link.

App Features

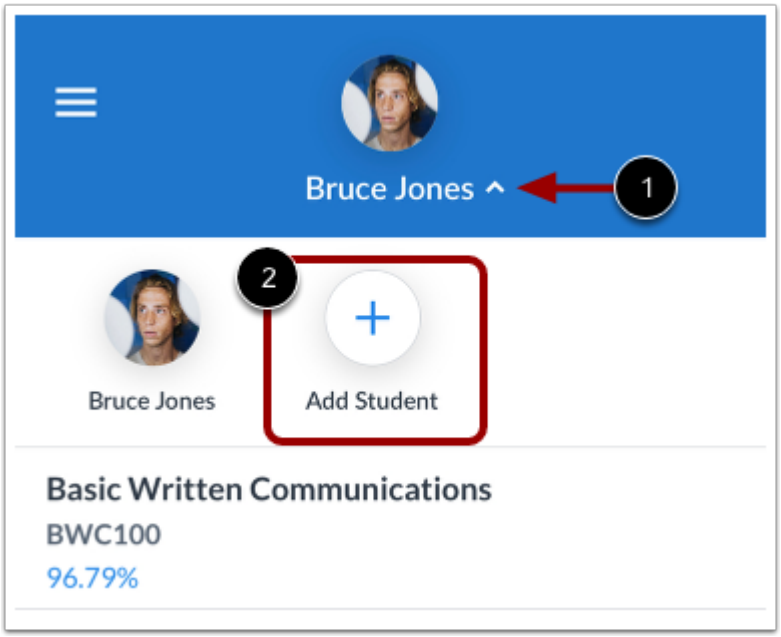
How do I link additional students to my account in the Canvas Parent app on my iOS device?

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.

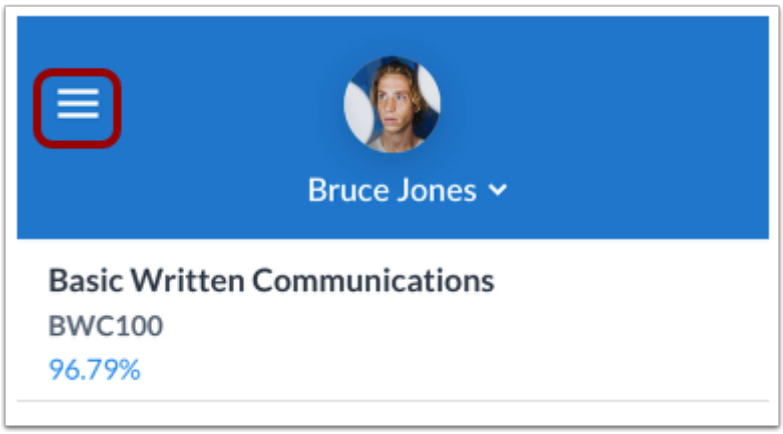
Learn more about pairing codes.

Link from Student Selector



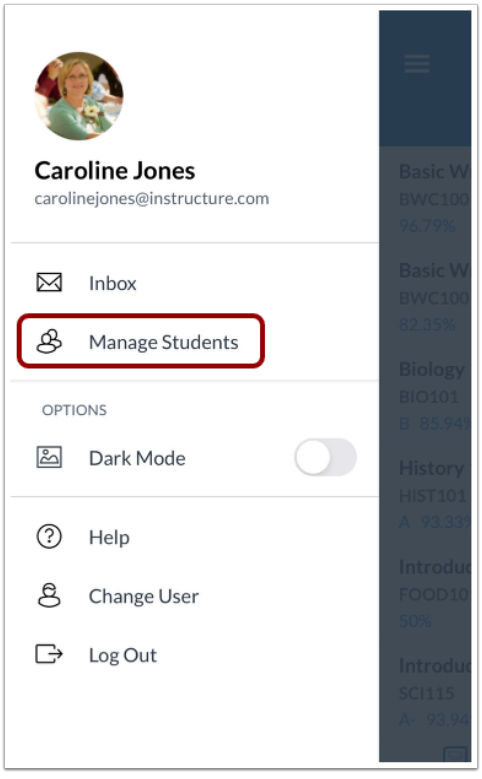
To link a student from the Student Selector, tap the **Student Selector** [1]. Then tap the **Add Student** icon [2].

Link from User Menu



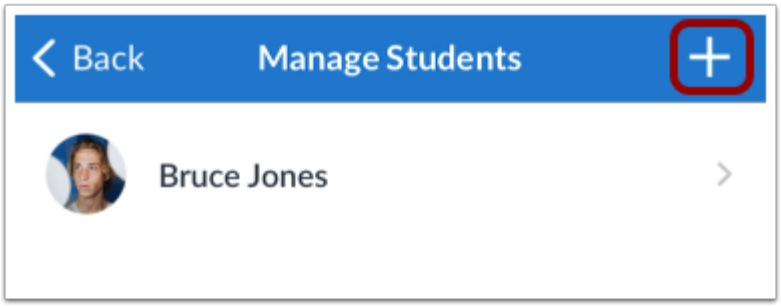
To link a student from the User Menu, tap the **Menu** icon.

Manage Students



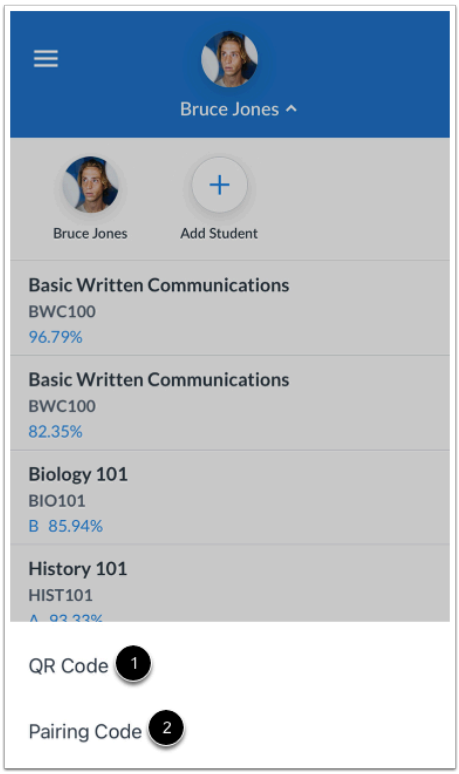
Tap the **Manage Students** link.

Add Student



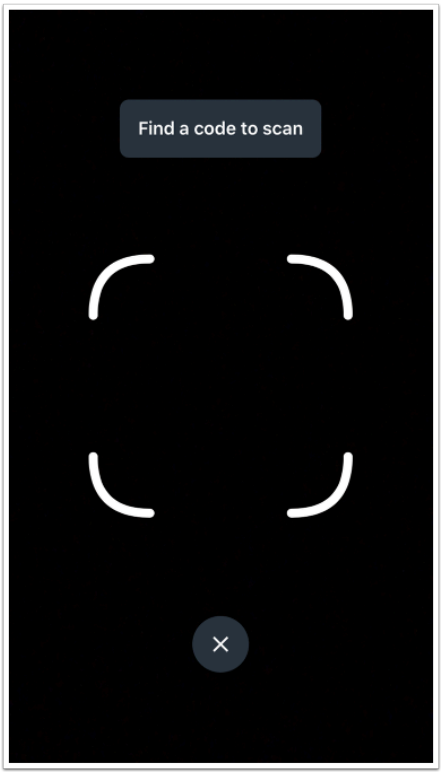
To link a student to your account, tap the **Add Student** link.

Select Pairing Option



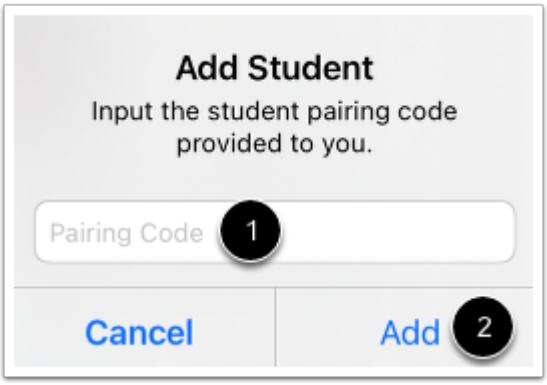
Select a pairing option. You can select a **QR code** [1] or **Pairing Code** [2].

Scan QR Code



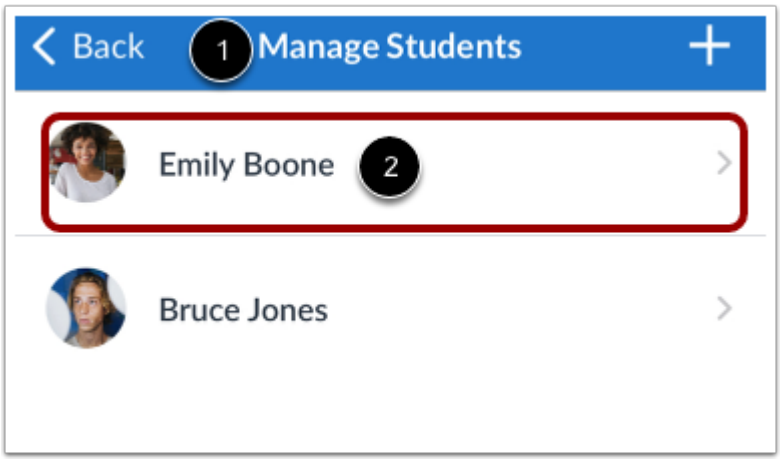
Scan the pairing QR code generated by your student in the Canvas Student app.

Enter Pairing Code



Enter the student pairing code into the **Pairing Code** field [1]. Then tap the **Add** button [2].

View Managed Students

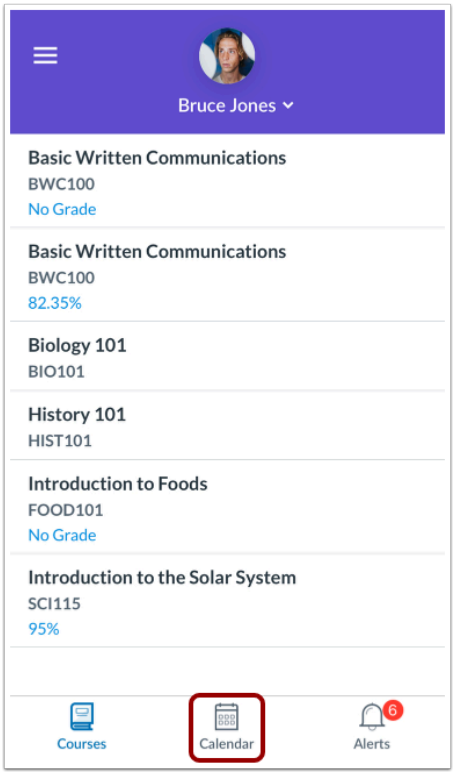


View a list of your managed students on the **Manage Students** page [1]. To manage a student, tap a student's name [2].

How do I view the calendar of events and assignments for a student in the Canvas Parent app on my iOS device?

