



MUSE

VIRTUAL

INNOVATING ONLINE EDUCATION

MyMUSE Manual

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What is MyMUSE?

MyMUSE is how we refer to our Virtual Learning Environment here at MUSE Virtual. In order to facilitate learning throughout the school day we utilize several platforms that are collectively referred to as MyMUSE - these include Canvas, Zoom, IXL, and other online resources.

MyMUSE starts and ends with your student's MUSE Virtual Gmail address. All students are provided with an email address, new students have the email and password info sent to their primary guardians. The student's email is used to log into Canvas, Zoom, and most online resources. It is important that you keep your student's email and password information secure and handy, it is likely the only login information your student will need throughout the school year.

Canvas is the core platform that we utilize for all class info, class work, and assignment submission. While MyMUSE is powered by Canvas, there are a host of other apps that we'll be using as well that are almost all linked through the student's Canvas account. Our Canvas url is: mymuse.instructure.com. Your student will already have an account made for them and they'll be able to access Canvas using Single Sign On through their MUSE Virtual Gmail, instructions are included in the MyMUSE Login Instructions included in this manual.

In order to facilitate face-to-face teaching & interaction we rely on Zoom, it is a key component of MyMUSE. It is *crucial* that your student has a device with a camera and microphone so that they can participate in class - please refer to the Tech Needs Sheet included in this manual and the MUSE Virtual Family Handbook for expectations surrounding devices. The Zoom link will be included in all of your student's courses in Canvas so that it is easily accessible.

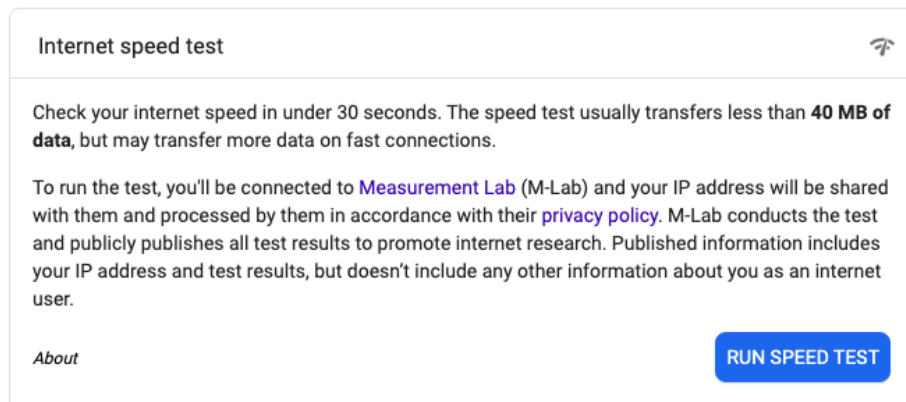


Tech Needs for MyMUSE

This document lists the recommendations and requirements for your student to succeed at MUSE Virtual. You are responsible for ensuring that these requirements are met.

Internet

- Minimum recommended speed - download speed of 25Mbps, upload speed of 3Mbps However we recommend download of 50Mbps and upload speed of 6Mbps.
- If you are in a household with multiple people using the internet simultaneously, we strongly recommend pursuing purchasing a plan with higher internet speeds. Internet Plans with 100 Mbps would be helpful to support your student's Zoom sessions.
- You can conduct a test of your internet's speed through Google by simply Googling "internet speed test" and selecting "Run Speed Test."



Browser

- Google Chrome
 - MyMUSE works best in Google Chrome. We use Single Sign On through Google for our students to log on through their MUSE Virtual emails.
 - You must use Google Chrome and sign in to the Chrome window using your MV student email and Turn Sync On (more detailed instructions can be found in the Google Chrome Login section of MyMUSE Login Instructions).
 - Always use the most up to date version of Chrome. Please check for updates regularly.



Devices

- Each student must have their own device
- Most devices are compatible with MyMUSE as long as those devices support Google Chrome.
 - MyMUSE runs on Windows, Mac, Linux, iOS, Android, or any other device with a modern web browser. We require the use of a laptop or desktop. Do not rely on a mobile device unless there are no other device options available.
- The following items are required for your student to be considered “classroom ready”:
 - Laptop (or desktop)
 - Keyboard & mouse (if not using laptop)
 - Camera (laptop camera is sufficient)
 - Mic (laptop mic is sufficient).
 - Headphones
 - Document Camera (*Required For Middle/High School ONLY*)

Accounts

- Gmail - Students will be provided with a MUSE Virtual Gmail
- Canvas - MyMUSE is powered by Canvas, managed by Instructure. Students have their own Canvas account where their classes will be housed. Your student’s MUSE Virtual Gmail is used to access Canvas through Single Sign-On
- Zoom - Have the Zoom app downloaded on the device your student will be using to access MyMUSE. When the Zoom app has been downloaded, ensure that your student is logged in on the app with their MUSE Virtual email. This will help ensure easy access to the Zoom meetings through MyMUSE.

