Set up Canvas

Connect Canvas to Ovation once for your institution, so teachers can add Ovation assignments to their courses, students practice from Canvas, and scores reach the Canvas gradebook.

For Ovation organization administrators, Canvas administrators, and the teachers and teaching assistants who use Ovation in Canvas. Connecting takes an Ovation organization administrator and a Canvas administrator for your institution, working together for a few minutes.

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HOW IT WORKS

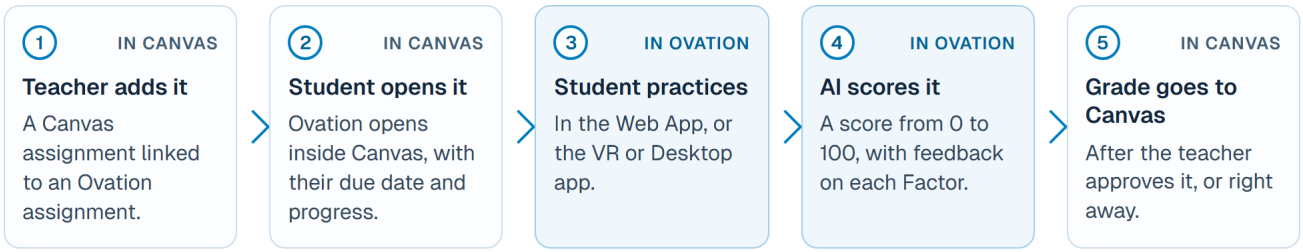
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How Ovation works in Canvas

Ovation connects to Canvas through LTI 1.3, the standard Canvas uses to add tools from other companies. An administrator connects it once for the whole institution. After that, teachers add Ovation assignments to their courses, and students open them from Canvas.



Assignments	A teacher creates a Canvas assignment, sets **Submission Type** to **External Tool**, and picks an Ovation assignment: a practice task built in Ovation, with its conversation, the people students talk to, and its Factors, the skills the feedback scores. Students open it from the Canvas assignment.
Course menu	**Ovation** in each course's navigation lists the course's Ovation assignments with their progress. Teachers can also connect the course to an Ovation group there.
Admin menu	Canvas administrators find **Ovation** in the institution's Admin menu, with the connection's status and totals.
Gradebook	With grade reporting on, each student's score goes to the Canvas gradebook, scaled to the assignment's points. Teachers can review it in SpeedGrader.

Assignments, recordings, and feedback stay in Ovation, where teachers build and change assignments. Canvas lists the work, keeps each student's own due date, and holds the grades.

Who does what

Person	What they do	What they need
Ovation organization administrator	Connects Canvas once and chooses the connection's settings in Ovation.	The organization administrator role in Ovation, the only role that can open **Settings**.
Canvas administrator	Installs Ovation in Canvas during setup. This can be the same person.	A Canvas account administrator for your institution who can install apps.
Teachers and teaching assistants	Add Ovation assignments to courses, follow class progress, and approve scores.	An Ovation account in your organization. Picking assignments takes the **Facilitator** role or above.
Students	Open Ovation assignments in Canvas and practice.	Nothing in advance. Ovation can create their account the first time they open an assignment.

Canvas roles decide which pages people see: teachers and teaching assistants get the teacher pages, and students get the student pages. Canvas roles never change anyone's role in Ovation. To add teachers or change their roles, see Student Management Quick Start.

BEFORE YOU BEGIN

Before you start

- [ ] You can sign in to Ovation as your organization's administrator, and **Settings** has an **LMS** tab. If it doesn't, contact Ovation.
- [ ] A Canvas administrator for your institution is ready to install Ovation in Canvas, or you are one.
- [ ] You know the address you use to open Canvas, such as https://yourschool.instructure.com.
- [ ] You have decided whether Ovation should create student accounts automatically, and whether teachers may let AI scores count without approving them. You can change both later; see Choose the connection settings.
- [ ] A teacher with the Facilitator role or above and a test student are ready to try the first assignment.

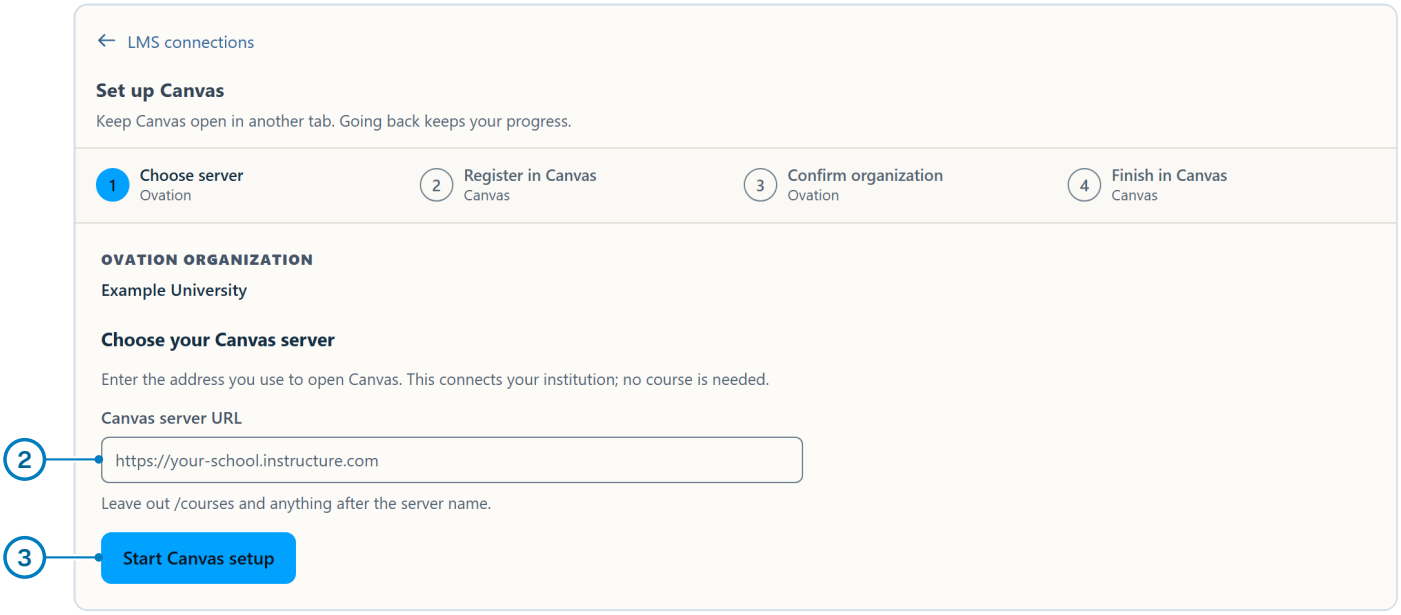
STEP 1

Start setup in Ovation

Go to **Organization › Settings › LMS**

Keep Ovation and Canvas open in separate tabs. Setup moves between them, and the steps across the top of Ovation's setup show where you are.

1. Select **Set up Canvas**.
2. In **Canvas server URL**, enter the address you use to open Canvas. Leave out /courses and anything after the server name.
3. Select **Start Canvas setup**.



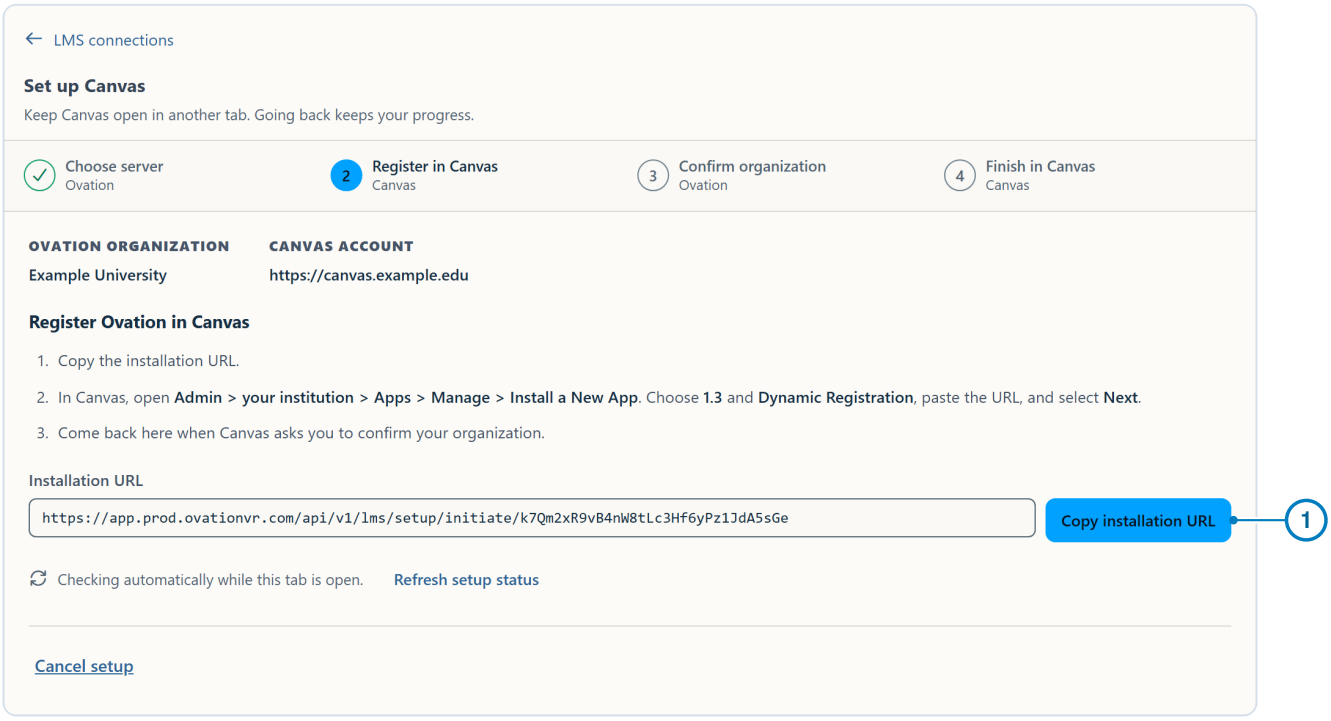
Going back to **LMS connections** keeps your progress: an unfinished setup waits there as a card with **Continue setup**.