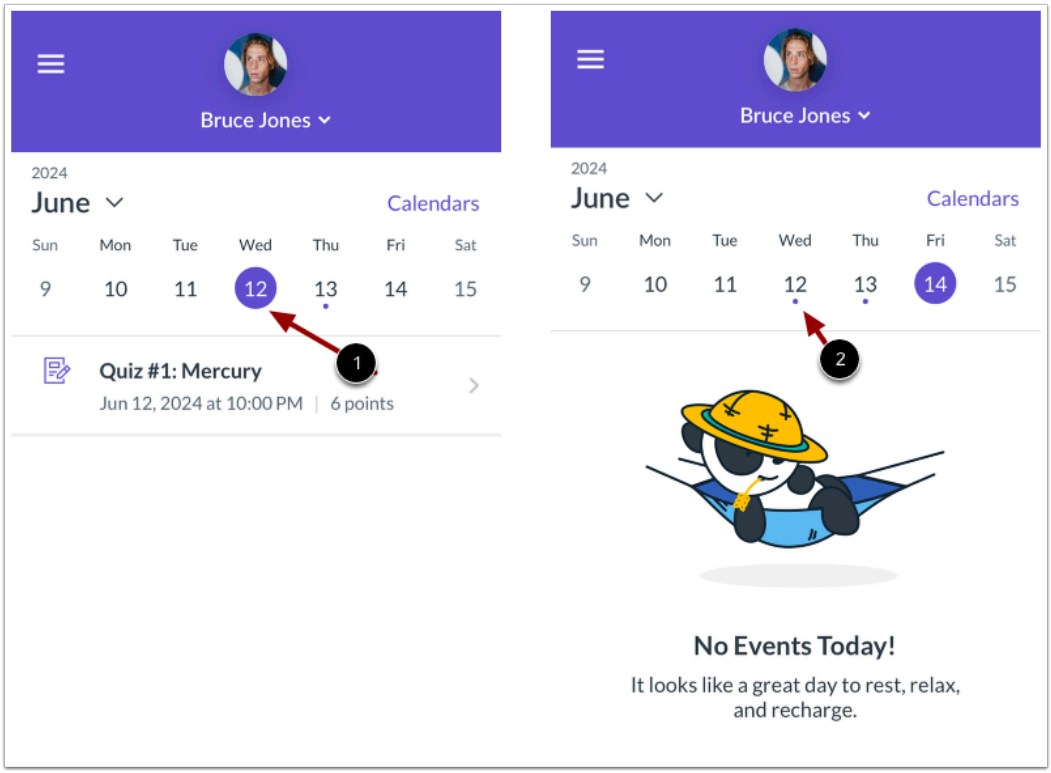
The Calendar page displays a calendar of assignments and events for the student(s) you are observing.

Open Calendar



In the Dashboard, tap the **Calendar** icon.

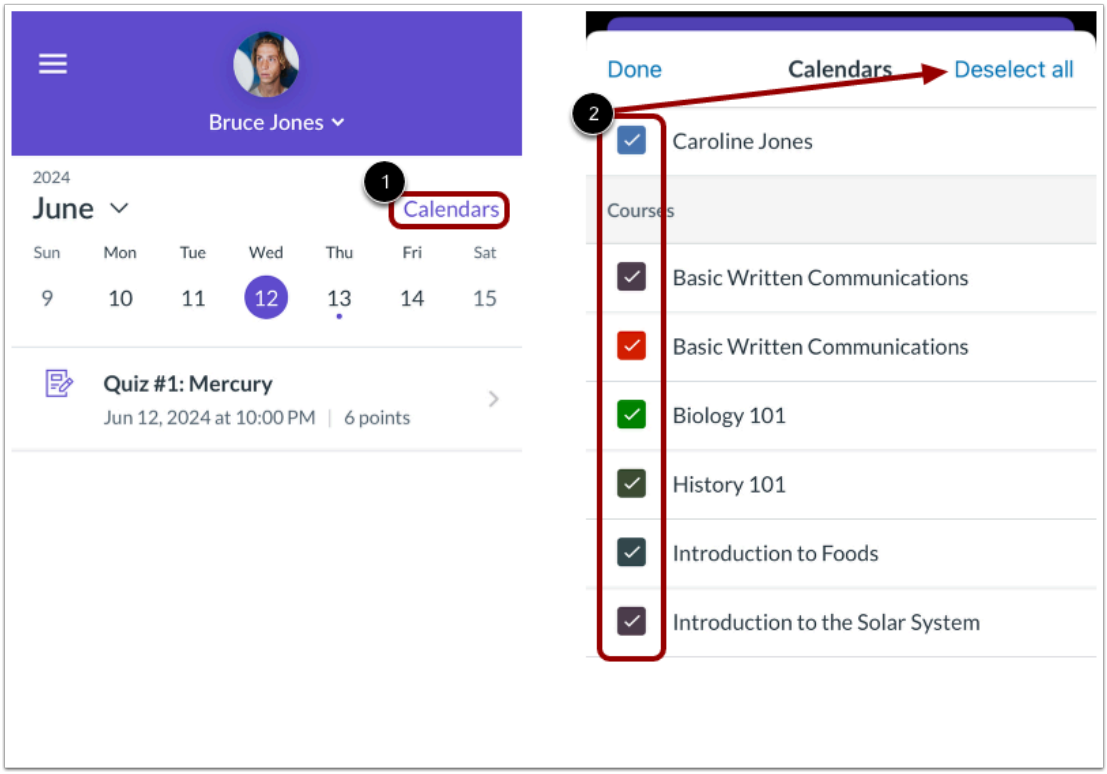
View Calendar



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].

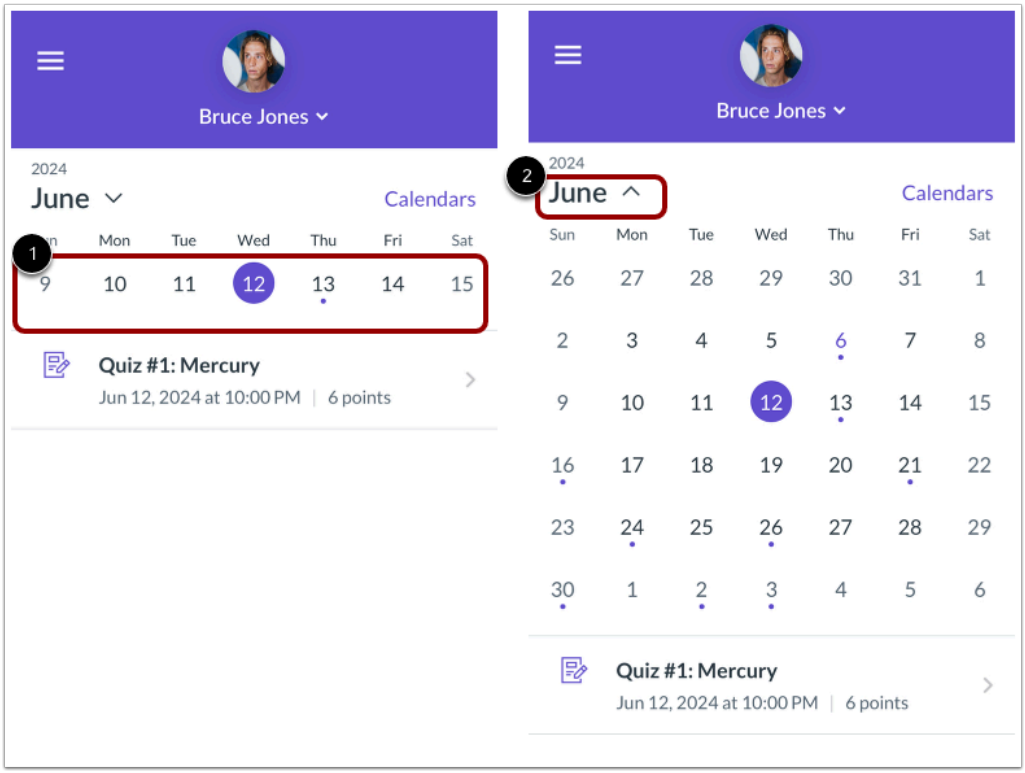
Manage Calendars



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

You can select specific calendars or deselect all calendars [2].

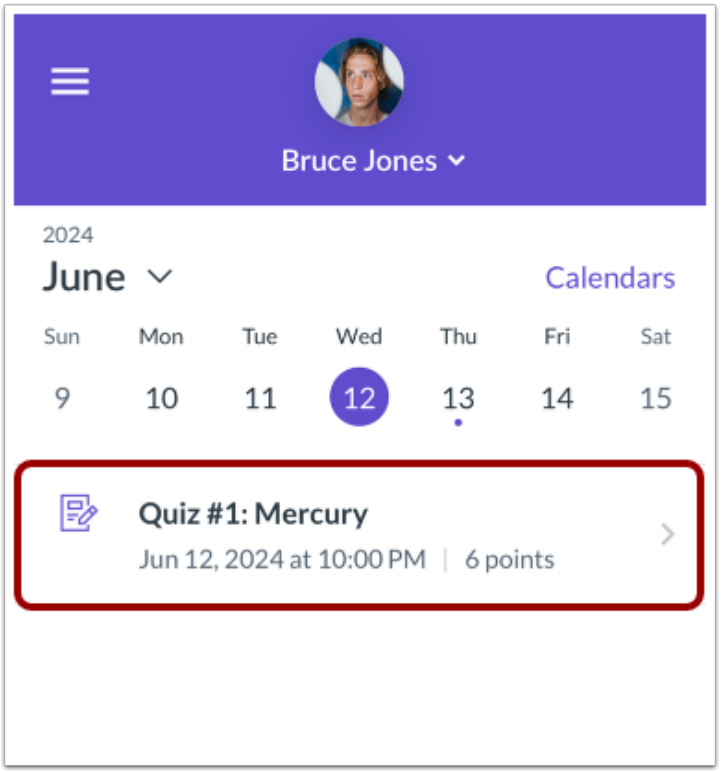
View Additional Dates



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



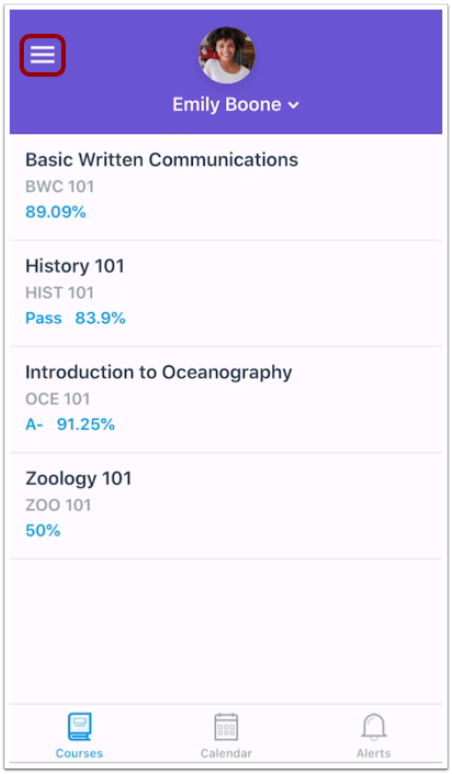
To view the details of an individual assignment or event, tap the name of the assignment or event.

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.

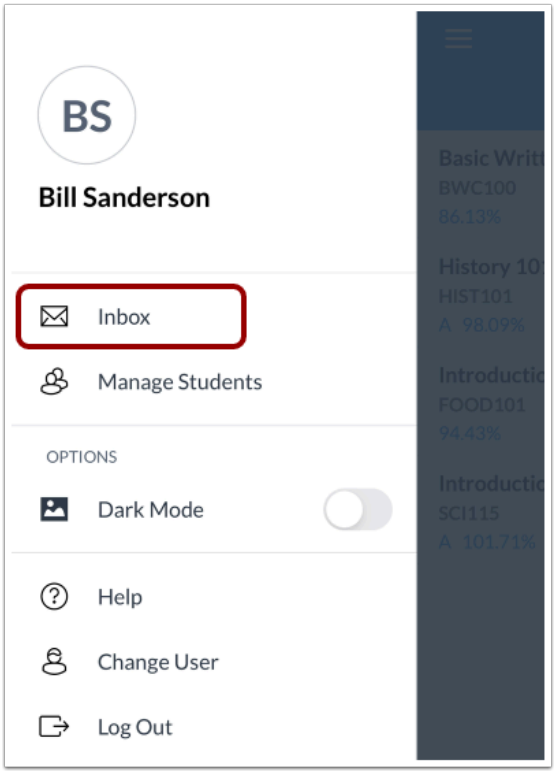
The images in this lesson are shown for a phone display, but unless otherwise noted, tablet displays mirror the same steps.