Disclaimer

MUSE Virtual Staff and Faculty use Mac laptops. Technical support is available for all device types as it relates to accessing MyMUSE, however our experience is mostly with Apple products.

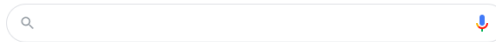
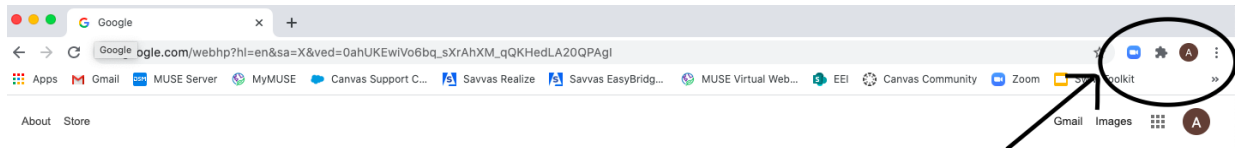


MyMUSE Login Instructions

We use single sign-on (connected to your student's MV email) to access all key aspects of our Virtual Learning Environment, as well as other online resources and applications, so it is crucial that you login to your MV student's email.

Sign into Google Chrome:

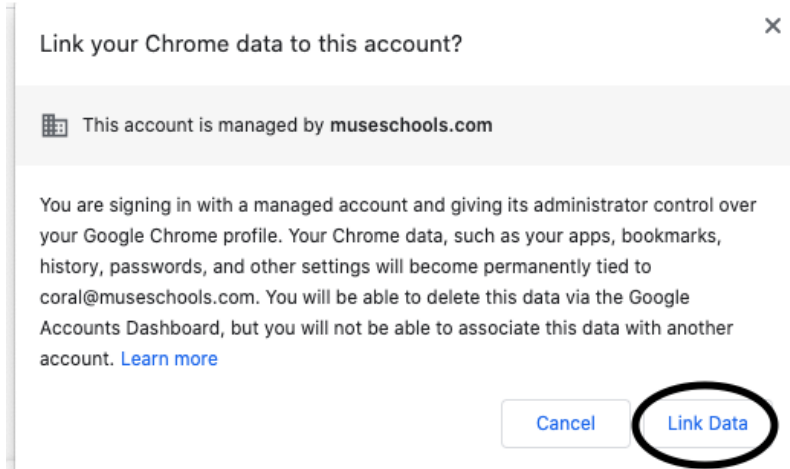
1. Open Google Chrome
 - a. If you do not have Google Chrome you can search "Google Chrome Download" in the web browser you do have (Safari, Firefox, etc)
2. Navigate to the top right corner of the Google browser window
3. Find the initial or person icon directly to the left of the "More" button (three dots stacked vertically)



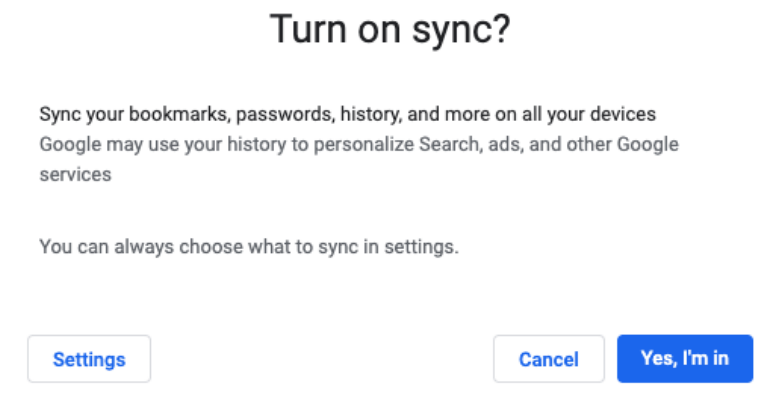
4. If this is the first account being added to Chrome, select Click Sign in to Chrome. If this is not then find "+Add" at the very bottom of the drop down and select that (it will prompt you to enter a name and select an icon, please do so, the name and icon will revert to your student's MV email once setup is complete)
5. Sign in with your student's MUSE Virtual email address



6. In the pop up window select Link Data



7. In the next pop up window select Turn Sync On, click Yes, I'm In



Sign into Canvas:

1. Go to mymuse.instructure.com
2. If you've successfully synced in to Google Chrome with your student's MUSE Virtual email you will automatically be signed in
3. Once signed in you will be in Dashboard - this is where you'll see the courses your student is enrolled in. Check out the videos below for help navigating Canvas.
 - a. [Navigating MyMUSE - Elementary](#)
 - b. [Navigating MyMUSE - Middle/High School](#)

Sign into Zoom:

1. Go to zoom.us/download
2. Select Download under Zoom Client for Meetings



3. Follow download instructions
4. In the Zoom App (newly downloaded) select Sign in with Google on the right hand side

A screenshot of the Zoom mobile app's sign-in screen. The screen is titled "Sign In" with a "Sign Up Free" link. On the left, there are input fields for "Email" and "Password", a "Forgot?" link, a checked "Keep me signed in" checkbox, and a "Sign In" button. On the right, there are three social sign-in options: "Sign In with SSO", "Sign In with Google" (which is circled in black), and "Sign In with Facebook". A "< Back" link is at the bottom left.