STEP 2

Register Ovation in Canvas

Ovation now shows an installation URL. Canvas's Dynamic Registration reads Ovation's settings from it, so nobody types keys or addresses into Canvas.

1. Select **Copy installation URL**. It works for 20 minutes. If the Canvas administrator is someone else, send it to them now.
2. In Canvas, open **Admin**, select your institution, then **Apps** > **Manage** > **Install a New App**.
3. Choose **1.3** and **Dynamic Registration**, paste the URL, and select **Next**.
4. Canvas opens Ovation's setup window. When it asks you to confirm your organization, return to Ovation's tab, and keep the Canvas window open.



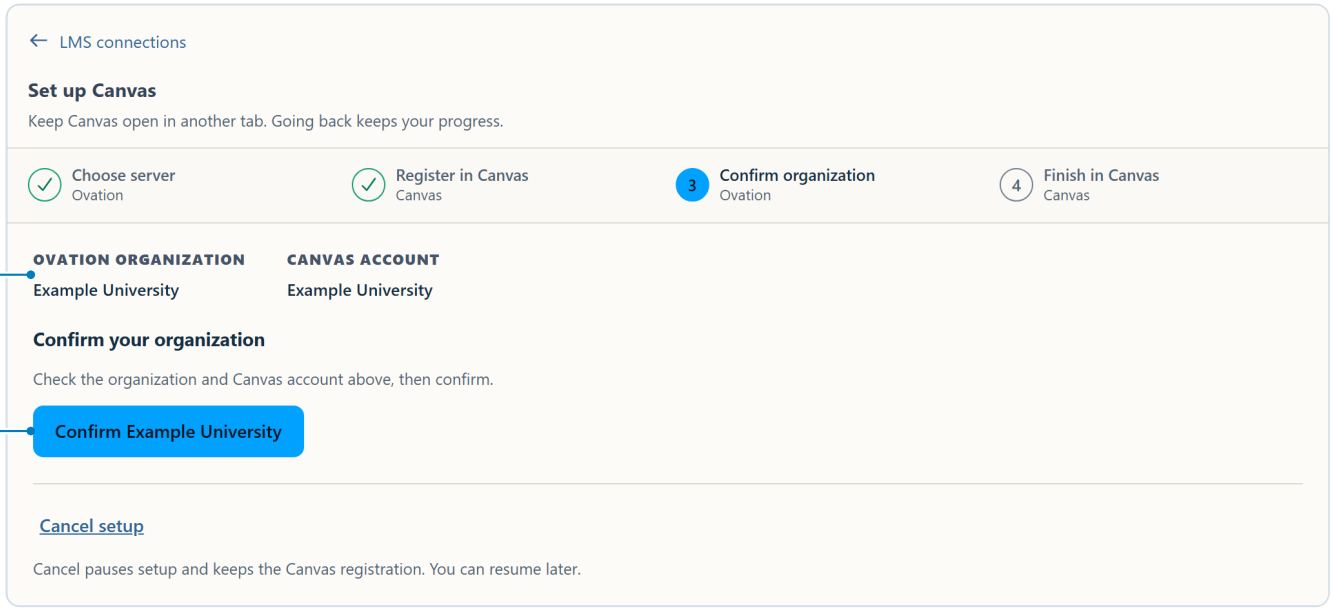
Canvas's setup window shows **Waiting for Canvas** while Ovation checks the registration, then asks you to return to Ovation's LMS settings. Ovation's tab checks Canvas on its own and moves to the next step; if it doesn't, select **Refresh setup status**.

STEP 3

Confirm your organization

Confirming ties this Canvas installation to your Ovation organization, so launches from Canvas reach your organization's members and assignments.

1. Check **Ovation organization** and **Canvas account**. They should name your organization and your Canvas institution.
2. Select the **Confirm** button that names your organization.

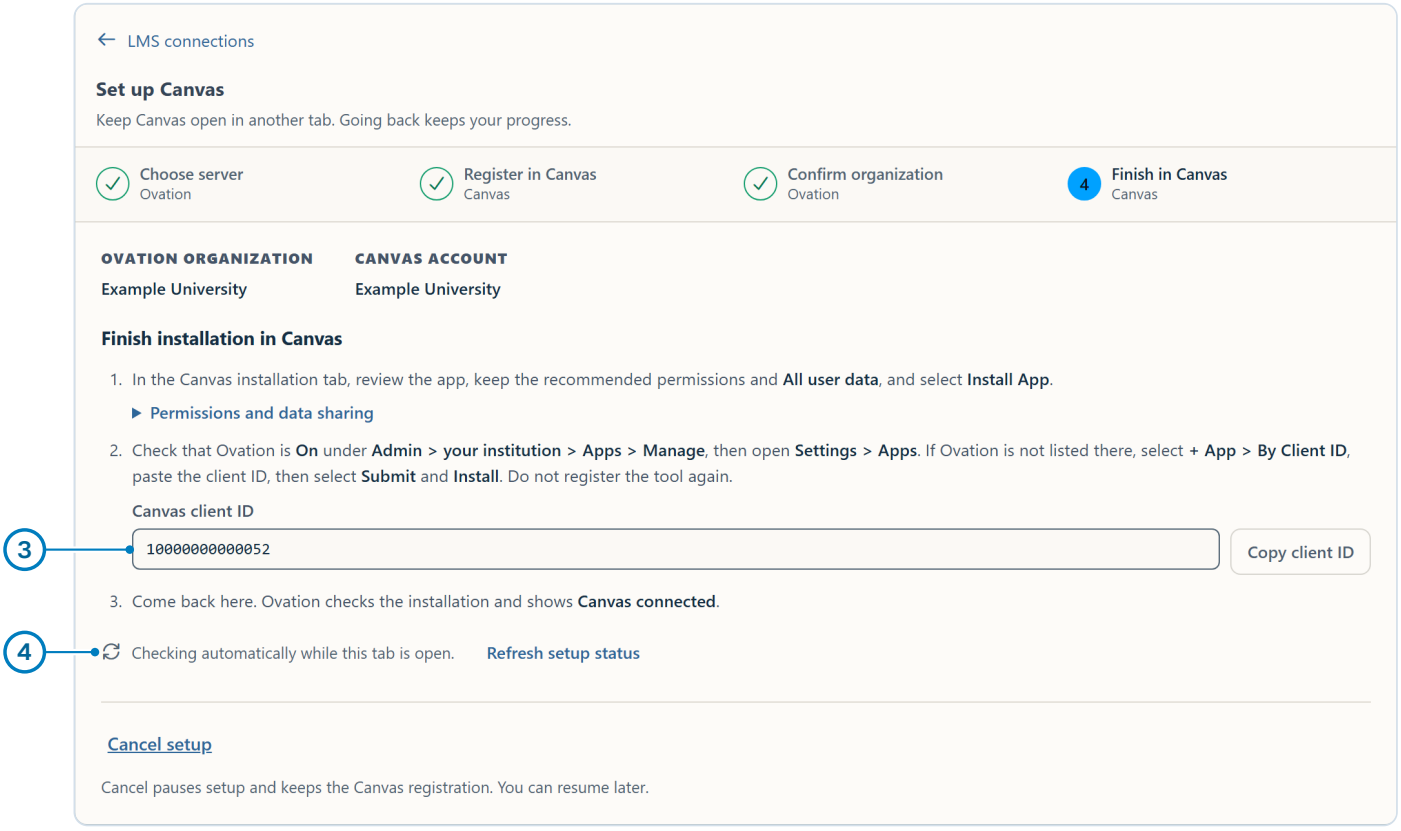


Cancel setup pauses setup and keeps the Canvas registration, so you can finish later without registering again. After you confirm, the Canvas window reads **Setup saved in Ovation**, and Canvas usually closes it.

STEP 4

Finish installing in Canvas

1. In the Canvas installation tab, review the app. Keep the recommended permissions and **All user data**, then select **Install App**.
2. Check that Ovation is **On** under **Admin** > your institution > **Apps** > **Manage**.
3. Open **Settings** > **Apps**. If Ovation isn't listed, select **+ App** > **By Client ID**, paste the **Canvas client ID** from Ovation's setup, then select **Submit** and **Install**. Don't register Ovation again.
4. Return to Ovation. It checks the installation by itself, shows **Canvas connected**, and you select **Done**.