Open User Menu



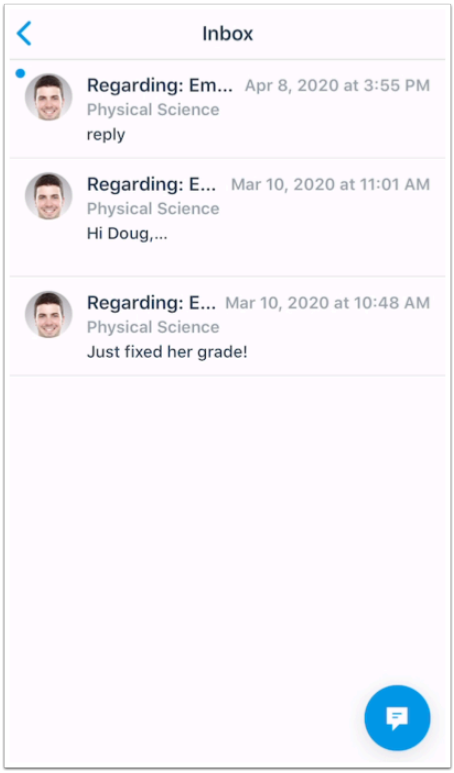
Tap the **Menu** icon.

Open Inbox



Tap the **Inbox** link.

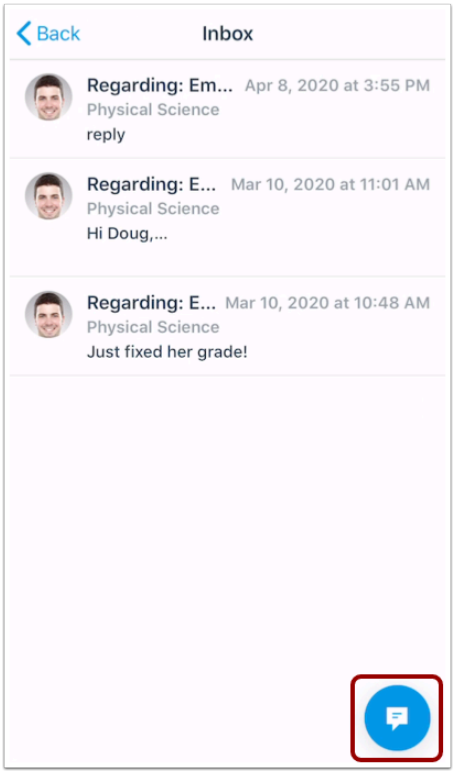
View Inbox



Messages are arranged in chronological order.

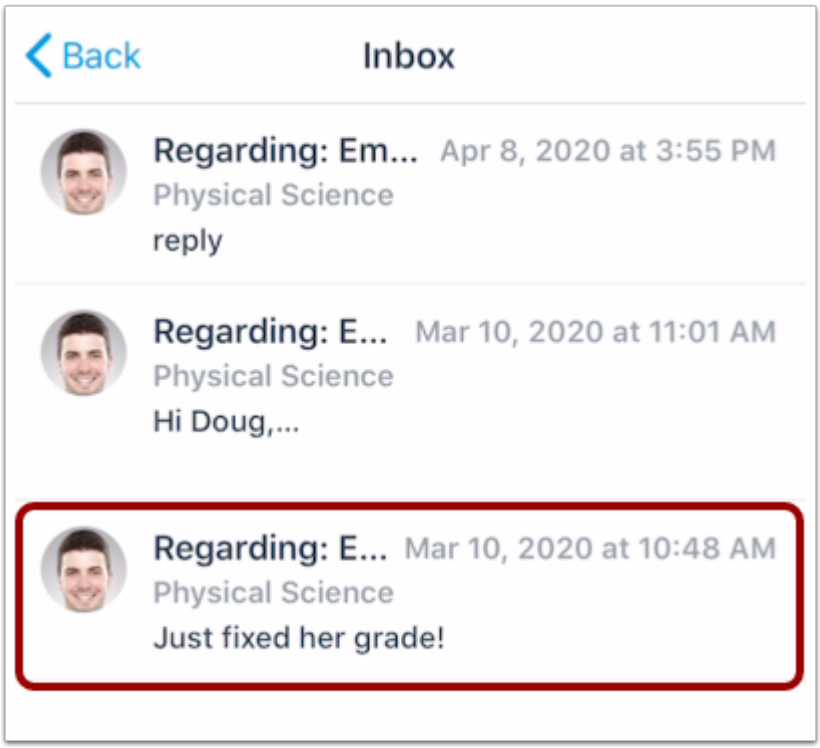
Swipe the page from top to bottom to quickly refresh the page.

Send Message



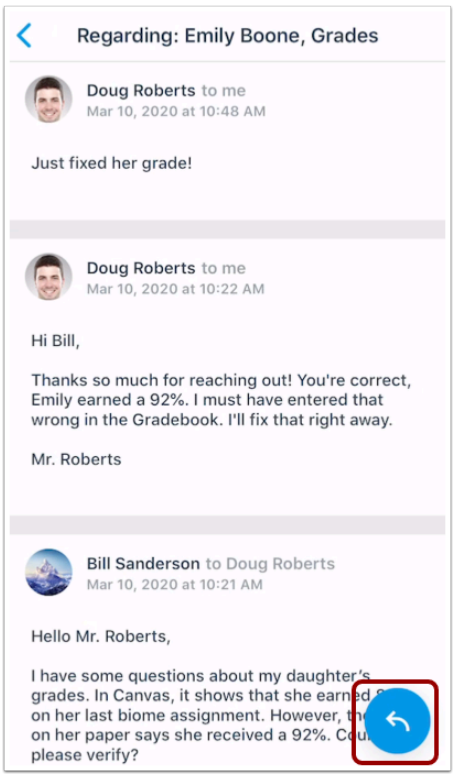
To send a new message, tap the **Message** icon.

Open Message



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

View Message Thread



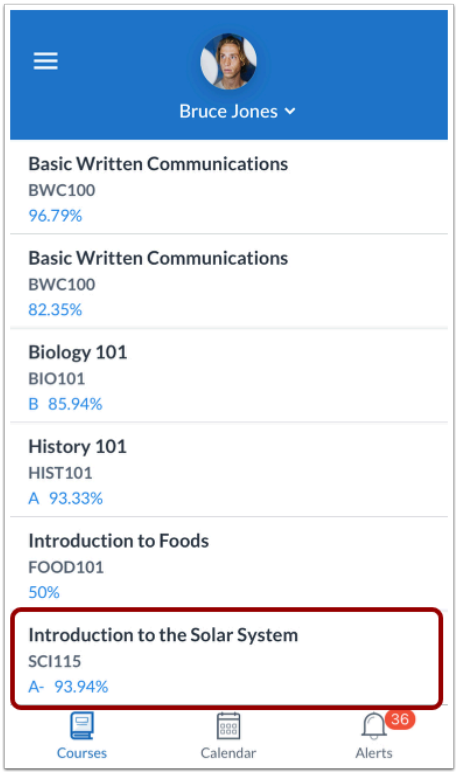
View the selected message thread.

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?

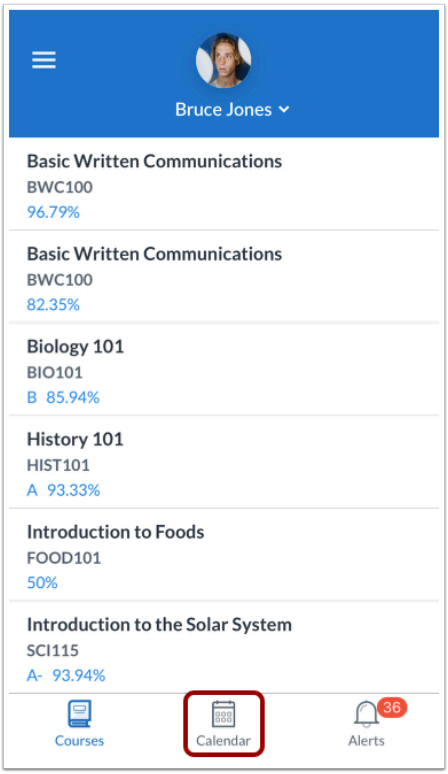
You can set reminders through the Courses page or the Calendar page. You can choose the date and time that you would like to receive the reminder. Reminders are sent as push notifications to your device.

View Courses



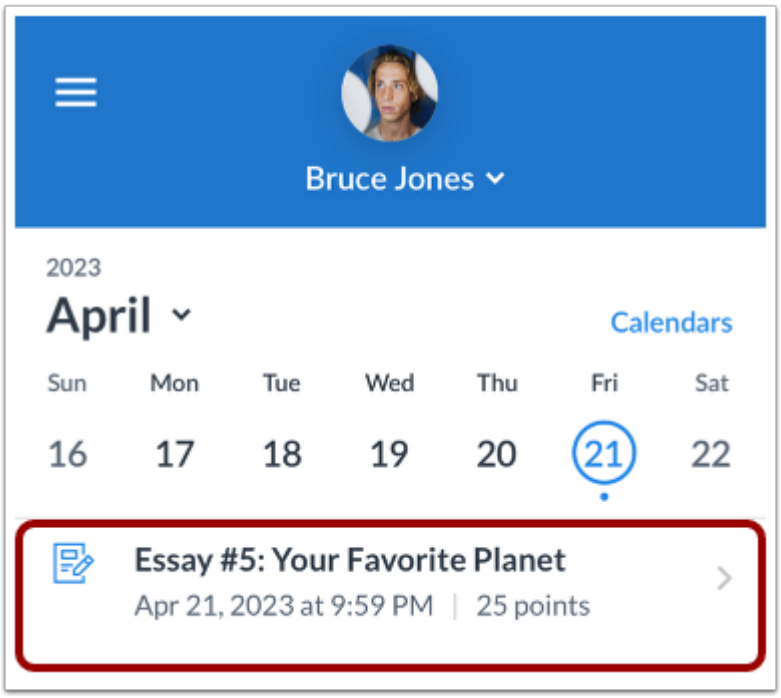
To set a reminder via Courses, tap the name of a course.

View Calendar



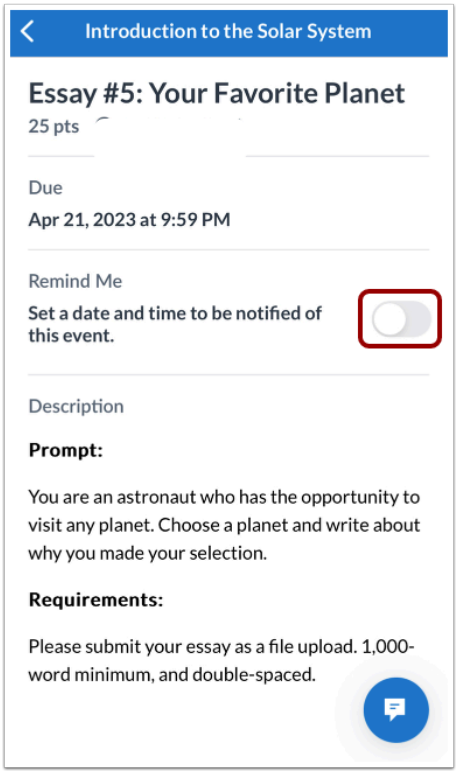
To set a reminder via the calendar, tap the **Calendar** icon.

Open Assignment or Event



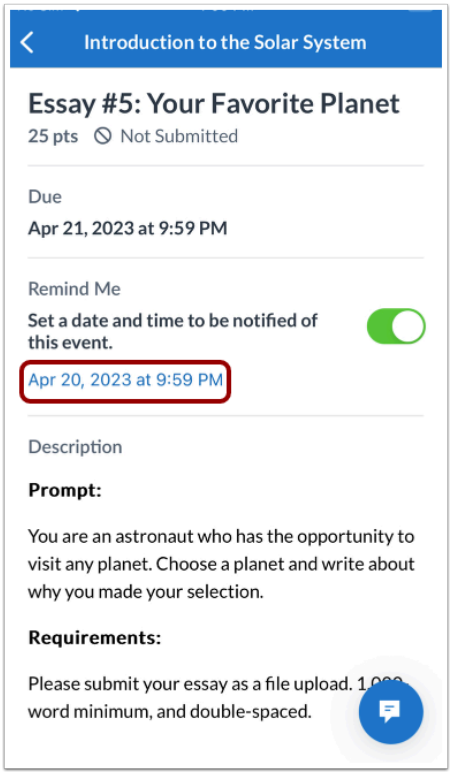
Tap the name of an event or assignment.

