

CANVAS and ONLINE SUPPORT for TROUBLESHOOTING

BASIC LOGIN TO COMPUTER: Username is Student ID# (Lunch #) / Password is Birthdate MMDDYYYY

SWITCH USER WHEN SHARING LAPTOP: Go to bottom left corner window icon, scroll up to people icon, switch user.

Troubleshooting Steps:

If you are having trouble with your laptop logging on, before calling the school or the GCS helpdesk, please try this first:

- **FIRST:** Be sure you have logged into own wifi – this should fix errors saying “domain error.”
- **NEXT:** Students are filtered from home while on a GCS device and will need to sign into “ZScaler.” Once students connect at home, they will see two prompts to sign-in:
 - The first box (ZScaler). Type in: **StudentID@stu.gcsnc.com**
 - The second box (District Access): Type in student birthdate exactly **MMDDYYYY** (must be 2 numbers for month, 2 numbers for day, 4 numbers for year).

OR

- If there is a second or different layer of authentication, also try:
 - First box: **StudentID@stu.gcsnc.com**
 - Second box: **StudentID#/password** (given by teacher) or **TRY ONLY PASSWORD (NO ID#)**
- **LAST:** (very important! 😊)
 - **IF YOU STILL CANNOT LOG IN TO CANVAS, PLEASE REACH OUT TO ALL TEACHERS ON YOUR TEAM by EMAILING THEM.** Use the MMS website to look up emails of teachers.
 - One of your teachers will be able to reset your password.
 - Then complete the STEP ABOVE with your NEW PASSWORD.
 - Your teachers are happy to help walk you through this!

Here are the numbers for follow up in case CANVAS reset does not work:

Technology Hotline: 336.370.8179

CANVAS Experts:

Sabrina Jenkins (7am – 12pm) 336.312.1940

Diane Woods (12pm – 5pm) 336.338.0666

Rashad Slade (5pm – 7pm) 336.253.2477

Thank you and best wishes with online learning!