What Ovation asks Canvas for

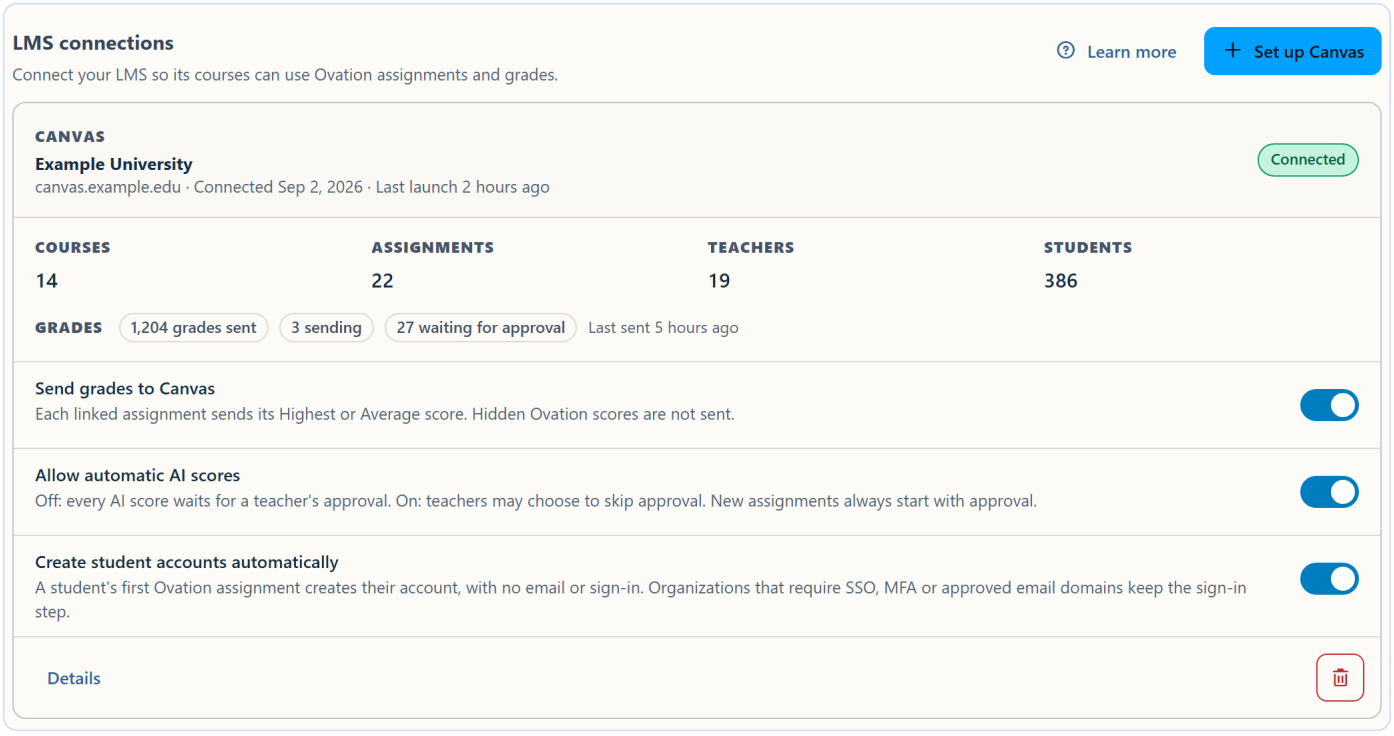
Before **Install App**, Canvas shows what Ovation asks for under its permissions, data sharing, and placements. Keep all of it so every part of Ovation works in Canvas.

Roster (names and roles)	Lets Ovation check who is enrolled in a course, and keep a connected course's Ovation group in step with Canvas.
Submission results	Lets Ovation send scores to the gradebook. Without it, no grades reach Canvas.
Can view LTI registrations associated with the tool	Lets Ovation check the installation for you. It reads only Ovation's own registration.
All user data	Shares each person's name and email address with Ovation. With less, Ovation can't match people to their Ovation accounts by email or offer email sign-up.
Placements	Keep **Assignment Selection**, where teachers pick Ovation assignments, and **Course Navigation**, Ovation in the course menu. **Account Navigation**, Ovation in the Admin menu, is optional.

Choose the connection settings

Go to **Organization › Settings › LMS**

The LMS tab now shows a card for the connection: your Canvas institution, when it connected, the last launch from Canvas, how many courses, assignments, teachers, and students use it, and the grades Ovation has sent. Three switches apply to every course on the connection.



Send grades to Canvas	On by default. Each linked assignment sends its Highest or Average score to the gradebook, and scores an assignment hides are never sent. Turning it off stops new grades and leaves the grades already in Canvas.
Allow automatic AI scores	On by default. Off: every AI score waits for a teacher's approval before it counts in Canvas. On: teachers may choose to let scores count right away. New assignments always start with approval.
Create student accounts automatically	On for new connections. A student's first Ovation assignment creates their Ovation account, with no email or sign-in. Ovation keeps the sign-in step when your organization requires SSO Only, multi-factor sign-in, or approved email domains.

Automatic accounts start without an email. The Members page shows them with a Canvas tag and **No email yet**, and students can add an email later; see Add an email to an automatic account. With the switch off, each student signs in to an Ovation account or creates one by email; see A student's first visit.

Try it with a teacher and a student

Test one assignment before teachers start using Ovation in their courses. Use a real student account in a test course.

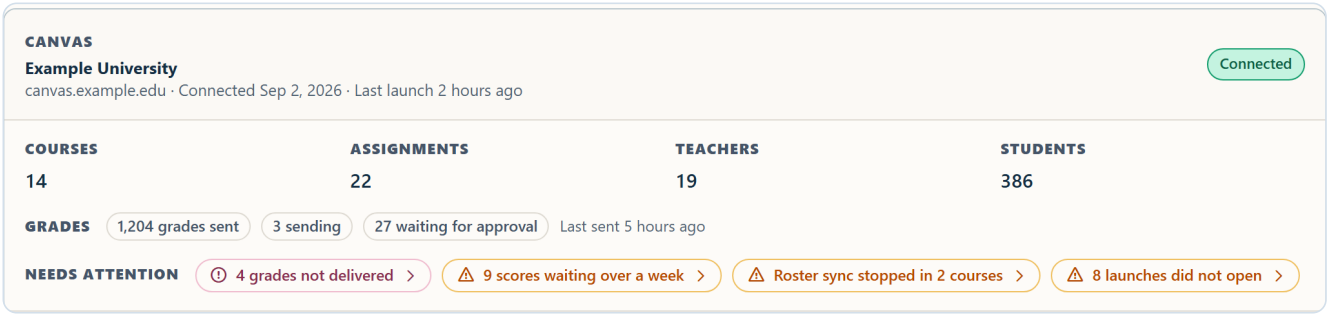
1. As the teacher, add an Ovation assignment to the test course, as in Add an Ovation assignment to a course.
2. As the student, open it from the course's **Assignments** page. Check that Ovation creates the account, or that the student can sign in.
3. Select **Start in Web App**, record a short practice, and submit it.
4. As the teacher, open the assignment again. The student appears under **Class progress** with a score waiting for approval.
5. Select **Approve**, then check the gradebook a few minutes later. The score appears out of the assignment's points.

Canvas's **Student View** shows only the assignment's details: Ovation doesn't create an account or save practice for Canvas's test student. To see exactly what students see, use a test student account, or **Act as User** if your Canvas role allows it.

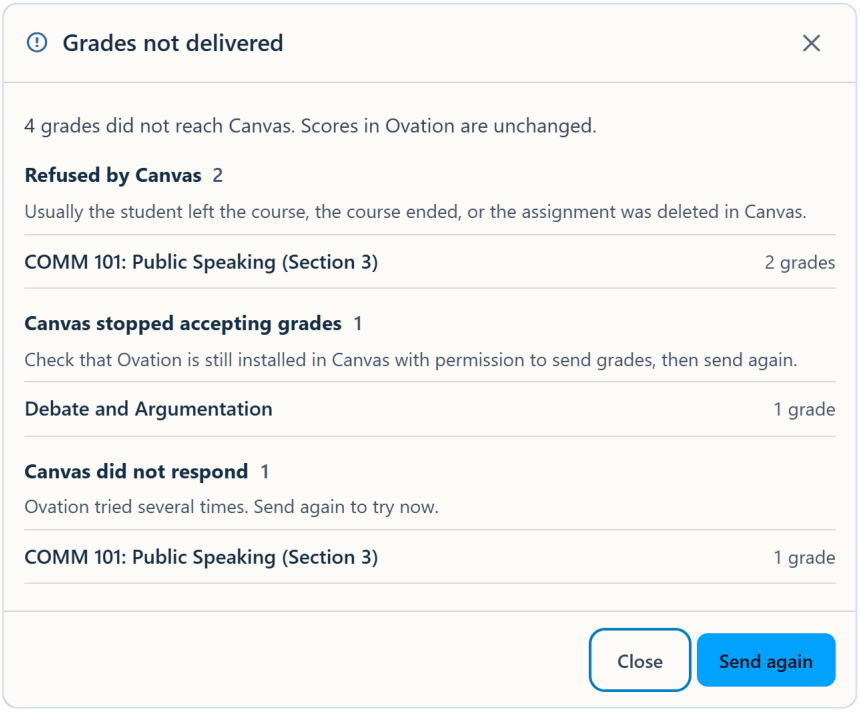
Keep an eye on the connection

Go to **Organization › Settings › LMS**

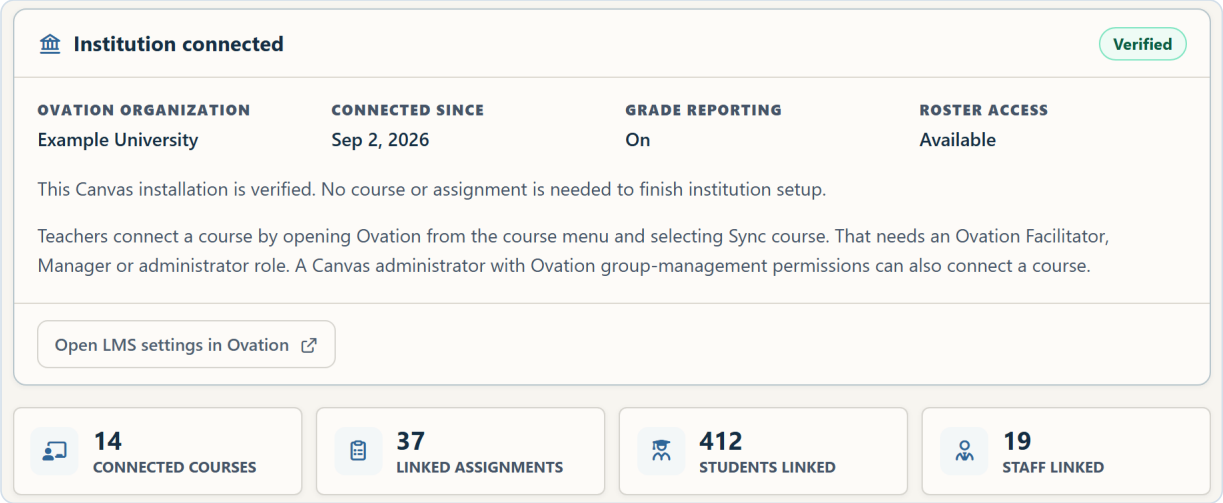
The connection card flags problems. **Needs attention** appears only when something needs you, with one item per problem. Select an item to see the courses involved and what to do.