Set Reminder



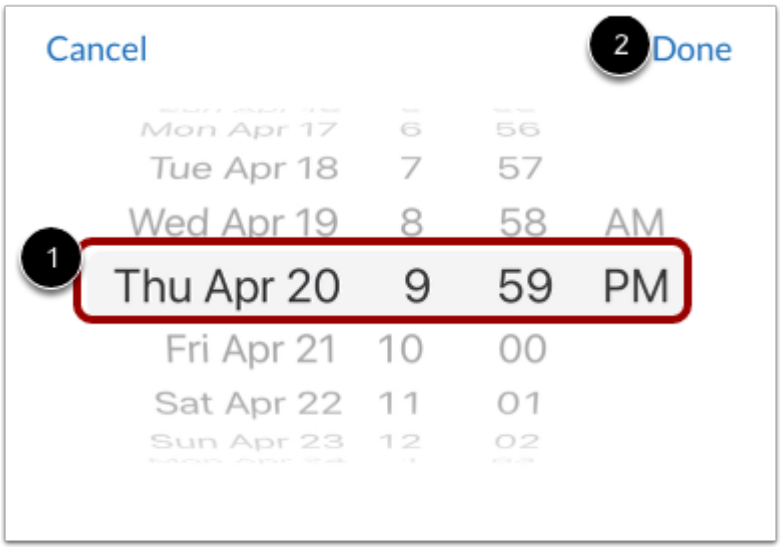
Tap the **Set a date and time to be notified of this event** button.

Open Date and Time



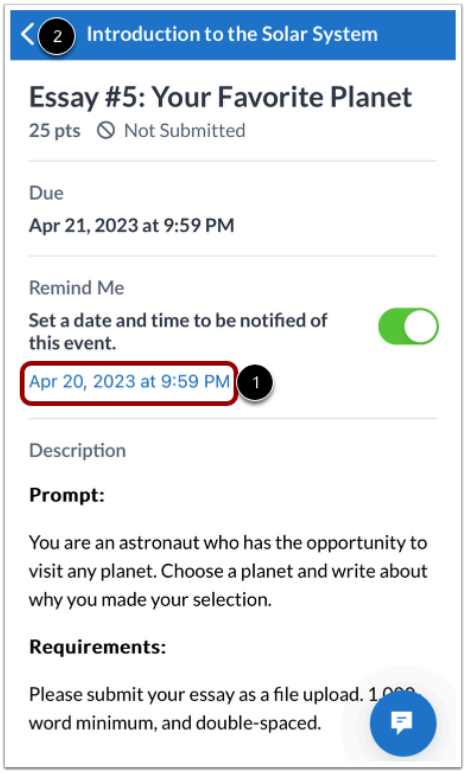
Tap the **date and time** link.

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



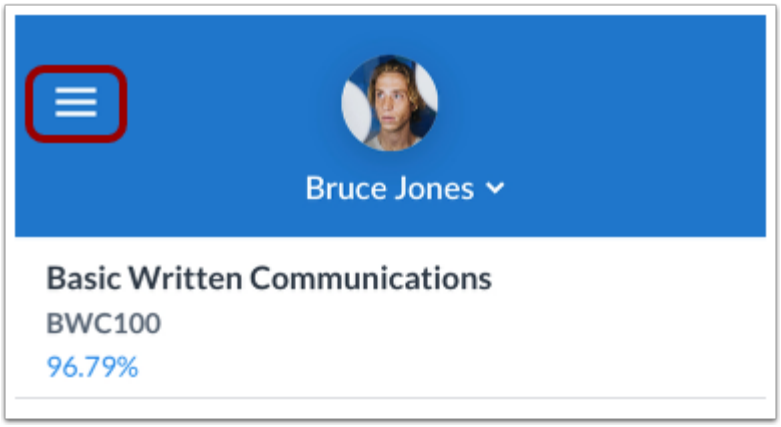
View your reminder [1].

To close the assignment or event, tap the **Back** link [2].

How do I set alerts for a student in the Canvas Parent app on my iOS device?

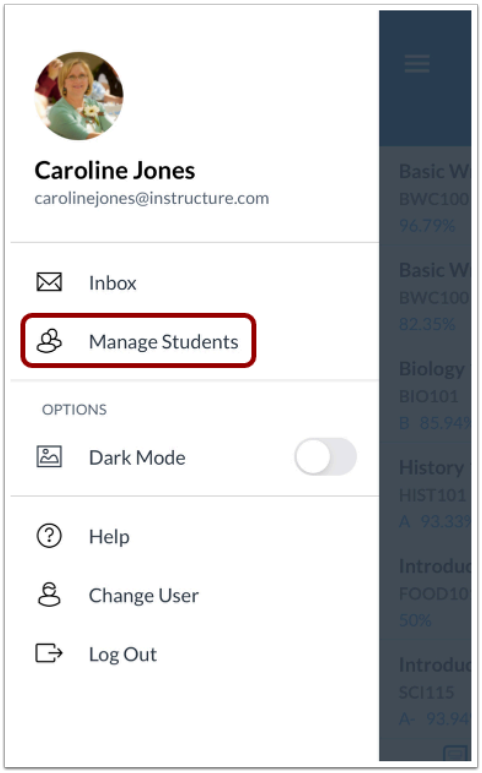
The User Menu allows you to manage alerts for students linked to your observer account. You can view your alerts on the Alerts page.

Open User Menu



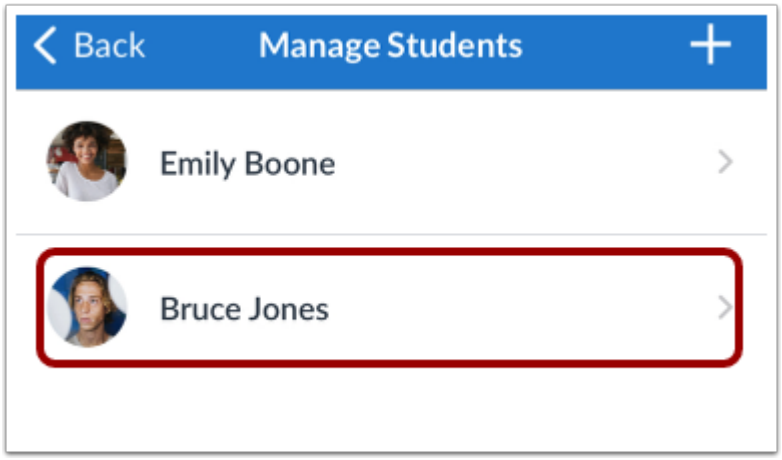
Tap the **Menu** icon.

Manage Students



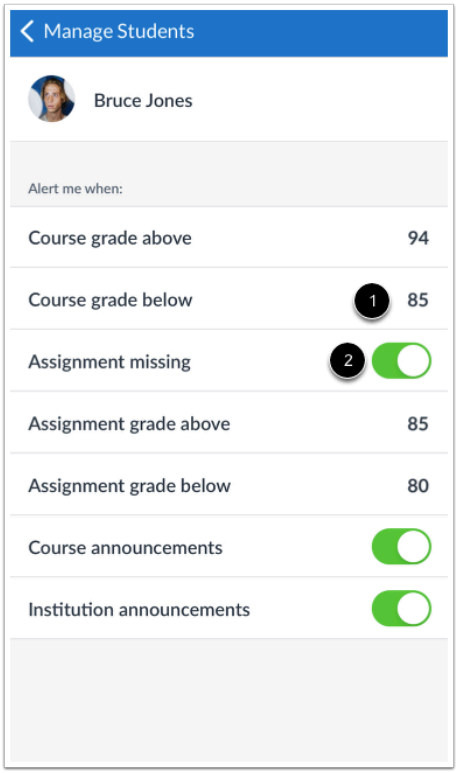
To manage students, tap the **Manage Students** link.

Open Student



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

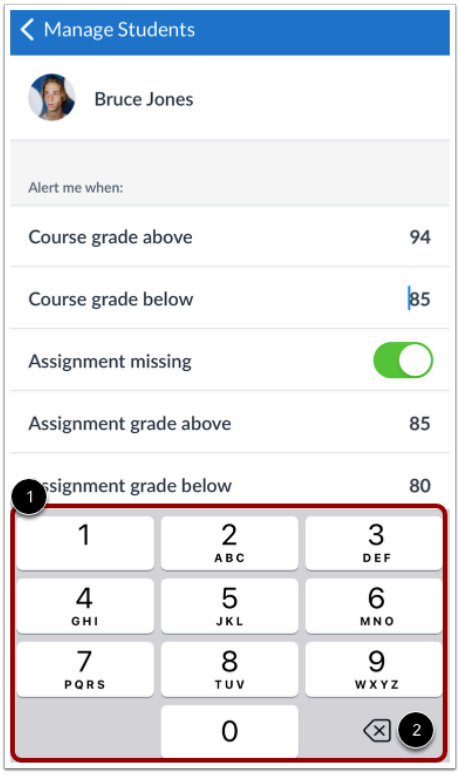
Set Alerts



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



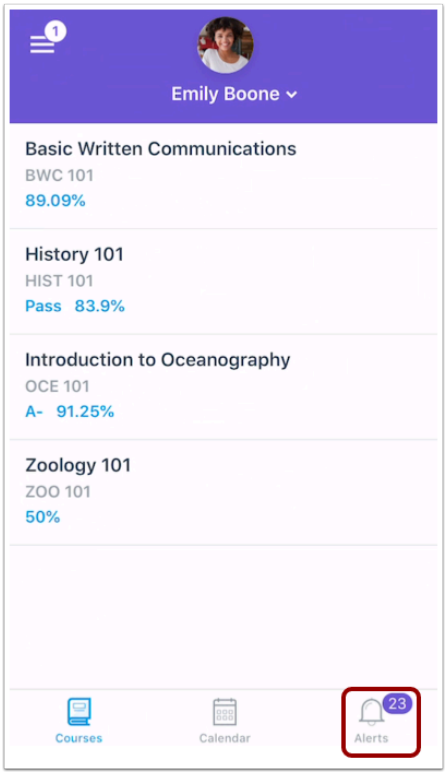
To enter a percentage alert, tap the numbers on the keypad [1]. To delete a digit, tap the **Delete** icon [2].

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?

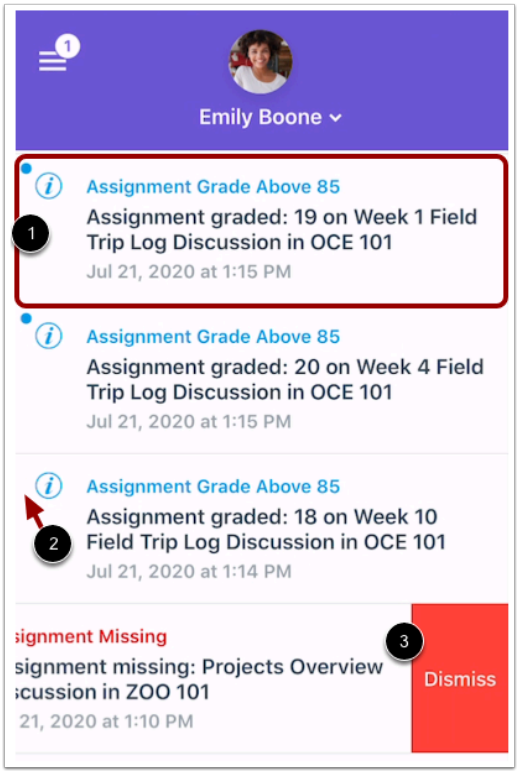
The Alerts page displays assignment and grade alerts for the student(s) you are observing. Learn how to set alerts about a student's coursework.

Open Alerts



In the Dashboard, tap the **Alerts** icon.

