Troubleshooting Guide

k12

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- Unpublished courses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

k12™
Courses in Canvas

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

Need Calendar Help?

The **Calendar** is a great way to view everything you must do for your courses in one place! Click each course to make sure all are in view.

Pro Tip: We recommend **Agenda View** to easily see all that is 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 only see supply orders from the **Learning Coach account**

How to Login to the Canvas Mobile App

Want to access courses via a mobile app?

CLICK HERE

Important Note: Logging attendance via mobile app is unavailable

k12™
Canvas Student App