Grades not delivered	Canvas refused or never received some grades, for example because a student left the course or an assignment was deleted. Fix the cause in Canvas, then select **Send again**.
Scores waiting over a week	Teachers haven't approved some AI scores in over a week. Administrators can't approve them; the list shows which courses to follow up with.
Roster sync stopped	Automatic roster sync failed in some connected courses. A teacher restarts it by opening **Ovation** from the course menu. Students can still open assignments.
Launches that did not open	Launches from Canvas that failed in the last 30 days, by reason. Expired launches are listed but never raise this item on their own.



In Canvas, **Admin** > your institution > **Ovation** opens Ovation's institution overview: the connection's status, totals across courses, recently active courses, and grades sent. Course names show only when the Canvas administrator's account is linked to your Ovation administrator account; otherwise it shows totals.

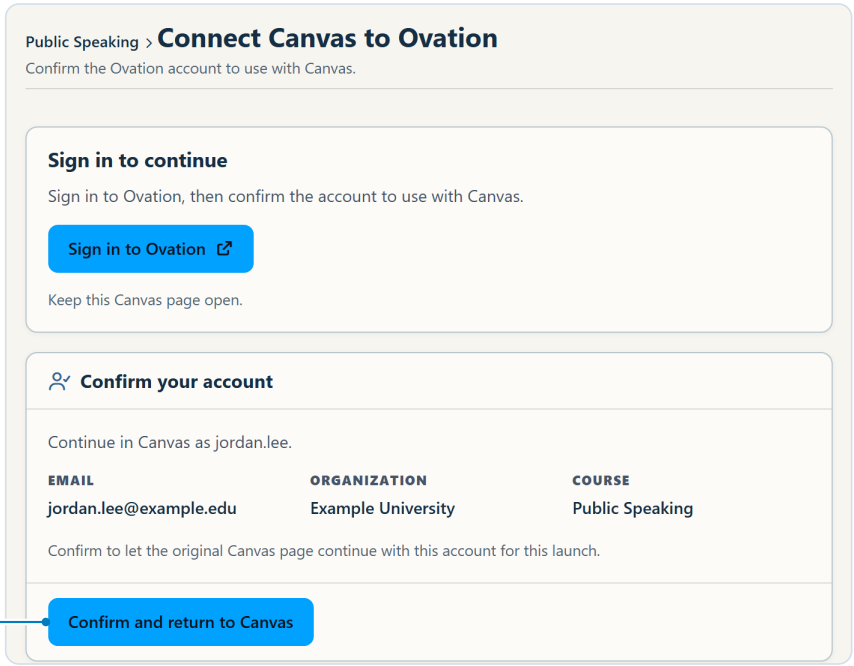


Details on the connection card shows the client ID and deployment ID that Canvas administrators and Ovation support ask for. To remove the connection, select the delete button on its card and confirm. Ovation removes the connection and its account, course, and assignment links, so Ovation assignments in Canvas stop opening; members, groups, assignments, recordings, and reports stay. Ovation stays installed in Canvas until a Canvas administrator removes it there.

Sign in once from Canvas

The first time a teacher or teaching assistant opens Ovation from Canvas, Ovation asks which Ovation account to use. After that, Canvas opens Ovation directly. Teachers always sign in to an account they already have.

1. Open an Ovation assignment, or **Ovation** in the course menu. Select **Sign in to Ovation**, and keep the Canvas page open.
2. On the tab that opens, sign in to Ovation as usual, including SSO or multi-factor sign-in if your organization uses them.
3. Check the account, organization, and course, then select **Confirm and return to Canvas**. Ovation opens in Canvas.

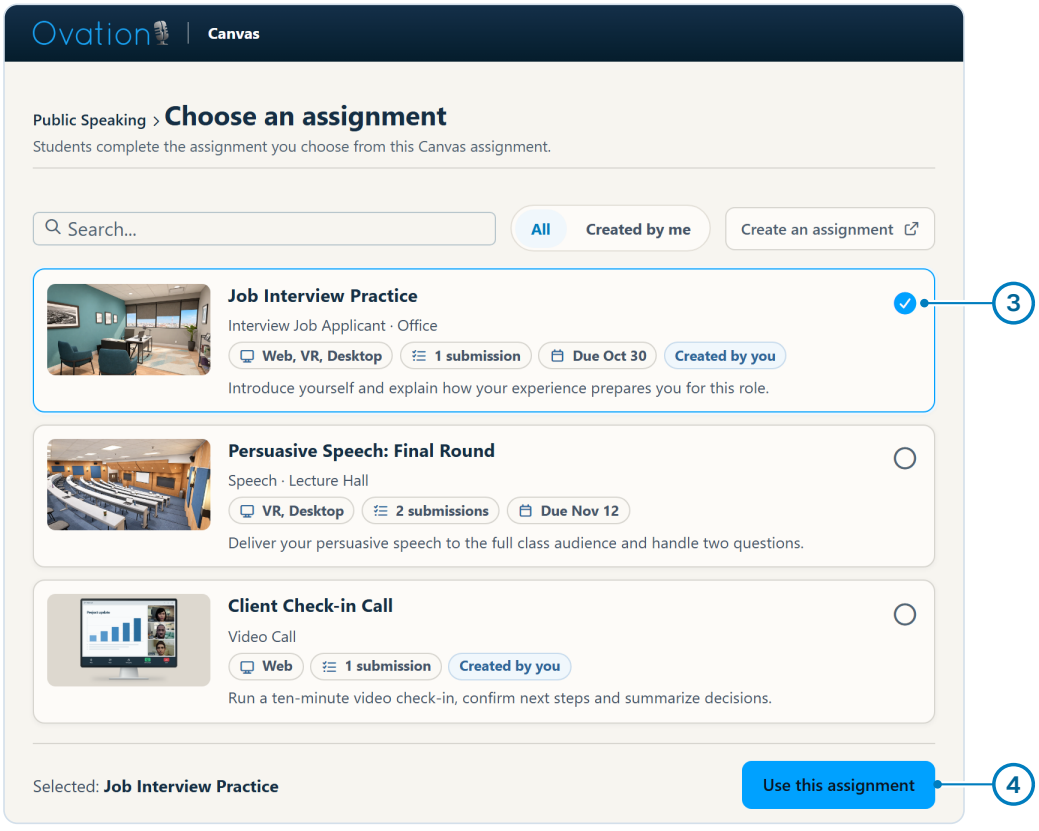


If the browser is already signed in to Ovation, Canvas shows that account with **Link account** instead. The link covers every course on this connection. To use a different account, open **Ovation** in a course menu, select **Disconnect account**, and connect again; assignments and submissions stay where they are.

Add an Ovation assignment to a course

Build the assignment in Ovation first, as in Assignment Quick Start. Students who open it from Canvas join it on their first visit, so you don't assign them in Ovation.

1. In the Canvas course, open **Assignments** and select **+ Assignment**.
2. Set **Submission Type** to **External Tool**, select **Find**, then choose **Ovation assignment**.
3. In Ovation's list, search or filter with **All** and **Created by me**, and select the assignment students should complete.
4. Select **Use this assignment**. Canvas fills in the tool, and the due date if the Ovation assignment has one.
5. Set the points and dates you want, then save and publish the Canvas assignment.