View Alerts

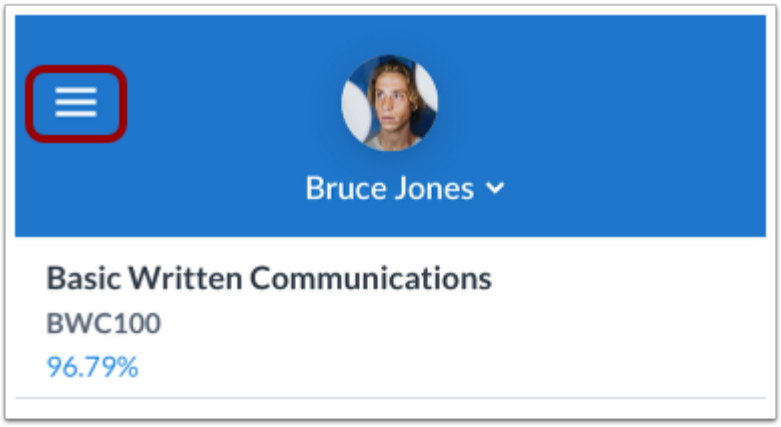


View alerts for the student you are observing. To mark an alert as read, tap the alert [1]. Alerts without an unread icon have been read [2]. To remove an alert, swipe the alert to the left and tap the **Dismiss** button [3].

How do I set my theme in the Parent App on my iOS device?

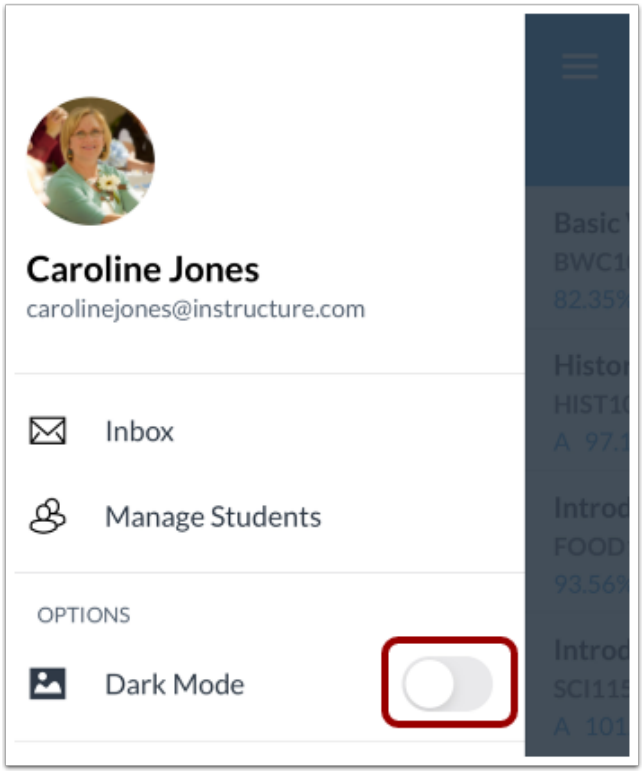
In Settings, parents can choose between three app theme options, Light, and Dark Mode.

Open User Menu



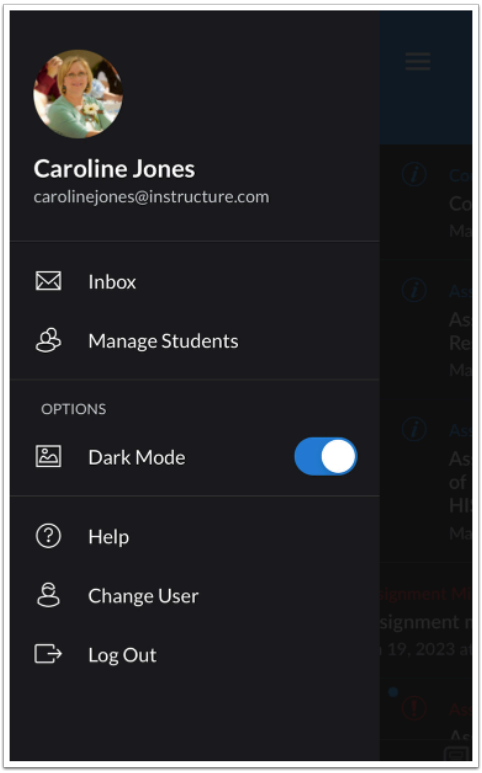
In the Dashboard, tap the **Menu** icon.

Open Settings



To enable Dark Mode, tap the toggle button.

View Dark Mode Theme



View the app in dark mode.

Course Features

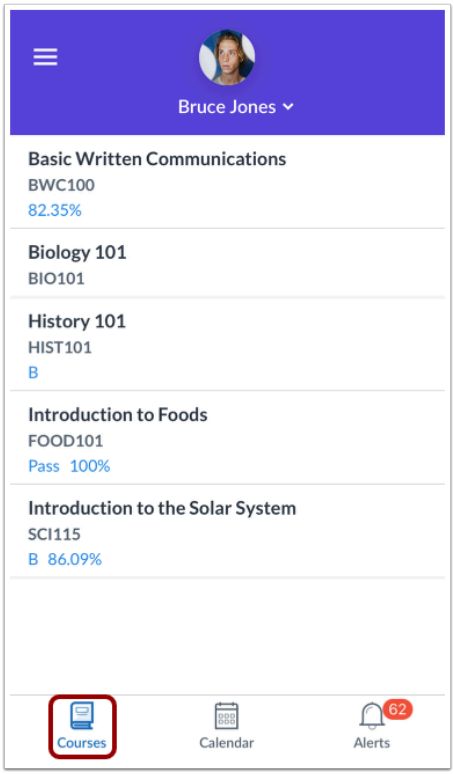
How do I view courses for a student in the Canvas Parent app on my iOS device?

The Courses page displays the current courses for the student(s) you are observing.

Notes:

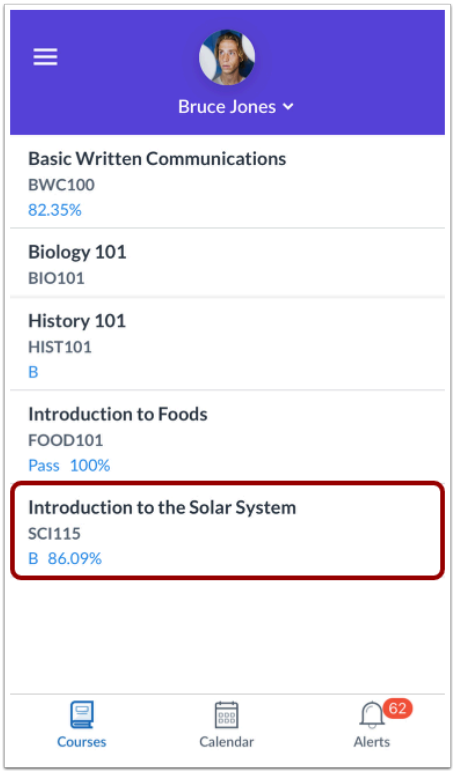
- When the course grade is set to display as a letter grade and quantitative data is allowed, the grade percentage also displays.
- If restricted by your student's instructor, you may only have the ability to view qualitative data, such as letter grades and grading comments.

View Courses



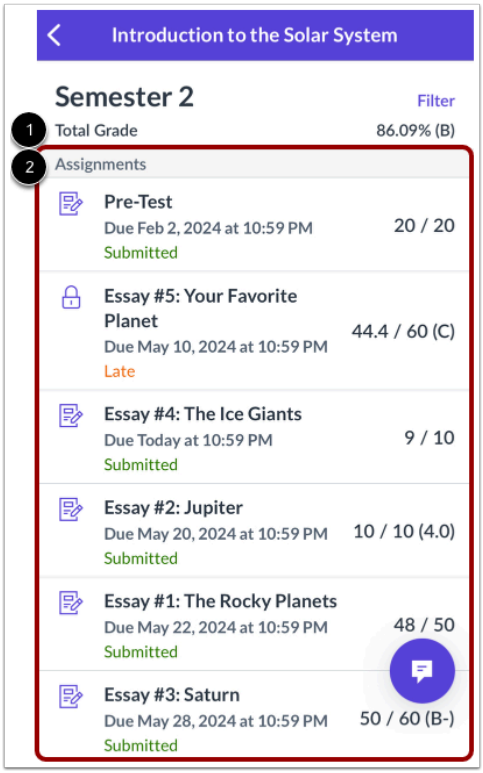
By default, the Dashboard displays the courses list for the student you are viewing.

Open Course



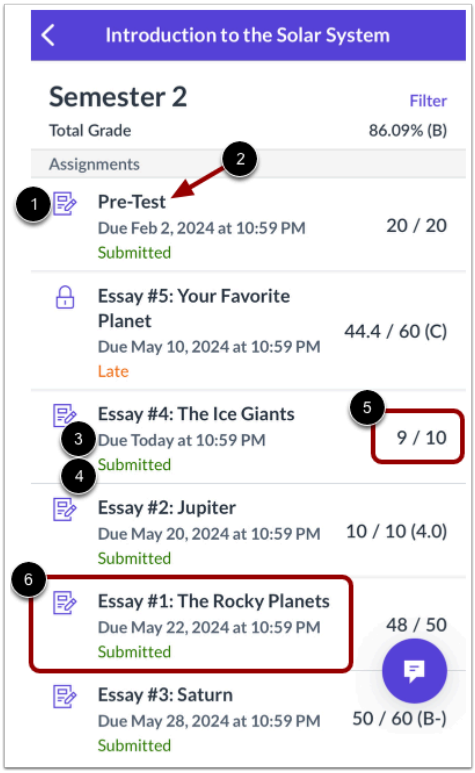
To view course information, tap the name of a course.

View 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].

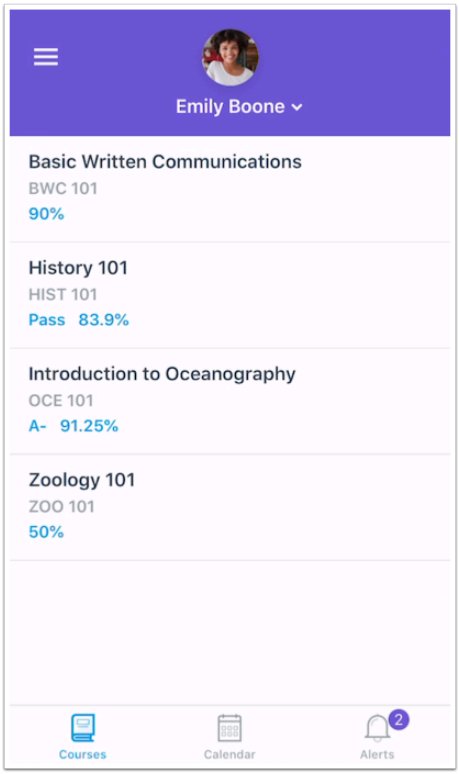
To view the details of an individual assignment, tap the assignment name [6].

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.

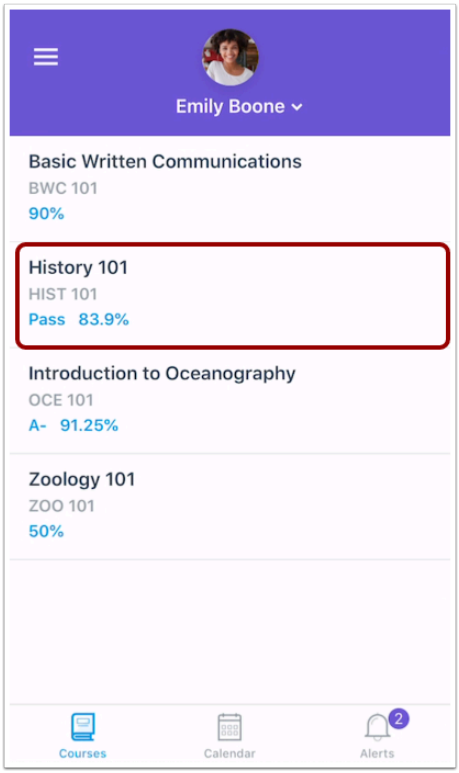
Note: A course front page will only display if a front page is selected as the course homepage in Canvas.

