



## Parent & Student FAQs

**1. How do I register for a Parent Observer Account in Canvas?**

Parents can register for a Canvas Observer account. [Click here](#) for a detailed guide.

**2. What is my username?**

Your username is your email address that you provided when you created a Canvas parent account

**3. What is my password?**

Parents create their own password which the school and district do not have access to. If you forget your password you can click on the **Forgot Password?** link on the login screen. You will be prompted to enter your email address. Canvas will send a reset password link to the email address you entered.

**4. Do I need a separate account for each of my children?**

No, a parent account can be set to observe multiple children even if they are in different WJHSD schools.

**5. As a parent observer, can I use both the Canvas Parent App and the web to access my account?**

Yes, you can access your account information from either online or through the app. Your username and password will be the same.

**6. Do all of my child's teachers use Canvas?**

Yes, Canvas is the learning management system our district uses to provide instruction and coursework related directly to what students are learning in the classroom.

**7. How can I be notified about information in my child's classes?**

Once you have a parent account set-up, Canvas includes default notification preferences denoting how often you'd like to receive updates for the courses you are observing. You can change default settings to one of the four following frequencies: Right Away, Daily, Weekly, or Do Not Send Anything

**11. How does my child obtain a login and password?**

A login ID and password reset can be initiated by your building principal. Please reach out to them for assistance.

**12. How do I purchase Chromebook insurance or a protective case?**

Please [click here](#) for additional information and to purchase.

**13. Who can I contact for general support questions and information for my district-issued Chromebook?**

Please contact [helpdesk@wjhsd.net](mailto:helpdesk@wjhsd.net) for general support.

**14. Do students login immediately to Canvas on their at-home learning days and by what times?**

All students should be logged into their Canvas by the beginning of their homeroom or first period class depending on their grade level and specific instructions from their building principal.

**15. Accessing Canvas for younger students?**

Students will access Canvas through Clever using their badges in grades K-5.