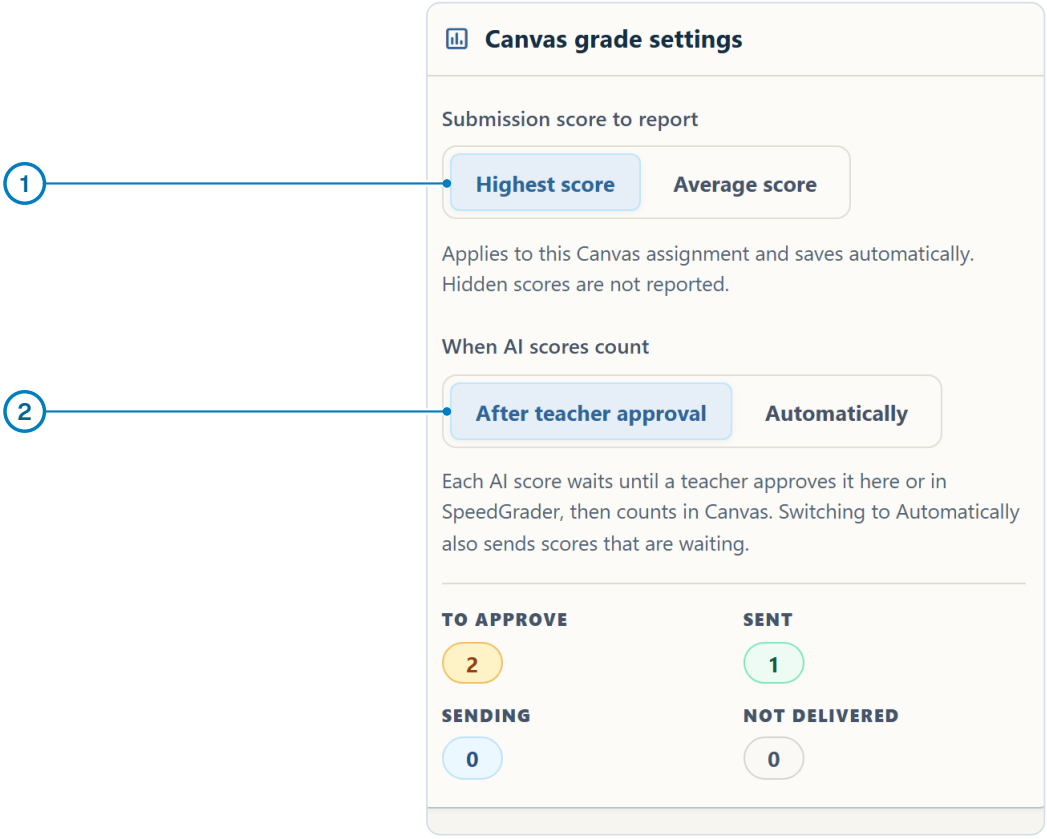
The list shows the Ovation assignments you can edit. **Create an assignment** opens Ovation in a new tab, and the list refreshes when you come back. Choose assignments students can complete in the Web App: students on automatic accounts practice there until they add an email.

Ovation scores each submission out of 100, and Canvas scales the score to the assignment's points: 85 becomes 8.5 on a 10-point assignment. With Complete/Incomplete grading, any score above zero counts as complete.

Decide how scores count

Open the assignment from Canvas as a teacher who can edit it. **Canvas grade settings** applies to this Canvas assignment and saves as soon as you choose.

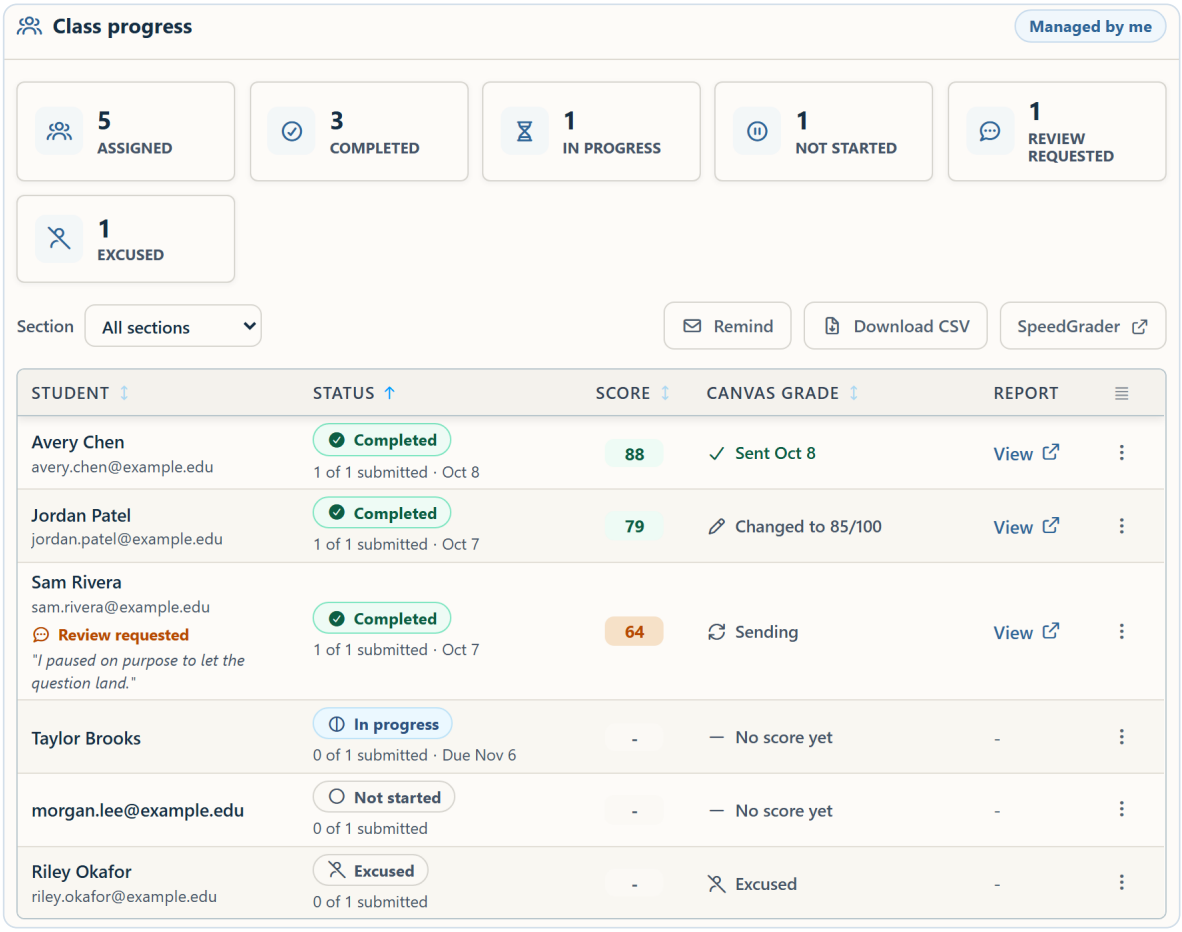
1. Under **Submission score to report**, choose **Highest score** to send each student's best scored submission, or **Average score** to send the average of all their scored submissions.
2. Under **When AI scores count**, keep **After teacher approval** to approve each score before it counts, or choose **Automatically** to send scores as soon as feedback is ready.



New assignments start with **After teacher approval**. Switching to **Automatically** also sends the scores that are waiting, and switching back keeps the scores already sent. If your administrator turned off **Allow automatic AI scores**, **Automatically** is locked. **How this assignment works**, beside the settings, sums up the due date, the submissions required, where students practice, and what the Canvas grade is.

Follow class progress

A teacher who opens the assignment from Canvas sees **Class progress**: everyone the assignment is for in this course, with their status, score, and Canvas grade.



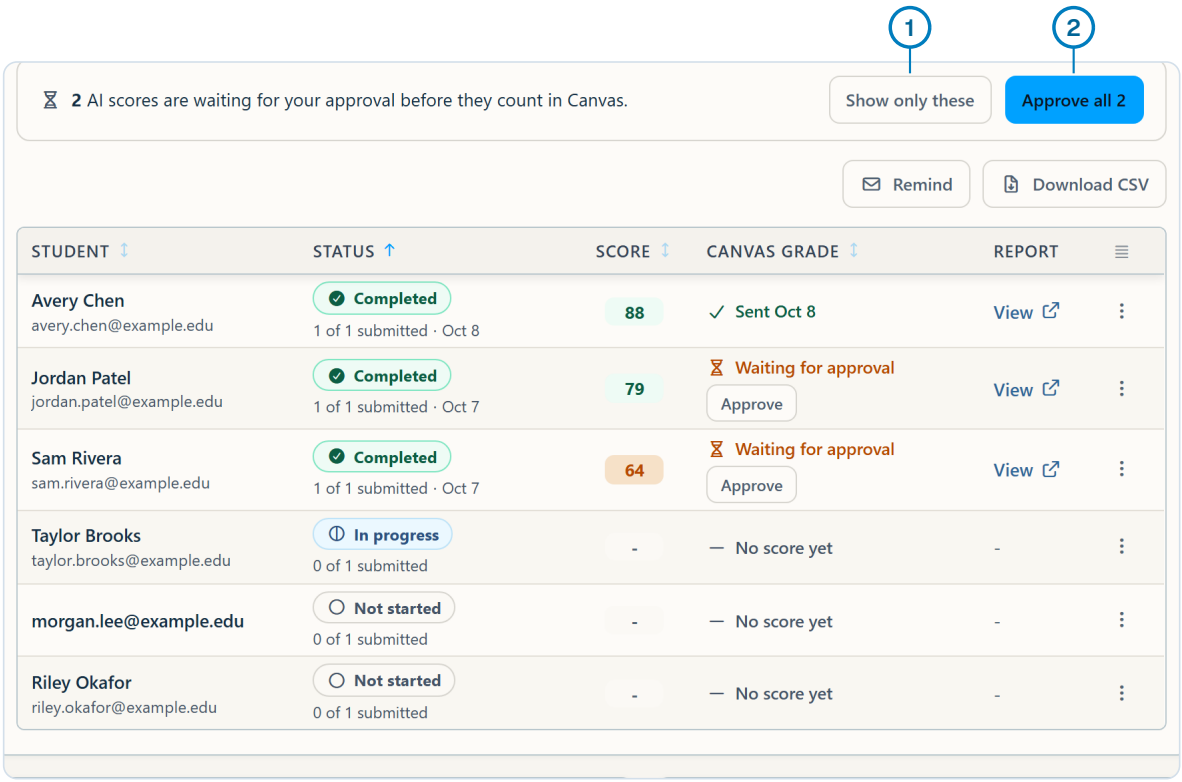
Status	**Not started**, **In progress**, **Completed** once the student meets the submission requirement, or **Excused**. The line below counts submissions and shows the latest date.
Score	The score that counts for this student under the assignment's grade settings.
Canvas grade	Where the grade stands: **No score yet**, **Waiting for approval**, **Sending**, **Sent** with its date, **Changed to** a grade someone entered in Canvas, **Removed in Canvas**, or **Not delivered**.
Report	**View** opens the student's report in Ovation in a new tab, with the recording, transcript, and feedback.