View Courses



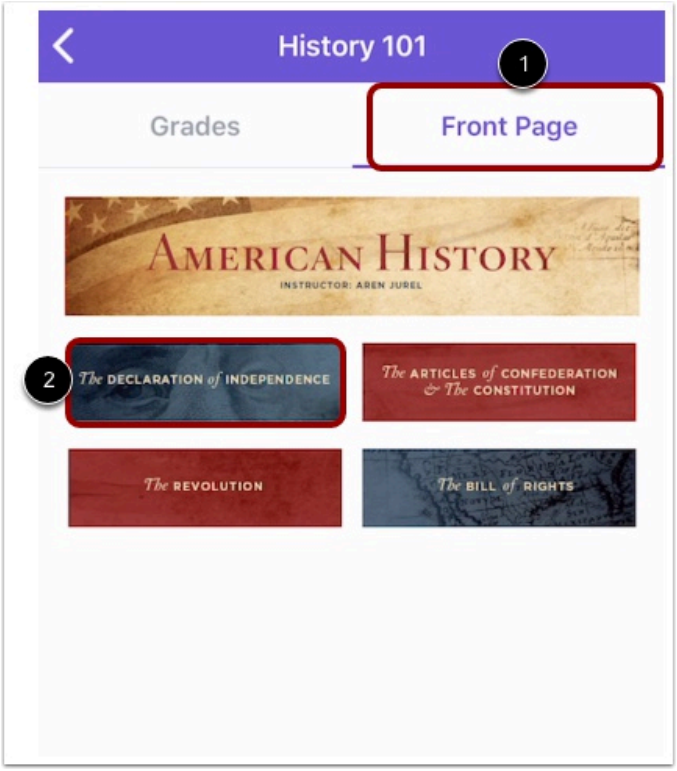
By default, the Parent app displays the courses list for the student you are viewing.

Open Course



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

View Course Front Page

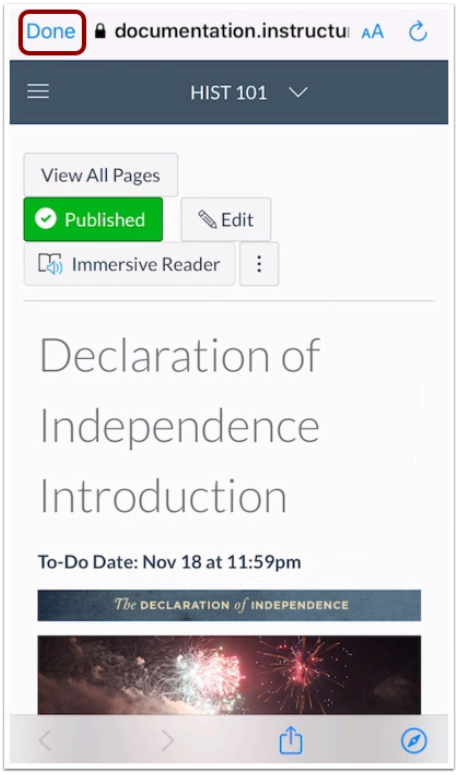


To view the course front page, tap the **Front Page** tab [1].

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.

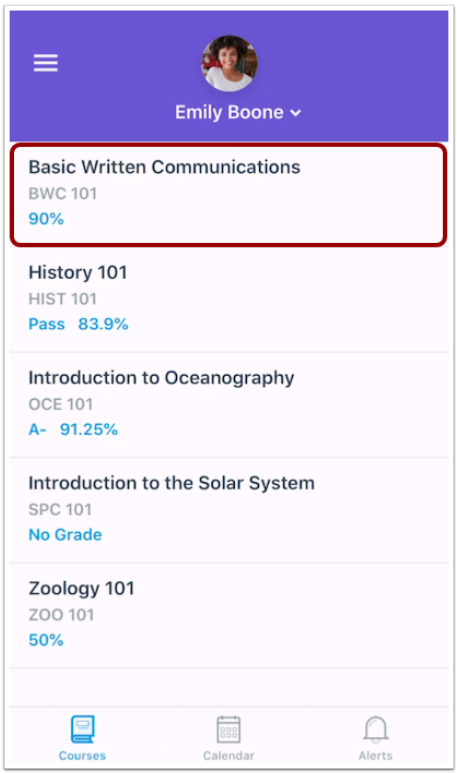
To return to the Parent app, tap the **Done** link.

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.

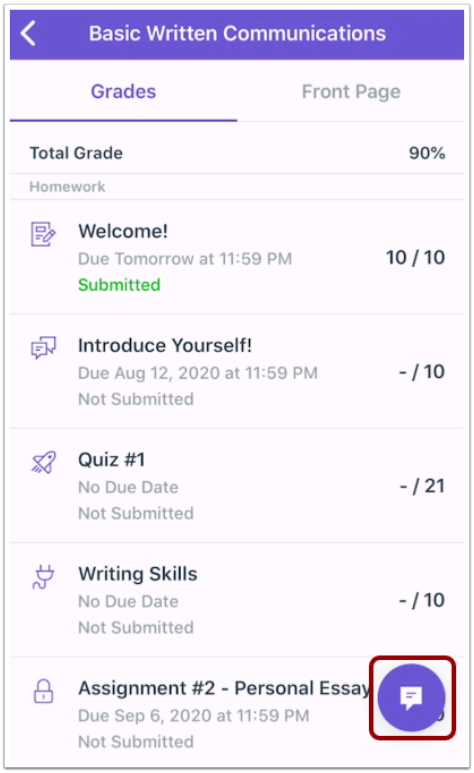
The images in this lesson are shown for a phone display, but unless otherwise noted, tablet displays mirror the same steps.

Open Course



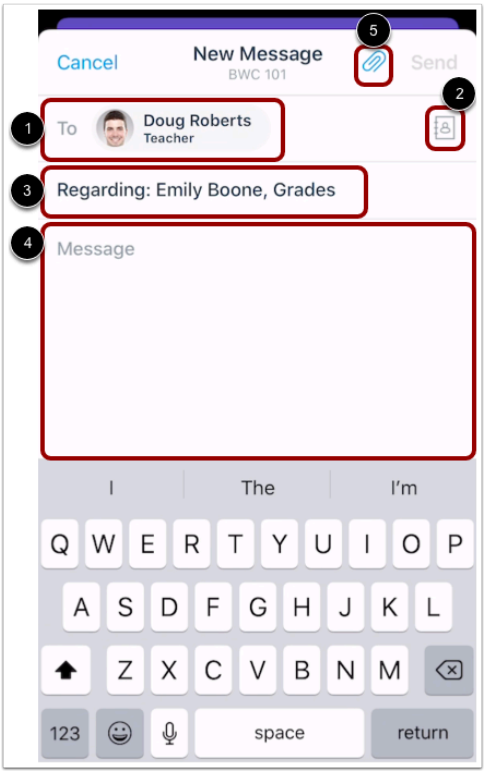
To open a course, tap the course name.

Open Message



To send a message to the course instructor, click the **Message** icon.

Compose New Message



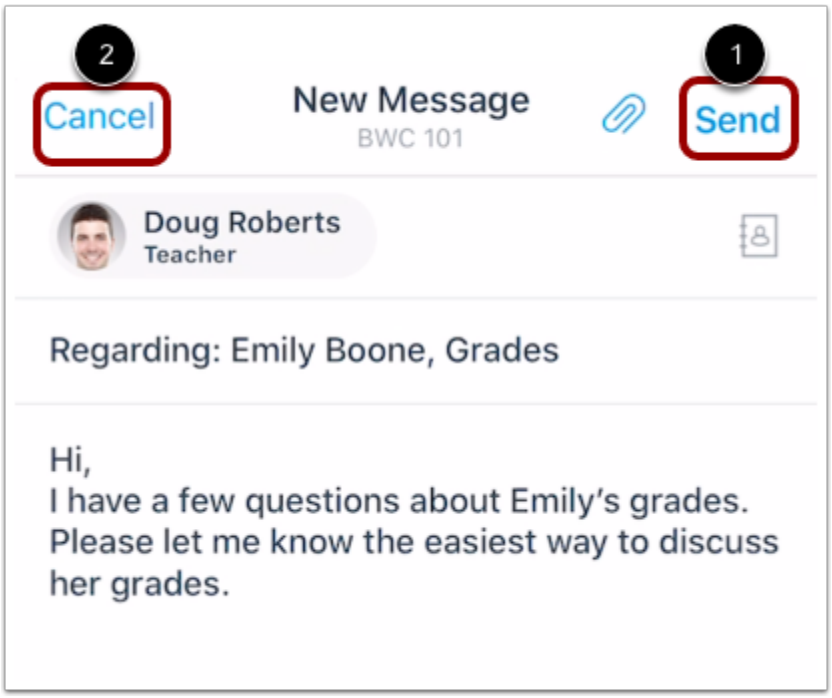
The course instructor's name automatically displays in the **To** field [1]. If the course has multiple instructors or TAs, you can add or remove recipient(s) by tapping the **Recipients** icon [2].

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



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

To discard your message draft, click the **Cancel** link [2].

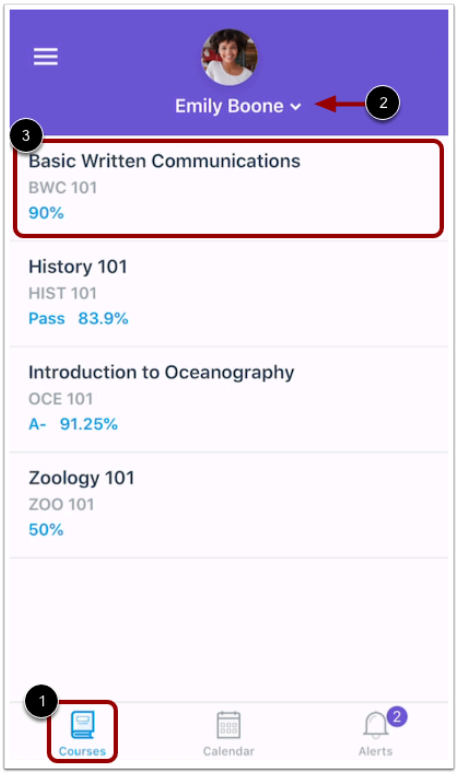
How do I view details for an assignment in the Canvas Parent app on my iOS Device?

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.

Note: You cannot view your student's quizzes in the Canvas Parent app.

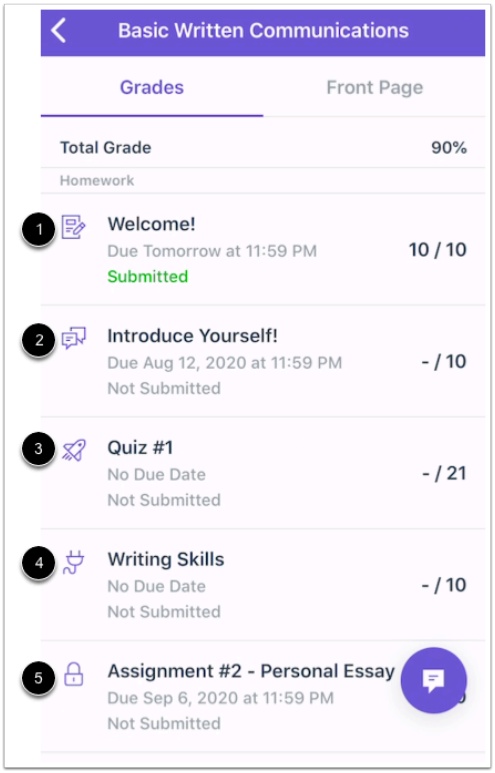
Open Course



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].

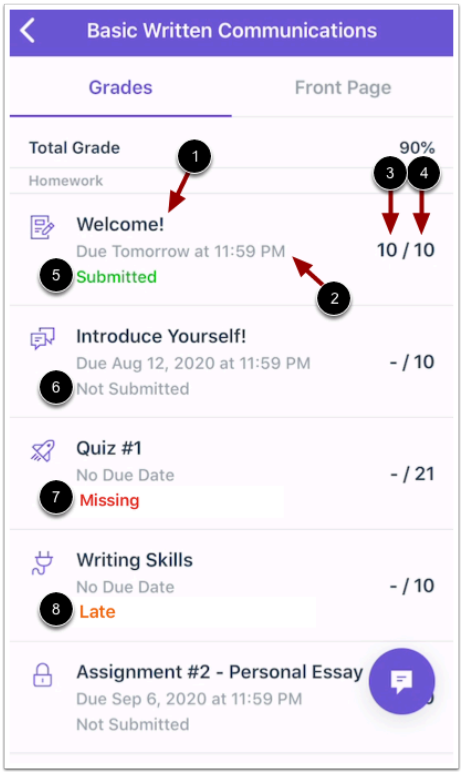
To view a course, tap the name of the course [3].

