CANVAS IPAD TROUBLESHOOTING

before asking for help, try these...

CHOOSE YOUR BROWSER

Google Chrome is the preferred browser for working in Canvas
If you're redirected to use the Canvas app, type
www.learn.irvingisd.net in your Google Chrome browser instead
of using the Launchpad

ALLOW CHROME-WEBSITE TRACKING & SET DEFAULT

1. Go to your iPad settings
2. Find Chrome on the left side
3. Make the "Allow Cross-Website Tracking" buttons green
4. Set your Default Browser App to Chrome

NO INCOGNITO BROWSING

Incognito Mode doesn't allow cookies, so that can negatively
affect your experience and usability

REGISTER GOOGLE DRIVE WITH CANVAS

1. Go to Canvas & click your account icon in the top left corner
3. Click on Settings
4. Ensure that "Google Drive" shows up on the Registered
Services side. If it's on the right side under "Other Services," just
tap it and sign in.

GIVE SAFARI COOKIE & TRACKING RIGHTS

1. Go to your iPad settings
2. Find Safari on the left side
3. Make the "Prevent Cross-Site Tracking" and "Block All
Cookies" buttons gray

CONTACT SOMEONE FOR HELP

Use the "I need iPad help" button in your Canvas
course and give as much detail as possible when you
describe your issue. A screen recording is SO helpful!