Tiles count the students in each status, plus **Review requested** and **Excused** when there are any. **Managed by me** means you can edit the assignment; **Available for review** means you can review submissions without changing settings, which is how teaching assistants often see it. **Manage assignment in Ovation** opens the assignment in Ovation in a new tab.

Approve AI scores

With **After teacher approval**, a banner counts the scores waiting for you. Until you approve, Canvas lists the submission as needing grading and keeps any grade it already has.

1. Select **Show only these** to list only the students whose scores are waiting.
2. Select **Approve** under a student's **Waiting for approval**, or select **Approve all** and confirm.

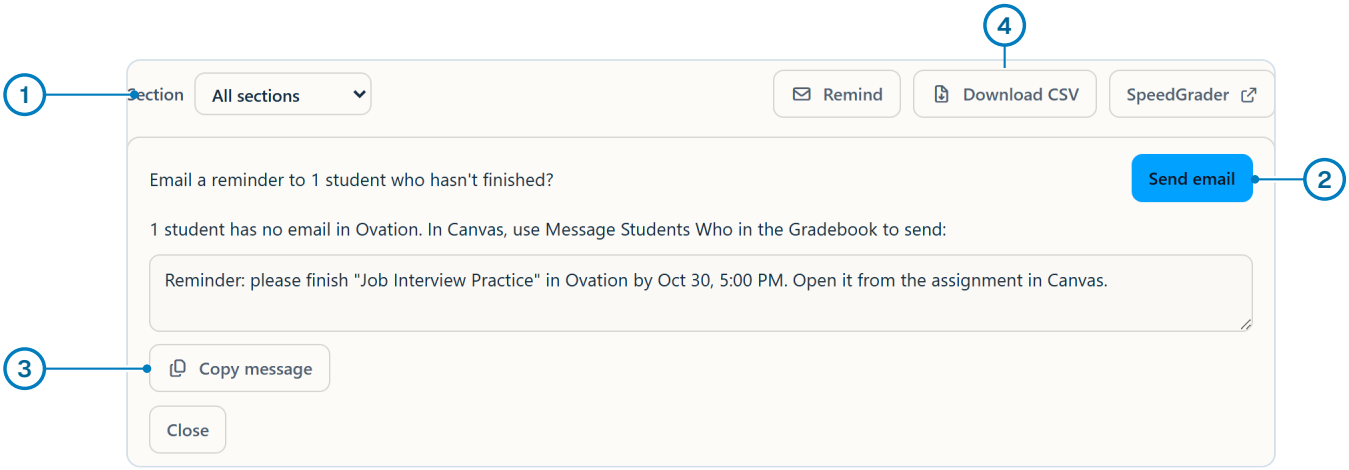


Ovation sends approved scores to Canvas within a minute or two. Each approval covers the score you saw: if a new submission changes it first, Ovation asks you to approve again. To give a different grade, use **Use a different score** in SpeedGrader, or enter the grade in Canvas; see How grades reach Canvas.

Remind, excuse, and export

The tools above the table work on the students shown, so choose a section first when a course has several.

1. Choose a section under **Section** to show only its students. The tiles count that section.
2. Select **Remind**. Ovation offers to email every unfinished student who has an email in Ovation; select **Send email**.
3. For students without an email, select **Copy message** and send it from Canvas with **Message Students Who** in the Gradebook.
4. Select **Download CSV** for a spreadsheet of the rows shown.



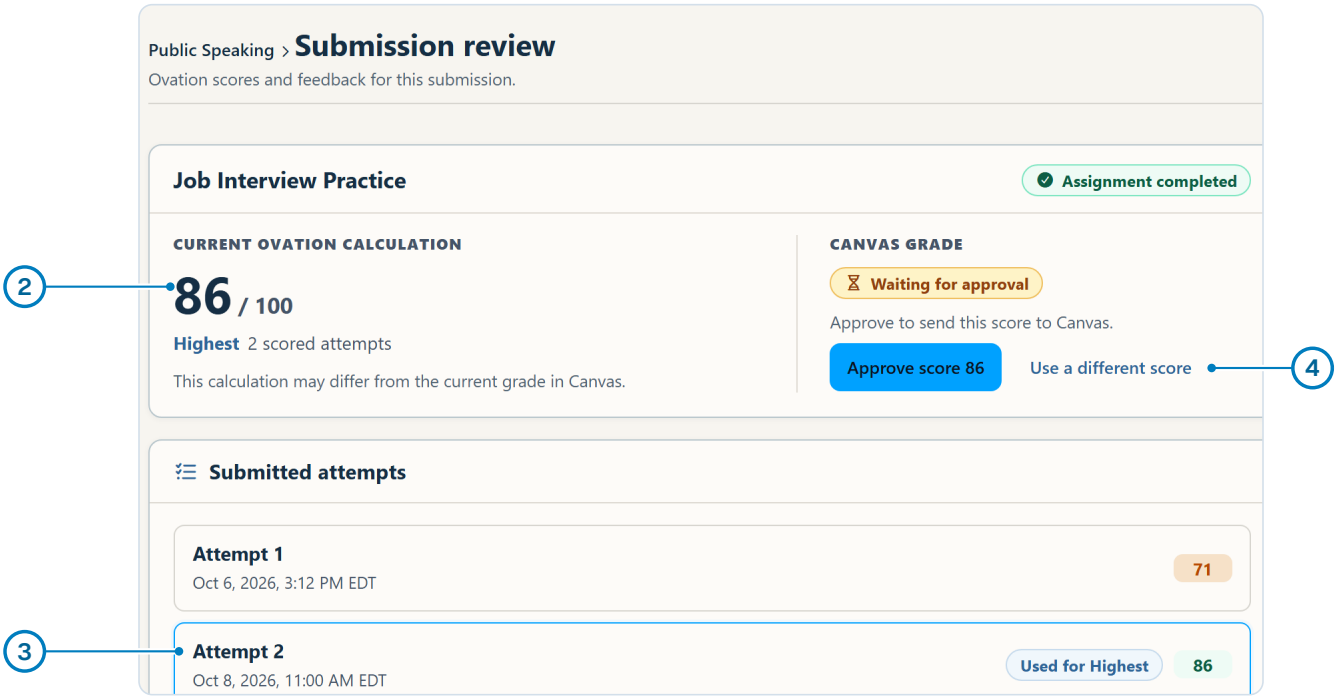
Open in SpeedGrader	Opens this student's submission in Canvas SpeedGrader, in a new tab.
Email a reminder	Emails only this student, if they haven't finished and have an email in Ovation.
Mark review done	Clears the student's review request once you've looked at their score.
Excuse	Leaves the student out of the counts and holds their grade until you select **Include again**. Canvas's own Excused setting is separate.

These are on each row's menu. A student gets at most one reminder an hour for an assignment, and only teachers who can edit the assignment can email; others get the message to send from Canvas. Sections, per-student due dates, and SpeedGrader links come from Canvas when each student first opens the assignment.

Review a submission in SpeedGrader

In Canvas SpeedGrader, an Ovation assignment shows Ovation's review of the selected student's work: the score Ovation calculated, each submitted attempt, and the feedback on each Factor.

1. Open SpeedGrader from the Canvas assignment, or select **SpeedGrader** on Class progress.
2. Check **Current Ovation calculation**: the score, whether it is the Highest or Average, and how many scored attempts it uses.
3. Select an attempt under **Submitted attempts** to see its Factor scores and feedback.
4. If the score is waiting, select **Approve score**, or select **Use a different score** and enter the grade to send instead.

