

# Canvas Troubleshooting Guide For Student Support Hubs

This guide is designed to help Student Support Hub staff quickly triage Canvas-related queries and direct students to the right support. Use it as a reference to streamline responses and ensure timely, accurate guidance.

## How to access Canvas

Ensure that the following link is being used to access Canvas: <https://canvas.manchester.ac.uk>.

## Student unable to log in to Canvas

Ensure that users are entering the correct credentials to log into Canvas.

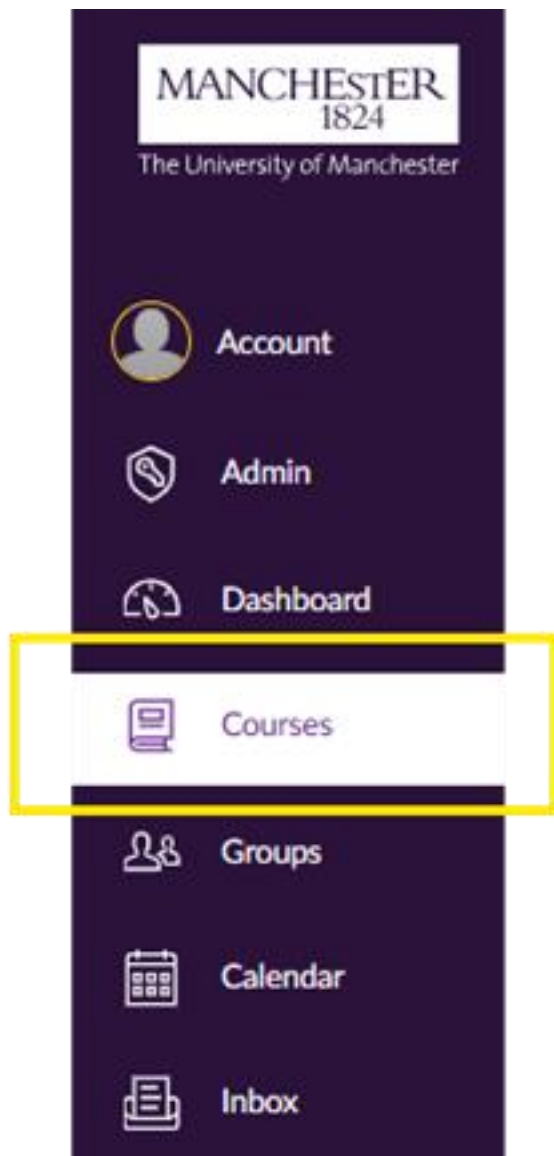
- Users must enter their email address, and not their student ID.
- The password to access Canvas is a users' standard university login password.
- If a student has forgotten their password, then they can recover their details by navigating to the following page: <https://iam.manchester.ac.uk/recover>.

## Student unable to find their course in Canvas

### Check the Courses tab

Ensure that student is looking in the correct place on Canvas. The Canvas 'Dashboard' lists their most frequented or favoured courses, but may not show all courses that as student is enrolled on to.

To view all courses, navigate to the 'Courses' tab from the Canvas navigation menu.



### **Check that the Course Status is 'Published'**

Students may be unable to access a course if it hasn't been published yet. Staff with admin access can check the course status on the Home page.

If it's unpublished, advise the student to contact their Unit Coordinator for clarification or an update.

Unit Coordinators can find guidance here: [The Final Act: Publishing Courses](#).

### **Check Enrolment in Campus Solutions**

If a course is published but is still not showing in the 'Courses' tab, check Campus Solutions to ensure that the student is correctly enrolled on the

course. Any errors with data input into Campus Solutions may result in the enrolment not filtering through to Canvas correctly.

### Raise a Support Ticket

If the student's records in Campus Solutions are accurate and the course is published, advise them to submit a support ticket for further assistance via the following link: [Connect](#).

## Student unable to see course content

This is most likely because the course instructor hasn't released all the content yet, or has chosen to publish it gradually – such as weekly, or following each lecture or seminar.

### Check Content Status

If you have admin access to the course in question, check the published status of content within the “Modules” area of the course.

Content that has been published and made available to students will have a green circle with a tick next to it. Unpublished content will show a grey circle with a line through it.

Course Unit Information			✓	+	⋮
⋮	📄	Orientation and Expectations	✓		⋮
⋮	📄	Introduction	✓		⋮
⋮	📄	How to Engage with this Course Unit in Canvas	⊘		⋮
⋮	📄	Giving Feedback on this Course Unit	⊘		⋮

- If the content is unpublished, advise the student to contact their Unit Coordinator for clarification.
- If the content has been published but the student is still unable to access it, direct them to submit a support ticket via this link: [Connect](#).