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].

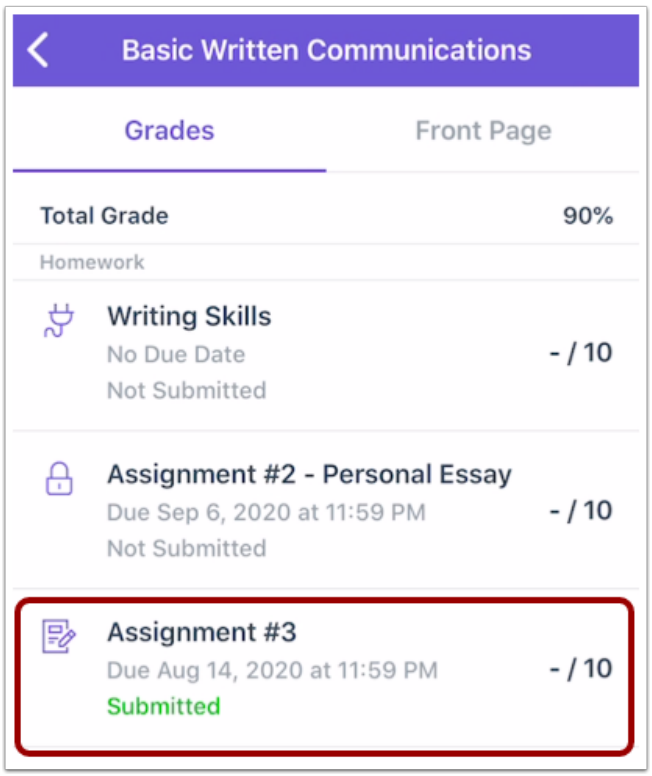
View Assignment Details



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

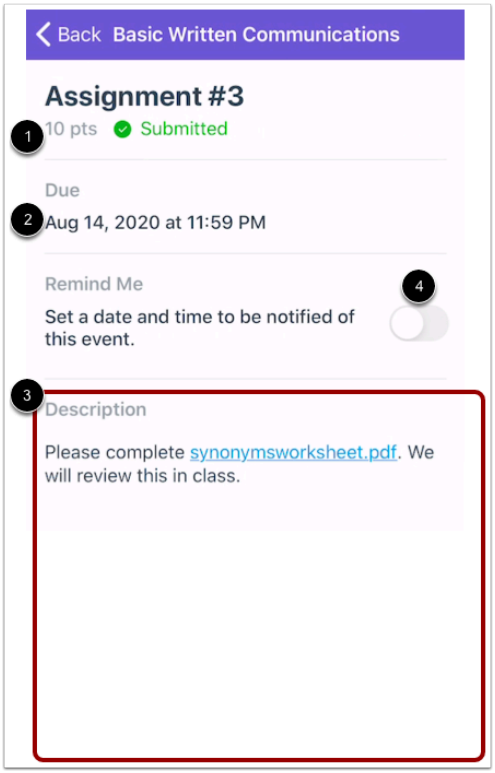
Each assignment also displays a status. Status options include Submitted [5], Not Submitted [6], Missing [7], or Late [8].

Open Assignment



To open an assignment, tap the name of the assignment.

View Assignment

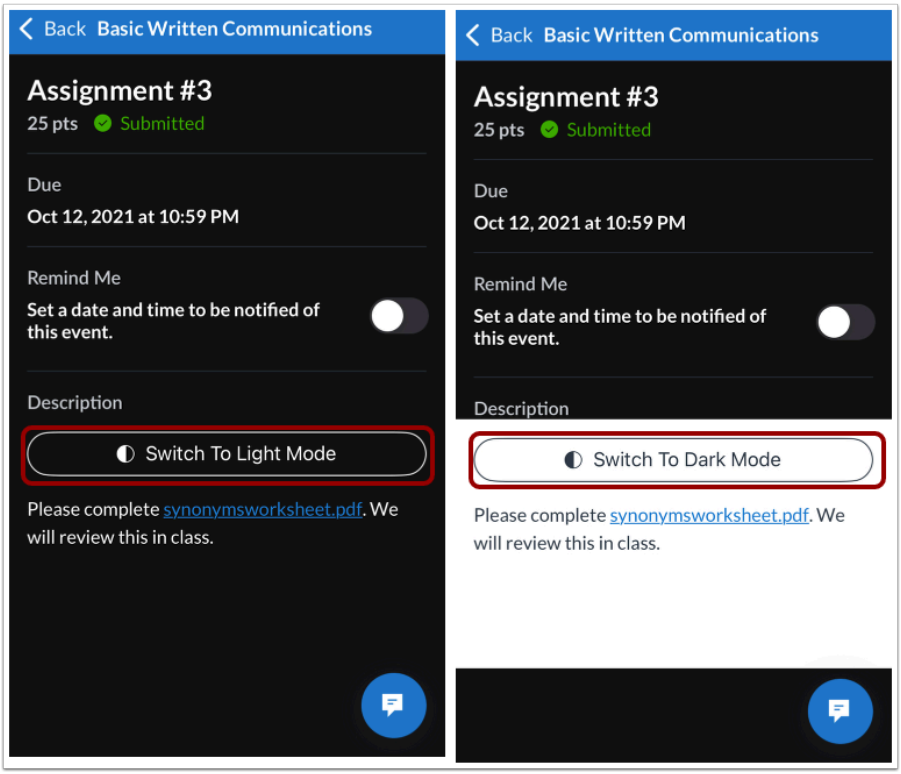


Each assignment displays the assignment status [1], due date [2], and any assignment details added by the instructor [3].

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.

Switch to Dark and Light Mode



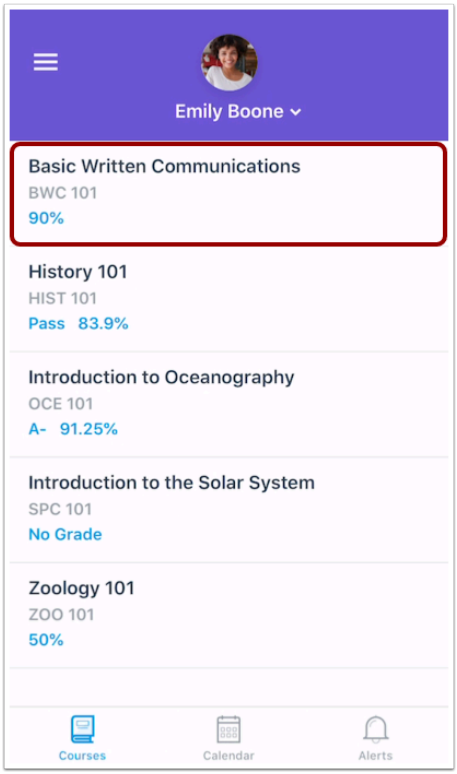
When the app theme is set to Dark Mode, you can switch between the different modes in the assignment details by tapping the **Switch to Dark Mode or Light Mode** button.

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.

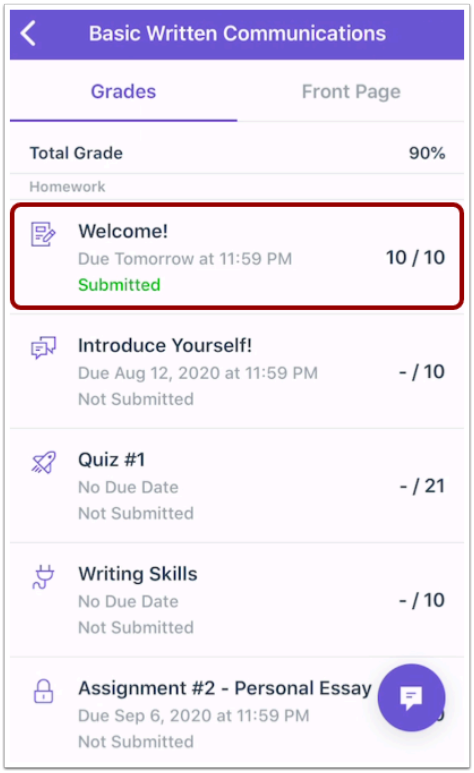
The images in this lesson are shown for a phone display, but unless otherwise noted, tablet displays mirror the same steps.

Open Course



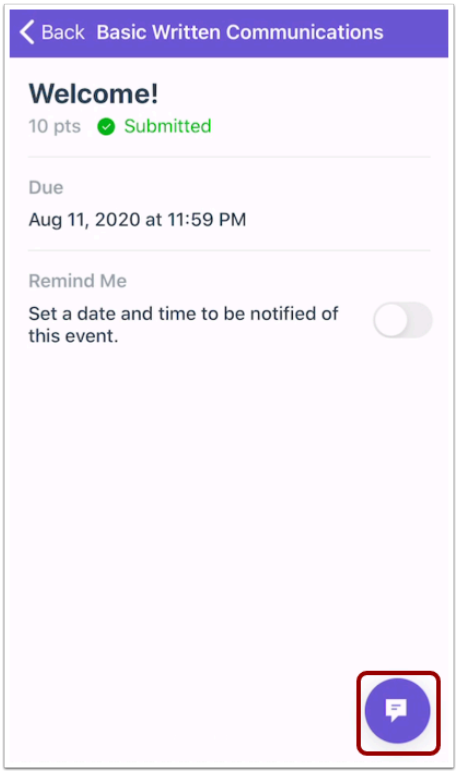
To open a course, tap the course name.

Open Assignment



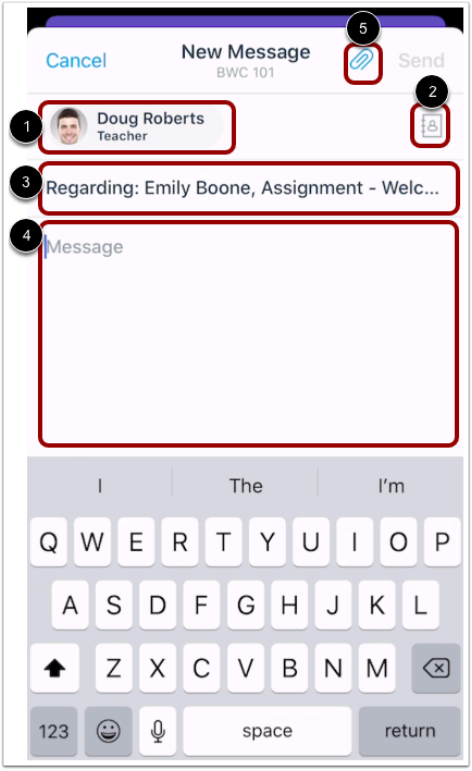
Open the course assignment.

Open Message



To send a message to the course instructor, tap the **Message** icon.

Compose New Message



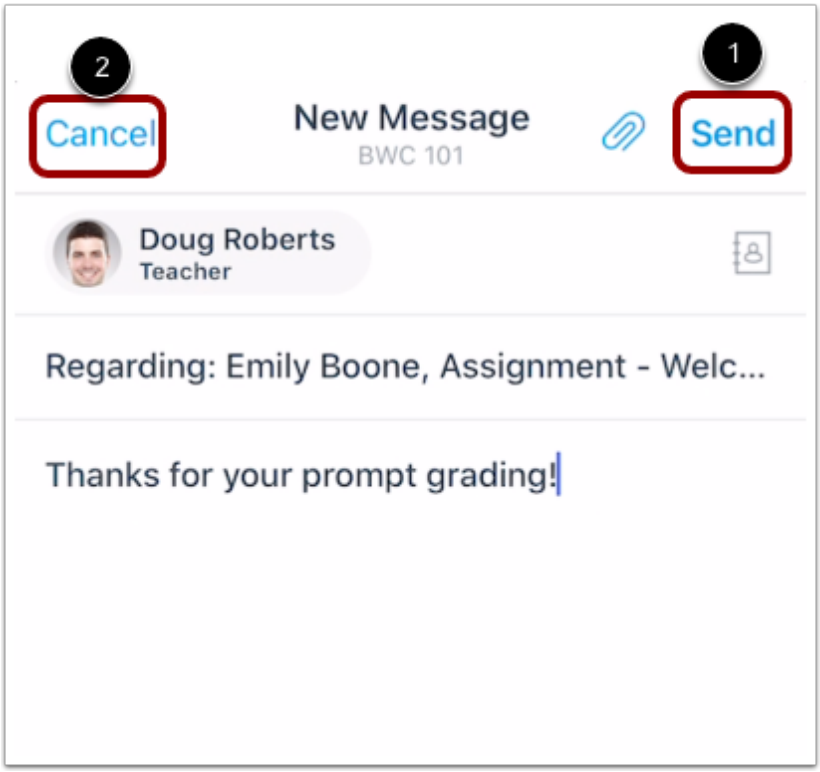
The course instructor's name automatically displays in the **To** field [1]. If the course has multiple instructors or TAs, you can add or remove recipient(s) by tapping the **Recipients** icon [2].