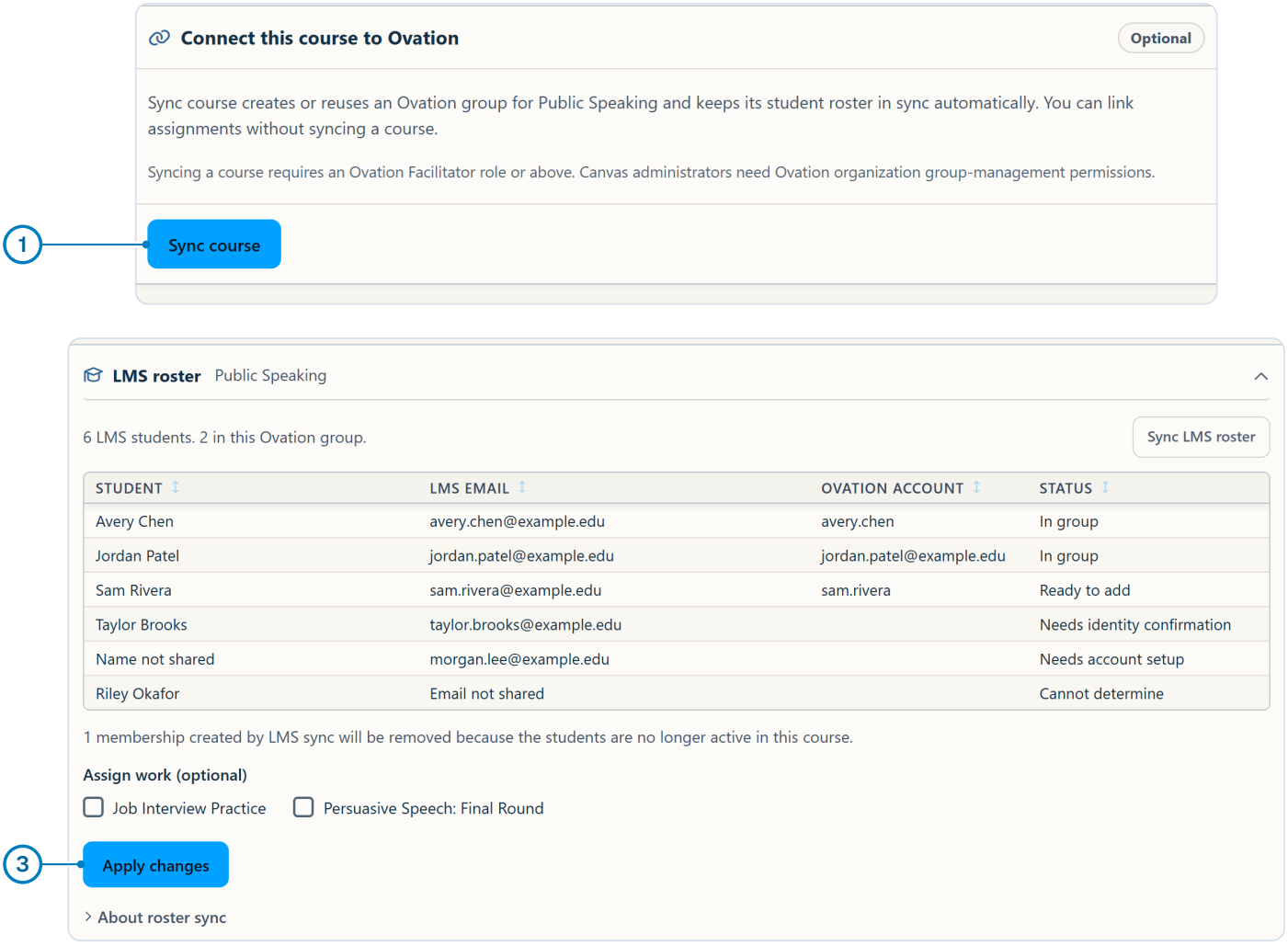


A score you enter replaces the Canvas grade, and Ovation's own calculation and Factor scores stay visible. **Open full feedback and recording in Ovation** opens the attempt's report. Students see the same review, without the buttons, under **Submission Details** in Canvas.

Use the course menu and roster sync

Ovation in a course's menu lists the course's Ovation assignments with their due dates, score settings, and progress. Connecting the course to an Ovation group there is optional.

1. Open **Ovation** in the course menu, and under **Connect this course to Ovation**, select **Sync course**.
2. Ovation creates an Ovation group for the course, or reuses the one it made before, and keeps its members in step with the Canvas roster from then on.
3. Select **Open group in Ovation** to see the group's **LMS roster**: who is in the group, who is ready to add, and who needs attention. Select **Apply changes** to update it.



Syncing takes the Facilitator role or above. Assignment links work without it, because students join an assignment when they first open it. A group helps when you work with the class in Ovation, such as assigning more practice. Only organization administrators can confirm a student whose account match needs identity confirmation.

Start a new term

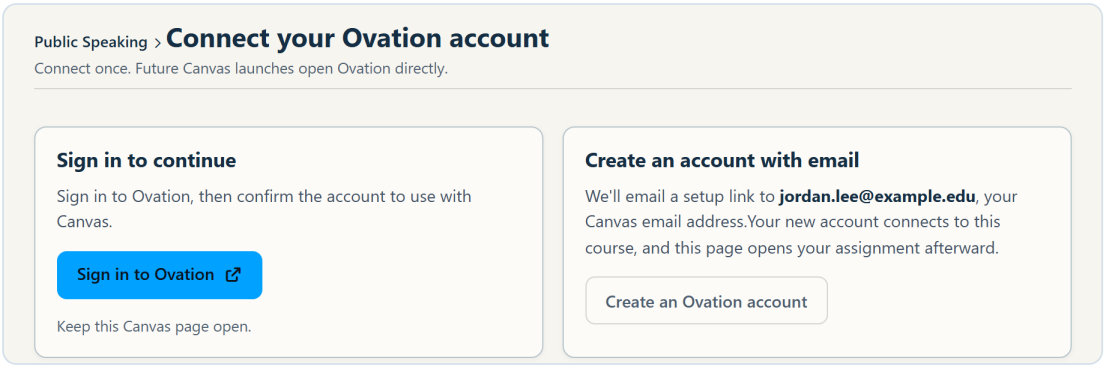
Copy last term's course in Canvas, with **Copy this Course** or **Import Course Content**, and its Ovation assignments come along.

- The first time anyone opens a copied Ovation assignment, Ovation gives the new course its own link to the same Ovation assignment, with the same score settings. Students who open it first aren't held up.
- Nothing carries over from the old course's students or grades. Each course keeps its own class progress and gradebook.
- Copies made by another instructor work the same way. Seeing class progress still takes edit or review access to the Ovation assignment.
- To use a different Ovation assignment in the new term, edit the Canvas assignment, select **Find** again, and choose it.

A student's first visit

Students open an Ovation assignment from the course's **Assignments** page, or from **Ovation** in the course menu. What happens the first time depends on the connection settings.

Automatic account	With **Create student accounts automatically** on, Ovation creates the student's account in a few seconds, with their name from Canvas, and opens the assignment. No email, password, or sign-in.
Existing account	Without automatic accounts, or when the student's Canvas email already has an Ovation account in your organization, they select **Sign in to Ovation**, sign in on the new tab, and confirm.
New account by email	**Create an Ovation account** emails a setup link to the student's Canvas address. After they finish, Canvas opens the assignment.
Single sign-on	If your organization creates accounts at SSO sign-in, students create theirs through your school's sign-in instead; see Set up single sign-on (SSO).

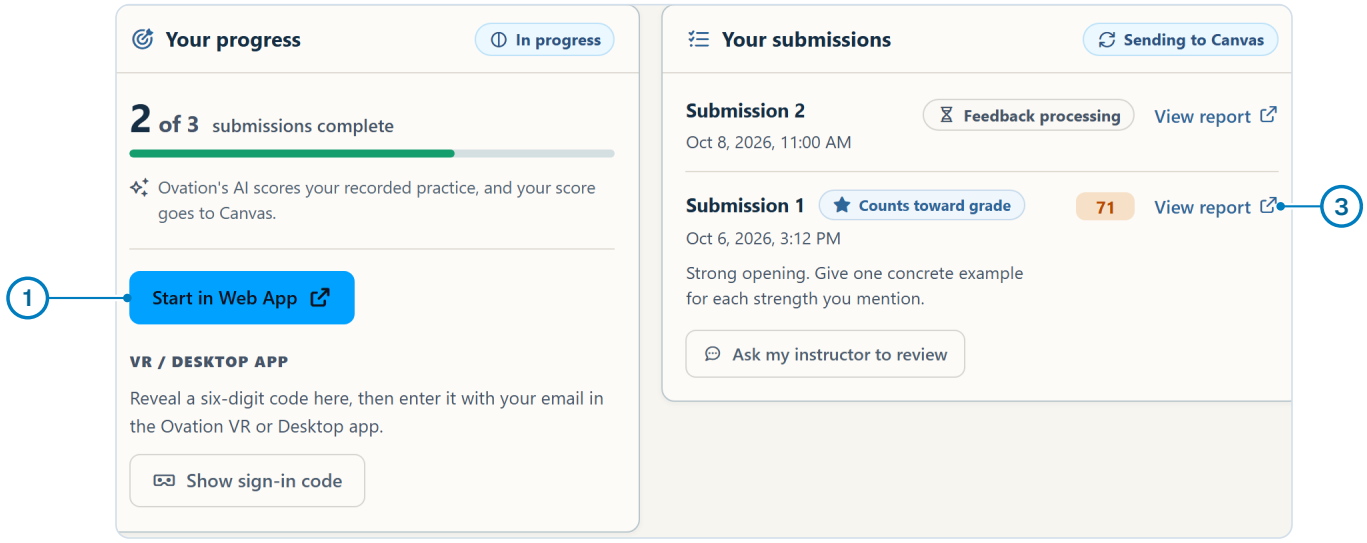


Later visits open the assignment directly.

Practice and submit

Each time a student opens the assignment, Ovation shows their progress, their submissions, and how to practice.

1. Select **Start in Web App**. The Web App opens in a new tab with the assignment ready. Students who sign in with SSO or multi-factor sign-in sign in there first.
2. Record the practice and submit it. Ovation's AI scores the recording and writes feedback, usually within a few minutes.
3. Back on the Canvas assignment, the submission appears under **Your submissions**, with its score and **View report**.



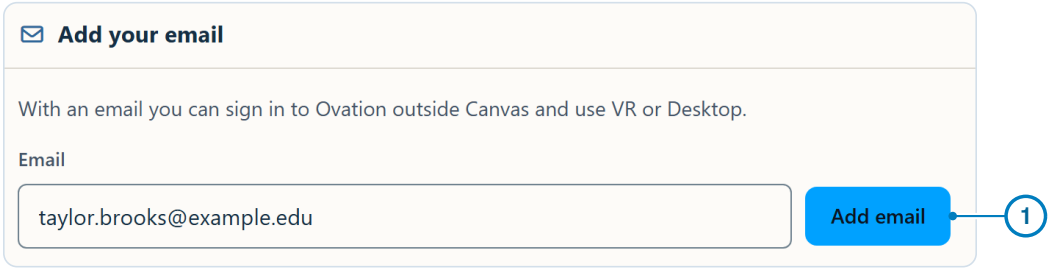
To practice in a VR headset or the Desktop app, students select **Show sign-in code**, then enter their email and the six-digit code in the app. The code works once and expires after five minutes. Accounts Ovation created automatically need an email first.

One line above the button tells students how their practice is scored, such as **Ovation's AI scores your recorded practice, and your score goes to Canvas.** The submissions header shows where the grade stands, such as **Sending to Canvas**, **86 sent to Canvas**, or **Waiting for instructor review**.