5. Select your student's MUSE Virtual email in the tab that appears in Google Chrome
6. If you are logging in for the very first time, it will ask you to enter a birthdate, *if your student is under the age of 16 please enter parent or guardian birthdate*, Zoom requires that users be 16 years or older regardless of the account type. They do not store this information, it is for verification purposes only.
7. You will be automatically signed in to Zoom and the app will open



Canvas Parent App Instructions

The Canvas Parent app allows parents and guardians to observe their student's assignments and grades in Canvas. Assignments and assignment grades can **only** be viewed in Canvas, the Household Portal will not have this information. The Canvas Parent App is available for both iOS and Android OR you can create a Parent/Guardian account online at mymuse.instructure.com/login/canvas.

To Pair with your student:

1. Your student must [generate a Pairing Code](#) - have this code handy for sign up (it will expire after 7 days if not used)
2. Download Canvas Parent App **OR** sign up online at mymuse.instructure.com/login/canvas
 - a. For iPhone & Android users - search for "MyMUSE - Parents"
 - b. For desktop click on "Parent of a Canvas User? Click Here for an Account" in the upper right corner
3. Enter in your information to create an account and enter the Pairing Code for your student

If you have multiple students then select one to create the account with and you can add other students later. Alternatively, you can create your account without entering any Pairing Codes and enter them all later but that will take more time.

Check out this [guide to linking additional students in the iOS app](#)

Check out this [guide to linking additional students in the Android app](#)

Check out this [guide to linking additional students in the desktop version](#)

For further assistance please refer to:

[General Canvas Observer Guide](#) - *best for desktop users*

[Canvas Parent App iOS Guide](#)

[Canvas Parent App Android Guide](#)



Frequently Asked Questions

Q: I can't remember my MUSE Virtual Gmail password, what do I do?

A: Click on "Forgot Password" on the login page and follow the instructions that Google provides. If you did not set a recovery email or phone number then please contact the Virtual Operations Manager, Analisa Crosthwait at analisa@musevirtualschool.com AND the Virtual Support Coordinator, Coral Laolagi at coral@musevirtualschool.com

Q: My student already has a MUSE Virtual email address but we didn't set up any recovery information, how do I do that?

A: Log in to your student's MV Gmail account and click on the Google Apps icon in the upper right hand corner (nine stacked dots between the Settings icon and your student's account icon). Click on Account in the menu that appears. Click on Security on the left hand side and scroll down until you see "Ways we can verify it's you." Fill in recovery phone and email information in that section.

Q: When I go to mymuse.instructure.com I get an error message, how do I log in?

A: You are seeing that error message because you (or your student) is not synced into Google Chrome correctly. Often this happens if you share a device with other people and have been signed out of your MV email OR if you have multiple Gmail identities and have signed into your other email. Please review the MyMUSE Login Instructions and re-sync your MV email to Google Chrome.

Q: I've created my Parent App profile online but now I cannot reach the website, I just keep getting an error message.

A: Make sure you are going to mymuse.instructure.com/login/canvas. That is the only URL that parents and guardians can access their Parent App profile through. If you wish to use the mobile app from now on please reference the Canvas Parent App Instructions section of this manual

Q: I've forgotten my password to my Parent App/Observer Account, who do I reach out to?

A: Click on "Forgot Password" on the Canvas login page, Canvas handles Parent/Observer logins directly. The MUSE Virtual team has no access to reset or retrieve a password to a Parent/Observer account.



Q: I am trying to login to my (or my student's) Zoom account but it is saying I don't have an account?

A: Make sure you're selecting "Sign on with Google" or the Google symbol on the login page. DO NOT enter an email address and password in the traditional login area. We use Single Sign On so that your student can simply use their MV Gmail identity to login to Zoom.

