

Online School Learning Coach FAQs

This document lists Frequently Asked Questions and their answers for Learning Coaches in the Online School (OLS).

Question: I don't see a course on the list of courses on the Course Dashboard. What do I do?

Answer: To view all of your child's courses, select **Courses** from the Global Navigation menu and select **All Courses**. If you favorite a course, other courses are not displayed in the Course Dashboard view. You must select the All Courses view. If a course is not present in the All Courses view or you are not seeing an expected course, please contact your school.

Question: How do I know when my child's assignments are due?

Answer: You can find due dates for any graded items in several places in the Online School! All items with due dates will be shown on the course **Calendar**. Check the **Syllabus** as well for a list of all graded items and their due dates. Finally, navigate to **Modules** where you can find the lessons and assignments with due dates.

Question: How can I view upcoming content to help my child?

Answer: Learning Coaches in the Online School have view-only access to lessons and content in courses. You will not be able to view content if it is locked by a date however you can view content that is locked to students by prerequisites or other requirements.

Question: How do I receive a notification for due dates or announcements?

Answer: You can view and change your notification settings in the Online School by navigating to **Account** and selecting **Notifications**. Set notification settings for Announcements, Due Dates, and Submission Comments to **Immediate** or **Daily** for the quickest alerts.

Question: I do not see an assignment or lesson listed on the Calendar. What do I do?

Answer: Make sure your calendar view is displaying all of your child's courses. Select **Calendar** from the Global Navigation menu and locate the Calendar sidebar list. Check that all of your child's courses are checked. If one course is not checked, you will not see that course's events on your calendar view.

Question: How do I message my child's teacher?

Answer: Use the Syllabus or Course Materials Module to locate the teacher's contact information. Send an email from your preferred email address to the teacher. You may see a notification in the Inbox tool; however, all messages and replies should be sent through the email client directly.

Question: The Online School is running slowly or freezing. What do I do?

Answer: Clear your browser's cache and cookies, update the browser, and switch to another browser. If none of those solutions work, contact the [K12 Help Desk](#) for technical assistance.

Question: My login is not working. What do I do?

Answer: Locate your username or reset your password using the **Forgot Username** and **Forgot Password** options from the login page. If that is not successful contact the [K12 Help Desk](#).