

# Troubleshooting Guide



## Having trouble getting started in the K12 Online School (OLS)?

**You're not alone!** Many families run into the same first-week issues. To help, we've pulled together the **most common questions and quick answers** so you can get started with confidence

### Where are my courses?



[CLICK HERE](#)

- Login errors like Failed to Log In
- Empty Dashboard
- Unpublished courses
- Week of Welcome schedule only
- Welcome Site only



### Check Your Time Zone



Making sure your time zone is set correctly can resolve a lot of issues

1. Go to **Account**
2. Select **Settings**
3. Choose your correct time zone from the **Time Zone** dropdown
4. Click **Update Settings**

### Student Account Sign Up

Student login credentials are usually created during Learning Coach setup.

If you missed that Step...

[CLICK HERE](#)



### Find your Class Connects

The **Calendar** is the way to access your live **Class Connect** sessions! Click each course to make sure all are in view.



**Pro Tip:** To view your Class Connects for the day, we recommend **Agenda View** to easily see all the **Class Connects** on your list for the day.

### Missing Supplies

You may not be able to see your supply shipment until the first day of school.

**But don't worry!**

- You won't need supplies right away
- Many courses do not have supplies

**Pro Tip:** You can see supply orders from the **Learning Coach account > Resources > Course Shipments**

## How to Login to the Canvas Mobile App

Want to view course grades or announcements via a mobile app?  
(Note: you cannot complete schoolwork in the mobile app.)