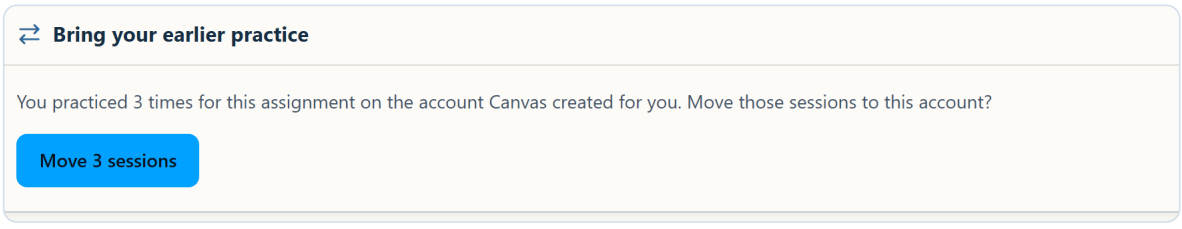
Add an email to an automatic account

Accounts Ovation creates have no email, so students use them through Canvas and the Web App. An **Add your email** card at the top of each assignment lets students add one, so they can sign in to Ovation directly and use VR or Desktop. Practice isn't blocked meanwhile.

1. The student checks the address under **Email**, which starts as their Canvas email, and selects **Add email**.
2. If it is the school address Canvas has on record for them, Ovation adds it right away. Otherwise Ovation emails a 6-digit code to that address.
3. They enter the code and select **Confirm**.



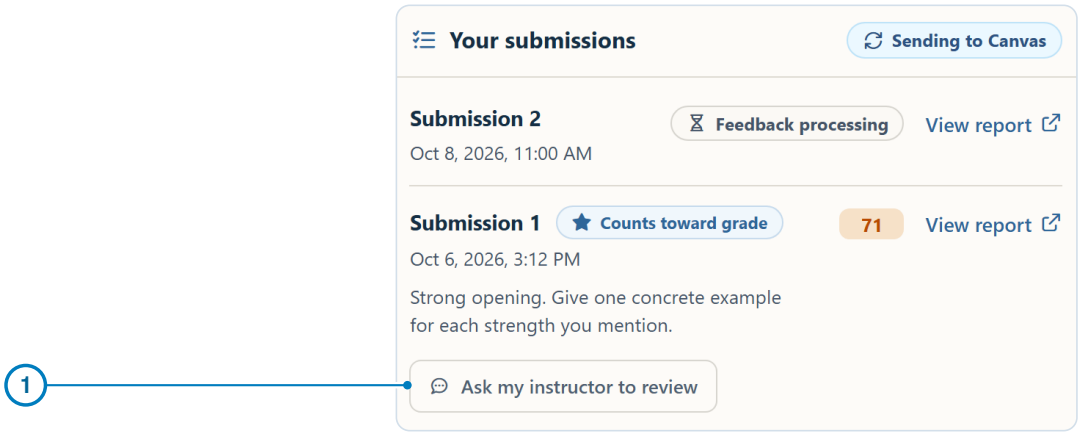
If the address already has an Ovation student account in your organization, the student can select **Use that account** to have Canvas open it from then on. Their earlier practice can follow: each assignment then shows **Bring your earlier practice**, and **Move** moves those sessions, with their scores and reports, to the account they now use.



Ask for a review of a score

With grade reporting on, a student who has submitted can ask their teacher to look at the AI score.

1. Under **Your submissions**, the student selects **Ask my instructor to review**.
2. They add a note if they like, up to 1,000 characters, and select **Send request**.



The card then reads **You asked your instructor to review your score** with the date. Class progress shows **Review requested** under the student's name, with the note, until a teacher selects **Mark review done** on the row's menu. A request never holds the grade or blocks more practice, and Ovation doesn't email teachers about it.

How grades reach Canvas

When	What Canvas gets
A submission is scored	With **Automatically**, the score that counts goes to Canvas within a minute or two. With **After teacher approval**, Canvas lists the submission as needing grading until a teacher approves.
The score is sent	The submission's overall score from 0 to 100, based on its Factor scores, scaled to the assignment's points, with a comment such as Ovation AI score: 86/100, from the best scored session.
A teacher enters a grade in Canvas	A grade entered before Ovation's first score stays. Later approved or automatic scores replace it, so with **After teacher approval** nothing changes it until you approve again.
The student submits again	With **Highest score**, only a better score changes the grade. With **Average score**, every scored submission counts. A changed score needs approval again.

When	What Canvas gets
Feedback is still processing	Nothing changes until the score is ready. Ovation never sends a zero for a submission without a score.
The assignment hides AI scores	Nothing. Ovation sends no score for assignments that hide them.
The student is excused in Ovation	Nothing, until a teacher selects **Include again**.
Grade reporting is off	Nothing new. Grades already in Canvas stay.

How due dates work

- Each student follows their own Canvas due date, including section dates and extensions. Without one, the Ovation assignment's own due date applies, as it does outside Canvas.
- Picking an Ovation assignment fills in the Canvas due date from it. Change it in Canvas as usual; Ovation never changes the Ovation assignment's date.

- A student's Canvas date reaches Ovation's own lists, such as the Web App's assignments and reminder emails, after they first open the assignment from Canvas, and updates each time they open it.
- Class progress shows a **Due** column when students' dates differ.

What Canvas shares with Ovation

Ovation uses Canvas's LTI Advantage services only. It never asks for a Canvas API token or an administrator password.

Shared	Why
Names, course roles, and sections	To show teachers who has practiced, decide who sees the teacher or student pages, and filter Class progress by section.
Email addresses	To match people to their Ovation accounts and offer email sign-up, with **All user data** shared. Accounts Ovation creates don't take the Canvas email; students add an email themselves.
Course and assignment details	Canvas IDs, each student's due date, and the course end date, to link SpeedGrader, follow due dates, and know when a course has ended.
The course roster	To check enrollments, and to keep a synced course's Ovation group in step with Canvas.
To Canvas	Scores and a short comment, for assignments that report grades.

Recordings, transcripts, and feedback stay in Ovation. A student's recordings for an assignment are visible to the student and to the instructors of that assignment. Canvas administrators can see the same summary under **What Canvas shares with Ovation** on the institution overview.

When a course ends

Accounts Ovation created automatically are cleaned up after their courses end, so unused accounts don't pile up. Ovation checks once a day. Accounts with an email of their own, and members whose role an administrator changed, are never touched.

Finished	Every course the account was used in ended in Canvas at least 30 days ago, with no launch since. For courses without an end date: no launch for 180 days.
Never used	A finished account with no submissions or recordings is removed. If the student opens an assignment again, Ovation creates a new account.
Used	A finished account with practice is paused. Its recordings and reports stay, and the student's next launch from Canvas resumes it.
Score pending	An account with a score still on its way to Canvas, or waiting for approval, is left as it is.

If an administrator pauses or resumes one of these accounts on the Members page, that choice sticks: a launch from Canvas no longer resumes it.

If something goes wrong

What's happening	Likely cause and what to do
There is no **LMS** tab in **Settings**	Only your organization's administrator can open **Settings**. If that's you, contact Ovation to turn on Canvas connections.
Setup expired	Setup lasts 20 minutes. Select **Set up Canvas** again. If Canvas already saved the registration, Ovation offers **Resume setup** instead, so you don't register twice.
The Canvas setup window can't continue	The window lost track of setup, often in a different browser or one that blocks its storage. Finish from the **LMS** tab in Ovation; the registration is kept.
The installation check is unavailable	In Canvas, check that Ovation is **On** and that **Can view LTI registrations associated with the tool** is allowed, then select **Refresh setup status**.
Ovation isn't in **Settings** > **Apps** in Canvas	Add it with **+ App** > **By Client ID** and the client ID from setup, or from **Details** on the connection card. Don't register it again.

What's happening	Likely cause and what to do
A teacher can't pick an assignment	Picking takes the Facilitator role or above, and the list shows only assignments the teacher can edit. Change their role on the Members page, then they select **Check access again**.
Ovation is missing from a course menu	Check the course's **Settings** > **Navigation** in Canvas, and that **Course Navigation** was kept when Ovation was installed.
A Canvas grade says **Not delivered**	Canvas refused it, often because the student left the course or the assignment was deleted. Fix that in Canvas; an administrator can then select **Send again**.
A grade entered in Canvas was replaced	A later Ovation score replaced it. Use **After teacher approval**, or send your grade with **Use a different score** in SpeedGrader.
Continue in full browser appears	The browser blocks the cookies Ovation uses inside Canvas, as Safari can. Select it to finish signing in on a full browser tab.

What's happening	Likely cause and what to do
A student must sign in instead of getting an account	Your organization requires SSO Only, multi-factor sign-in, or approved email domains, or the student's Canvas email already has an Ovation account in your organization. They sign in with that account.
Canvas did not share a valid email address	Canvas shares less than **All user data** with Ovation. Ask your Canvas administrator to change it, then reopen Ovation from Canvas. Signing in to an existing account still works.
This LMS launch expired	The Canvas page was open too long. Reopen the assignment from **Assignments**, or select **Ovation** in the course menu again.
Assignment access needed	The student's account is linked, but their enrollment or access to the assignment isn't ready. Check the course enrollment, then select **Check access again**.
A VR or Desktop code doesn't work	Codes work once and expire after five minutes. Select **Generate new code**. Accounts Ovation created need an email first.

Need help?

For Canvas setup help, contact Ovation support with your organization, your Canvas address, the client ID from **Details**, the course or step involved, and a screenshot. Never send passwords or sign-in codes.