



Reference sheet provide to remedy some common issues experienced during virtual learning

TEAMS

Getting an error message when I try to join a meeting:

- Please make sure you are using Chrome and not Edge
- Make sure you are NOT logged in as guest
- Please download the TEAMS app from Office 365, not the pop-up and ensure the student is logged into Office 365 on the device

Having trouble hearing teacher in TEAMS meeting:

- Please download the TEAMS app and close out any unnecessary apps/tabs while streaming live

Still can't connect – contact techhelpdesk@sfisd.org

Canvas

Courses not showing in Canvas:

- Please contact the course teacher and ask them to publish their course

Unable to log in to Canvas:

- Make sure the student is not using a saved Canvas link from last school year
- Go to sfisd.org – student web page – log into Office 365 with student email for username and 8-digit DOB for password – go to sfisd.org and click Canvas login
- Please ensure no other users are logged into Office 365

Please view Canvas help video under parent tab on sfisd.org for more help

Still can't log in – contact techhelpdesk@sfisd.org

Login/Laptop

Need email address and password

- Information can be located in Skyward Family Access – or you can reach out to the course teacher for this information. Password is 8-digit DOB

Cannot connect to WiFi on district laptop:

- Do you have home internet? If no, you will need to contact campus and ask to be placed on Hotspot waiting list
- If yes, locate the WiFi symbol on the bottom right of screen – if you see an airplane – please click and choose WiFi – your home internet will now appear

Still having issues – contact techhelpdesk@sfisd.org