

## FAQ's (Parent/Guardian for Canvas)

**Q: I have a Parent Access account but forgot my password?**

A: Go to <https://pac.conroeisd.net/> and select "Forgot Your Password?" and your password will be emailed to you.

**Q: I'm using my Parent Access information and I cant get in, I get "Invalid username or password" message?**

A: You can go to <https://pac.conroeisd.net/> and use the forgot password link to have the password emailed to you. You must capitalize the passwords exactly as it is stored.

**Q: How can I get a Canvas account?**

A: You must have a personal email listed as primary at your child's school and have a Parent Access account associated with that same email address.

**Q: Who do I contact if I have questions about Parent Access?**

A: Your child's campus should be able to assist you with any Parent Access questions.

**Q: I know my password and I still can't log in to my Canvas account, what do I do?**

A: On the log in page for Canvas click on "Help" you can select "Report a Problem" and submit the problem. The technology department monitors all submitted tickets. They will respond to the email submitted on the ticket. Please include the email used for the Parent Access and student's names.

**Q: I'm logged in to Canvas now what can I do?**

A: Select "Help" then "Conroe ISD Parent Handout" this will download a guide to help you get a little familiar with Canvas.

**Q: I have 21 courses between my 3 children. Why can't I see all of the courses on the calendar?**

A: If the courses are published (made available by the teacher) then you will be able to view any content the teacher has created on the calendar. On a computer you can view up to 15 courses just make sure they are selected (calendar is color coded) but on the app there is a limit of only 10. Another reason could be that some teachers may not be utilizing the calendar.

**Q: I changed my password in Parent Access (PAC) and I still can't log in to Canvas, why?**

A: It takes 24 to 48 hours to update the information to Canvas, if after that time you still can't log in then please submit a ticket by selecting "Help" then "Report a Problem".

**Q: Why don't I see courses for my child?**

A: First make sure you are observing your child by selecting "Account" then "Observing" if the child is listed then the courses have not been published (made available) by the teacher. If you don't see your child listed then please submit a ticket by selecting "Help" then "Report a Problem".

**Q: Why do I only see courses for one of my children?**

A: To check which children you are observing select "Account" then "Profile" then "Observing", the page will list all the children you are currently observing. If you have a child missing from the list the select "Help" then "Report a Problem", give details of the issue and someone will respond with information.

**Q: Why are there no events on the calendar when I log into the app?**

A: On the app you can only view events on the calendar for courses that are published (made available) and selected to be viewed.

**Q: I am observing all my children but don't see all the courses?**

A: You will only be able to view courses that have been published (made available) by the teacher. To check if the courses are published or not select "Courses" then look for "All Courses" at the very bottom of the courses listed. You will see all courses listed, only those that have "Yes" under the "Published" column are available to view.