



Trouble with the app? Please **SIGN OUT** and sign back in before any other troubleshooting.

**FOR STUDENTS:**

Please use the following links to troubleshoot your questions.

[Logging into Canvas and Finding Assignments](#)

[How to Access Your Assignments](#)

[Video Assignment Submission Help](#) 

[Using Notability to Submit an Assignment](#) 

[Submitting an Assignment Directly in the Canvas App](#) 

[How Do I Know If My Assignment Was Submitted?](#) *[Links to an external site.]* Or open the assignment and tap on the name of the assignment. Next, open Submissions & Rubrics. At this point, you can view your submissions.

[Student Canvas Guides](#) *[Links to an external site.]*

[Assignment Submission Help](#) *[Links to an external site.]*

[How to Set My Canvas Notification Settings](#) *[Links to an external site.]*

[Logging out of Canvas](#)

**FOR PARENTS:**

Please use the following links to troubleshoot your questions.

[Click here to learn how to make a Parent Account in Canvas](#) 

[Watch this video to make a Parent Account](#) *[Links to an external site.]*

[Using the Canvas Parent App](#) *[Links to an external site.]*

## NACS Student Login Info

Students must “Authenticate” **daily** on their iPad. Students must also authenticate when using any new/switching WiFi. Please see the instructions below for the authentication process.

**Network Username:**

grad year+lastname (8 letters)+first initial [example: 19potterh]

**Email:**

The above Username + @nadams.k12.in.us [example: 19potterh@nadams.k12.in.us]

**Network Password:**

Each student’s network password is unique to the student. All grades use it daily and students are very familiar with their own password.

# iPad Help



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If an issues arises with your iPad, the first line of defense is to always:

1. Sign out of the App
2. Close all apps [double click on the home button and swipe apps up.]
3. Close all tabs in Safari
4. Clear the history [Settings > Safari > Clear History and Website Data]
5. Shut down the iPad and let it sit for one to two minutes. [Power button is located at the top and then swipe the on screen OFF button.] Turn the iPad back on and **authenticate**.
6. The app you are using may need to be updated. Go to the App Portal and install the app from there. That will ensure you have the latest app version.

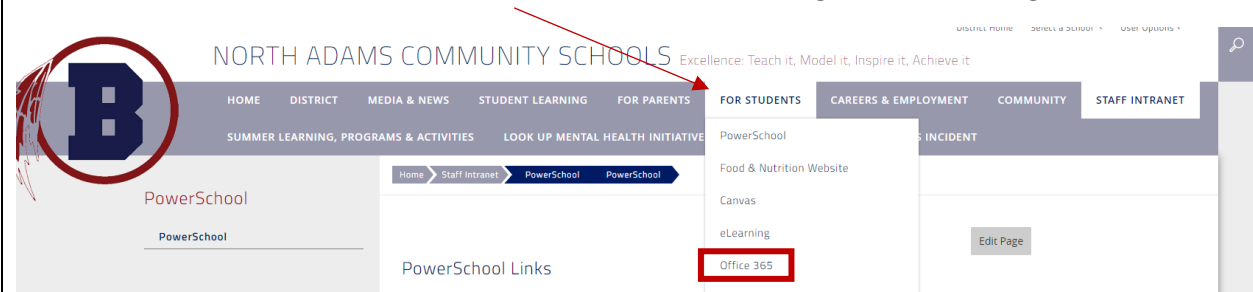
If any turning the iPad back on, the problem persists, please contact the Tech Department at \_\_\_\_\_.

[Other troubleshooting tips are listed here](#) 

# Office 365

[Logging into NACS Office 365 and checking email Online](#) *[Play media comment.]*

Students can access Office 365 from the North Adams website using their network login information



Students **must be** signed into Office 365-OneDrive for saving and syncing to work.

**Additional Support & Resources:**

[Accessing an Older Version of a Document](#) 

[Backing up Notability to OneDrive](#) 