HISD
Academic Instructional Technology
EMPOWERING EDUCATION EVERY DAY

Canvas FAQ: Parent/Observer Account Troubleshooting

Canvas Parent/Observer Account Troubleshooting

1. **Why am I not seeing all my student's courses?**
   Parents/observers will only be able to see courses the student is currently enrolled in and have been published by the instructor. Please reach out to your student's instructor to see if the course has been published.

2. **Why is my student's pairing code not working?**
   a. The six-digit pairing code is alphanumeric and case-sensitive. Please make sure you are typing in the code correctly.
   b. Student codes expire after one week and/or after first time use. If the code is older than a week, or has been used previously, please have your student generate a new student pairing code.

3. **How does my student generate a different pairing code?**
   Please have the student follow the steps outlined in the *Student Generates Pairing Code* section of the *Canvas: Creating Parent/Observer Account* guide.

4. **Who can I reach out to if I am having issues with pairing my student?**
   For further assistance, please reach out to your student's Canvas LMS Admin.

5. **Can I observe students from my HISD Canvas account?**
   It is best practice to use a personal email address when creating a Parent/Observer account. When logging on the Canvas Parent App on mobile devices, best practice is to scan the **QR for Mobile Login**.