

# Getting Started with Canvas as an Observer

**START!**

Do I have my own Canvas account?

NO

YES

Has my institution provided me with a Canvas account?

YES

Accept an **emailed course invitation**

NO

Create a **Free Canvas account**

Do I know my Canvas URL?

NO

YES

Search for your Canvas URL from the **Free-for-Teacher login page**

Contact your school

Log in to Canvas **online** or in the **Canvas Parent App (Android/iOS)**

**PROBLEM: I can't log in to Canvas!**

Try these troubleshooting tips:

- **Verify your school's Canvas URL** on the [Free-for-Teacher login page](#).
- **Use multiple Canvas accounts?** Verify the Canvas URL, login, and password.
- **School provided login/password not working?** Contact the school—they may have changed your login credentials.
- **No login or password?** Create an account or accept an emailed invitation.
- **Forgot password?** Request a reset.

**PROBLEM: My pairing code is invalid!**

Try these troubleshooting tips:

- **Verify the pairing code is correctly entered**
- **Verify the pairing code wasn't used by another observer**
- **Clear browser cache and cookies and try again** Once done, try again.
- **Request a new code** Ask your student or their teacher.
- **The term may not have started** Verify term start and end dates
- **The course(s) may not be published** Contact the course instructor(s) to verify the course has started.

**I have a Canvas account**

Is my account linked with a student?

NO

YES

Do I have a pairing code?

YES

Do I need to link additional students?

NO

Request a pairing code from your student's instructor

Request a pairing code from your student

Request a pairing code from your institution's admin

Enter pairing code

**PROBLEM: I can't see my observed student(s)!**

Try these troubleshooting tips:

- **Verify you are paired with your student**
- **Verify the pairing code is correctly entered**
- **Verify the pairing code wasn't used by another observer**
- **Verify your school Canvas URL** on the [Free-for-Teacher login page](#).
- **Request a new code.** Ask your student or their teacher.
- **Contact Canvas Support.** Submit a help ticket
- **The term may not have started.** Verify term start and end dates
- **The course(s) may not be published.** Contact the course instructor(s) to verify the course has started.

**I can view my student(s) in my Canvas account**

I'd like to...

view student and course information

Student	Course
View student grades	View course assignments
View student assignment submissions	View course calendar
View list of observed students	View observed courses

organize multiple students in my account **IN A WEB BROWSER**

Customize notifications with student names

Color-code courses

Create course nicknames

Reorder dashboard course cards

use the Canvas Parent app

Android	iOS
Log in	Log in
Log in using QR Code	Log in using QR Code

In the app, I'd like to...

organize multiple students in my account **IN THE APP**

Set custom alerts (Android/iOS)

Create course nicknames

Reorder dashboard course cards

Color-code courses

Create assignment reminders (Android/iOS)

switch to view another student

**Still have questions?**

Visit [community.canvaslms.com](https://community.canvaslms.com)

- Additional Canvas Resources**
- [Observer/Parent Guide](#)
  - [Mobile Guides](#)
  - [Canvas Tutorial Videos](#)