

# MCCSC Public Knowledge Base

## Welcome to the MCCSC Public Knowledge Base

Information for Students and Parents of the Monroe County Community School Corporation

[Faculty and Staff - Login in Upper Right to Access Internal Resources](#)

### MCCSC System Health Status

### Google Apps for Education Health Status

### Canvas - Instructure Health Status

[Instructure Status - Incident History](#)  
Statuspage



[A small amount of users maybe experiencing long load times or when accessing Canvas.](#)  
[Some users are experiencing long load times or page errors when accessing Canvas](#)  
[Problems with the Rich Content Editor](#)

### Clever - Health Status

[Clever Status - Incident History](#)  
Statuspage



[Elevated Error Rates for Clever Single Sign-On](#)  
[Skyward API syncs failing for some districts](#)  
[Intermittent errors affecting district sftps](#)

### Recently Updated

[Troubleshooting: Image or Video Problems in the Canvas Student iPad App](#)  
Jan 11, 2021 • updated by Rogers, Kevin S • [view change](#)

[IMG\\_0405.jpg](#)  
Jan 11, 2021 • attached by Rogers, Kevin S

[IMG\\_0404.jpg](#)  
Jan 11, 2021 • attached by Rogers, Kevin S

[IMG\\_0403.jpg](#)  
Jan 11, 2021 • attached by Rogers, Kevin S

[WiFi - Home Internet - MiFi Hotspots](#)  
Dec 16, 2020 • updated by Pritchett, Timothy L • [view change](#)

[Submitting a Photo in Canvas](#)  
Dec 15, 2020 • updated by Rogers, Kevin S • [view change](#)

[MCCSC Public Knowledge Base](#)  
Dec 14, 2020 • updated by Pritchett, Timothy L • [view change](#)

[Troubleshooting "Restricted Site" Message on iPad](#)  
Dec 11, 2020 • updated by Rogers, Kevin S • [view change](#)

[Microsoft Teams iPad App Troubleshooting](#)  
Nov 02, 2020 • updated by Rogers, Kevin S • [view change](#)

[Troubleshooting Online Textbook Resources on iPads](#)  
Sep 11, 2020 • updated by Rogers, Kevin S • [view change](#)

[Submitting Assignments from Google Drive App to Canvas Student App](#)  
Aug 28, 2020 • updated by Rogers, Kevin S • [view change](#)

[Editing PDFs in Canvas](#)  
Aug 18, 2020 • updated by Pritchett, Timothy L • [view change](#)

[Microsoft Office365](#)  
Aug 18, 2020 • updated by Pritchett, Timothy L • [view change](#)

[Submitting a Google Doc or Slides in Canvas](#)

Aug 18, 2020 • created by Pritchett, Timothy L

[Submitting a Photo in Canvas](#)

Aug 18, 2020 • created by Pritchett, Timothy L

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## **Frequently asked questions**

[Frequently Asked Questions](#)

## **Need more help?**

Email [accounts@mccsc.edu](mailto:accounts@mccsc.edu)

## **Other Resources**

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