

# Canvas Trouble Shooting



1. Does not recognize user: ***Please make sure you are on the Taos Schools Canvas Page: <https://taoschools.instructure.com>. If you are still unable to login – contact one of the Password Reset Admins to help you.***
  
2. Cannot see assignments or documents when logged in to Canvas:  
***Change Browsers: Chrome and Firefox are the preferred browsers for Canvas. Safari will block viewing specific documents if it is not updated.***
  
3. File Uploads: ***If you are trying to upload or download a file and cannot it or it is not visible***
  - a. ***File Size may be too big***
  - b. ***You are using Safari – Change to Chrome or Firefox***
  - c. ***Your internet is overloaded – try at another time to download or upload***
  
4. Conferencing:
  - a. ***Can't see each other – this has been disabled to decrease the demand on the internet.***
  - b. ***Can't Login – Internet might be overloaded, contact the instructor to let them know you tried. There will be no penalties for not attending.***
  - c. ***Can't Hear/See – Log out of the conference and then log back in. Make sure you are using Chrome or Firefox.***
  
5. Submitting Assignments: ***When you need to submit an assignment click on the “Submit Assignment” button. When you have completed the assignment on the bottom of the page you click the “Submit” button. When***
  - a. ***Text Entry Box – Click on the tap to see the text box, type your submission and submit.***
  - b. ***File Upload – Have your file on your device when ready to submit.***
  - c. ***Media Recordings – Pre-record your recording and have it on your device ready to upload OR record directly into the assignment.***

If you are still struggling with Canvas please reach out to one of the Canvas Support Team members:

PASSWORD RESET CONTACT INFORMATION :

THS:

Margo Valdez: [margo.valdez@taoschools.org](mailto:margo.valdez@taoschools.org)

Laura Dumond Kerr: [laudum@taoschools.org](mailto:laudum@taoschools.org)

Mae LaBella: [maelab@taoschools.org](mailto:maelab@taoschools.org)

TMS:

Ben Ogren: [ben.ogren@taoschools.org](mailto:ben.ogren@taoschools.org)

Ella Rael: [ellarael@taoschools.org](mailto:ellarael@taoschools.org)

Oclides Amanda Martinez: [oclmart@taoschools.org](mailto:oclmart@taoschools.org)

ELEMENTARY:

Leilani Torres: [leitor@taoschools.org](mailto:leitor@taoschools.org)

Melissa Quintana: [melissa.quintana@taoschools.org](mailto:melissa.quintana@taoschools.org)

Michelle Gonzales: [michelle.gonzales@taoschools.org](mailto:michelle.gonzales@taoschools.org)

Marcos Herrera: [marher@taoschools.org](mailto:marher@taoschools.org)

DISTRICT:

Carla Chavez: [carcha@taoschools.org](mailto:carcha@taoschools.org)

Greg Rael: [greg.rael@taoschools.org](mailto:greg.rael@taoschools.org)