The subject of the message displays automatically 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].

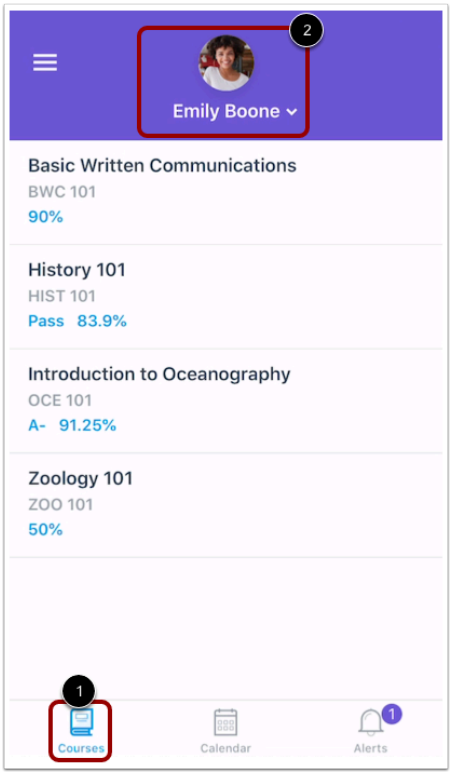
To discard your message draft, click the **Cancel** link [2].

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.

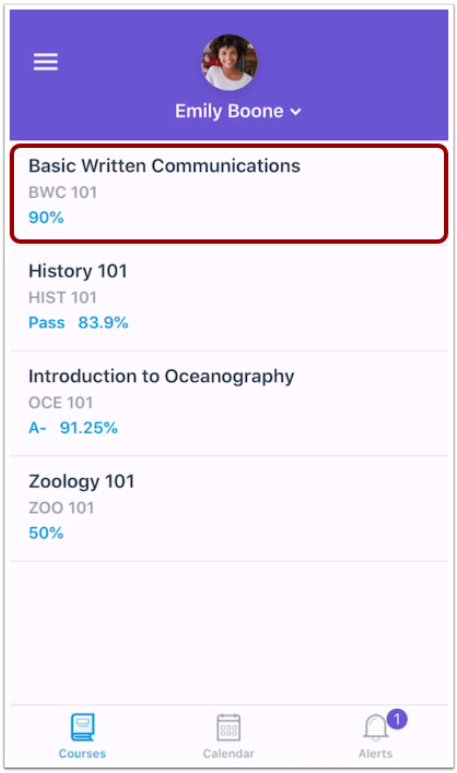
View Courses



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

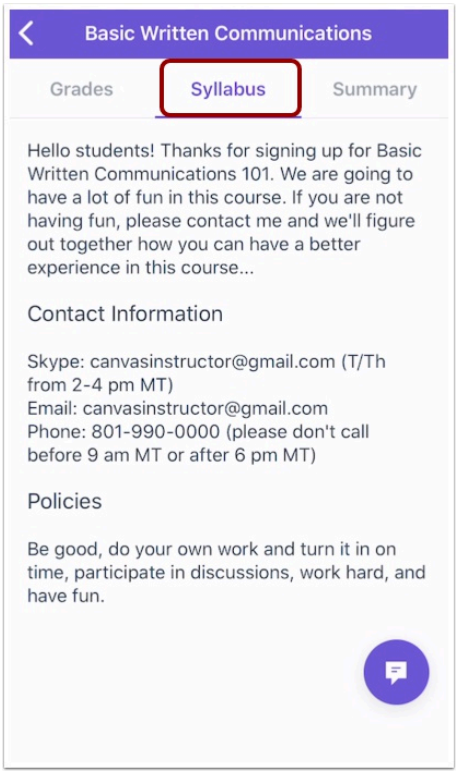
To view another student's account, select a name from the **Student** drop-down menu [2].

Open Course



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

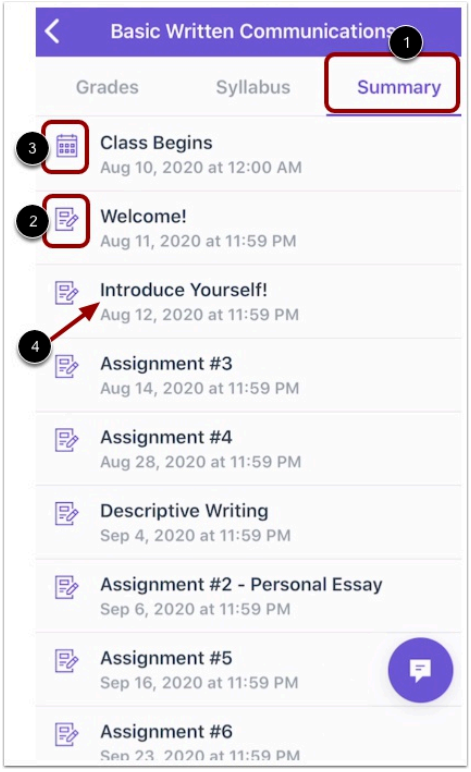
View Syllabus



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].

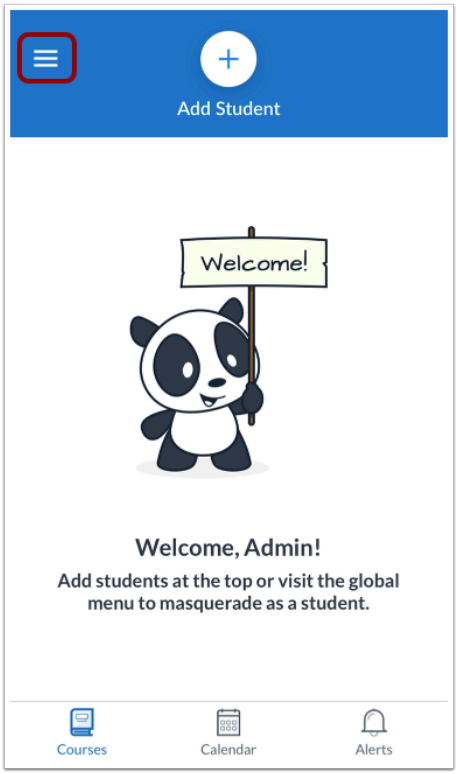
Note: If your instructor hides the course summary in the browser version of your course, it will be hidden in the Parent app.

Admin Features

How do I act as a user in the Parent app on my iOS device as an admin?

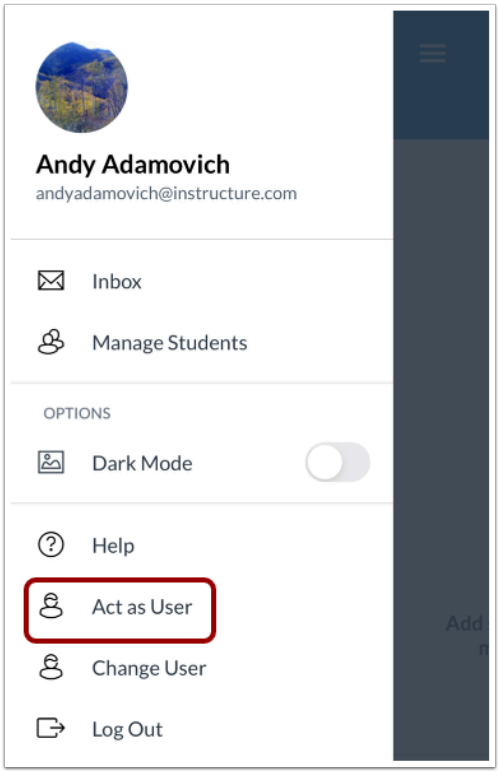
If you are an admin, you can act as a user in the Parent app and take any action in the app as if you were the observer. Only account-level users with the Act as users account permission can act as other users. This permission does not apply to sub-account admins.

Open User Menu



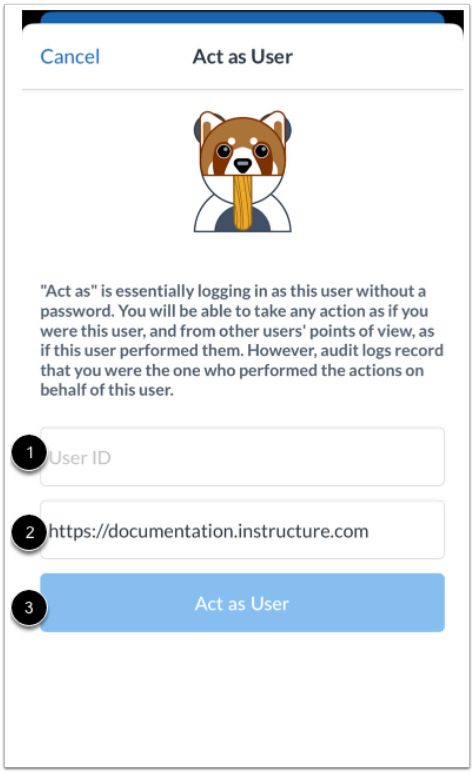
To open the Act as User menu, tap the **Menu** icon.

Open Act as User Menu



To open the Act as User menu, tap the **Act as User** link.

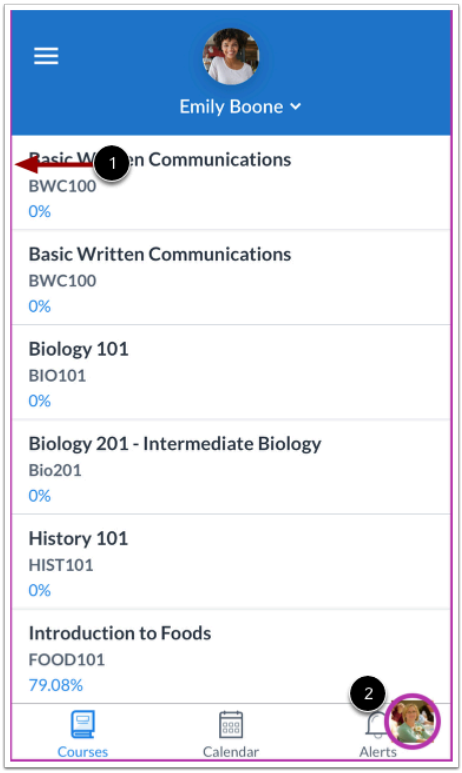
Act as User



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].

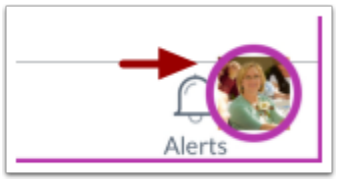
Note: The user's Canvas ID can be found as part of the user's URL in the web version of Canvas. Make sure you have the user's ID associated with the correct Canvas URL.

View App as User



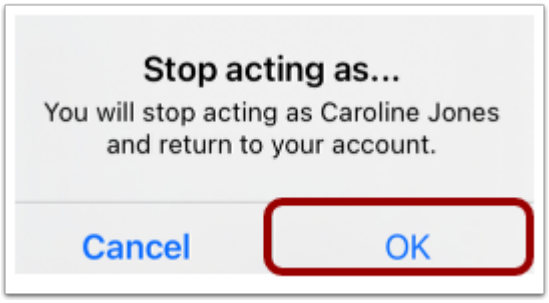
View the Parent app as the user. A colored border [1] and the user's **Profile** icon displays on every page while you are acting as the user [2].

Stop Acting as User



To stop acting as user, tap the user's **Profile** icon.

Return to Account



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