

**Canvas is asking me for a pairing code. What do I do?** You will not pair your students within Canvas. Students are paired with parents in mySPOT. Resources on this page ([https://sdhc.instructure.com/courses/3146/pages/creating-an-account-and-logging-in-video?module\\_item\\_id=2716262](https://sdhc.instructure.com/courses/3146/pages/creating-an-account-and-logging-in-video?module_item_id=2716262)) will walk you through setting up and pairing your student in mySPOT. Should you require further assistance, please contact the help desk at 813-744-6673.

**I do not see my student's classes in Canvas or I'm getting a message from the app saying I have no classes.** Parents will not see their student's classes until the first day of the semester. While students can see future enrollments, unless the teacher enables it, parents will not see courses until the first day of the semester. Teachers must publish their courses for students and parents to see them once the semester begins.

**My student doesn't see classes they are enrolled in.**

Once school begins on Aug 24<sup>th</sup>, this shouldn't be an issue. Prior to school starting, students may not see future enrollments if teachers have any of the settings in the image to the left checked under Course Settings. If this occurs after Aug 24<sup>th</sup>, likely the teacher hasn't published the course. Until the teacher publishes the course, the course will not show up. Also, it takes 24-72 hours for schedule changes to show up in Canvas, so a student's schedule may be different in EdConnect and Canvas.

Students can only participate in the course between these dates  
When selected, the course is in a read-only state outside these dates.

Restrict students from viewing this course after end date

Restrict students from viewing this course before start date

**I am entering my student's username and password and it's not logging in.** Student username is their student ID. Student passwords are managed by the students (grades 4-12) or by the teachers (K-3). Administrators at the school site can reset any challenge questions or passwords for students. Students (4-12) can also access <https://students.sdhc.k12.fl.us> to reset their passwords using the challenge questions. For students new to HCPS, the default password is mmdyyy.

**I cannot find the Zoom student app in Clever.** The Zoom app in Clever is only for teachers. Despite rumors to the contrary, there never was a Zoom app for students in Clever; that would mean students could create Zoom meetings. You can find more information on integrating Zoom and other approved technology tools here: [https://sdhc.instructure.com/courses/35575/pages/6-dot-17-%7C-educational-technology-tools-dot-dot-dot-how-they-integrate-with-canvas?module\\_item\\_id=628956](https://sdhc.instructure.com/courses/35575/pages/6-dot-17-%7C-educational-technology-tools-dot-dot-dot-how-they-integrate-with-canvas?module_item_id=628956).