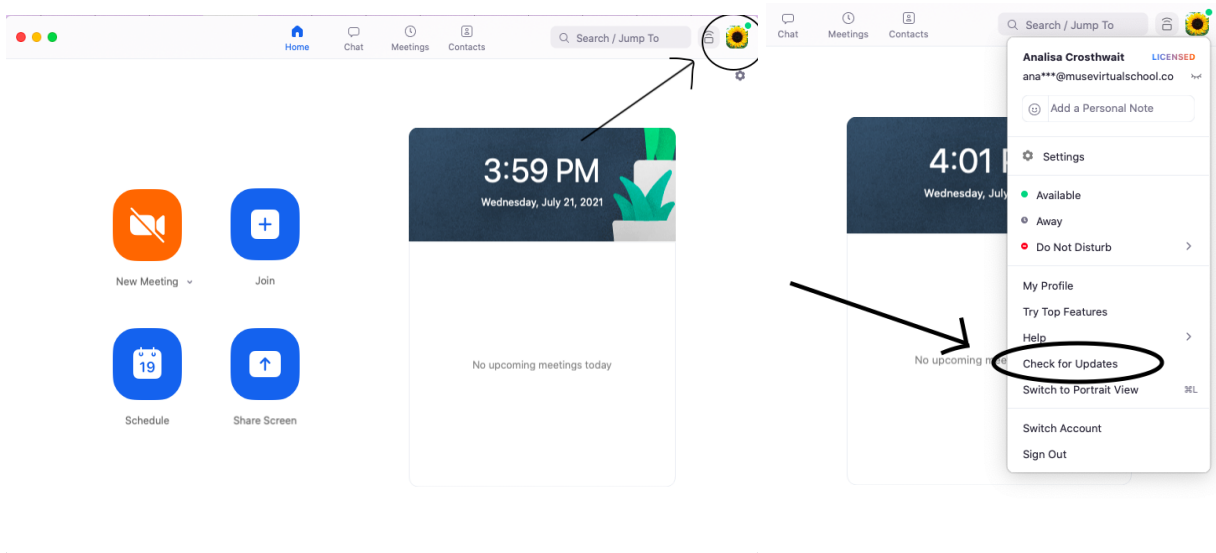
Q: The Zoom meeting I am trying to join says it is "for authorized users only," how do I get in?

A: Please make sure you're signed into the correct Zoom profile, only users with a MV Gmail will be granted access to regular class sessions. To ensure you're signed into the correct Zoom profile please navigate to zoom.us and sign out of your account then go to the Zoom app on your device and sign out of whatever account you're in. Then, sign back into your Zoom app with your MV Gmail identity. *If you are still having issues please contact andalisa@musevirtualschool.com.*

Q: I'm having trouble connecting to my class's Zoom meetings (getting booted out randomly, not hearing audio when I join, and other general connection issues).

A: There are a few troubleshooting techniques here.

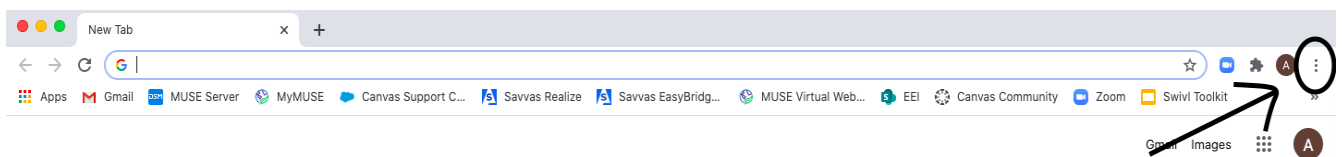
1. Please check your internet connection, you can run a speed test by following the instructions in the Tech Needs Sheet
2. Make sure your Zoom app is up to date. First, exit the meeting, then click on the Zoom app icon, find your initials or Zoom icon in the upper right corner, find "Check for updates" in the drop down, and then follow the instructions for update (if necessary)



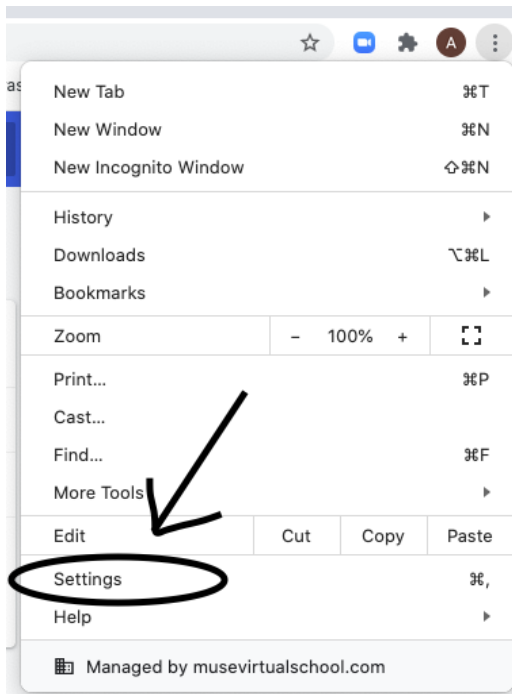
3. If the problem persists try restarting your device
4. If all of the above fail please contact the Virtual Operations Manager at analisa@musevirtualschool.com

Q: We've been advised to clear the cache & cookies in Google Chrome, how do we do that?

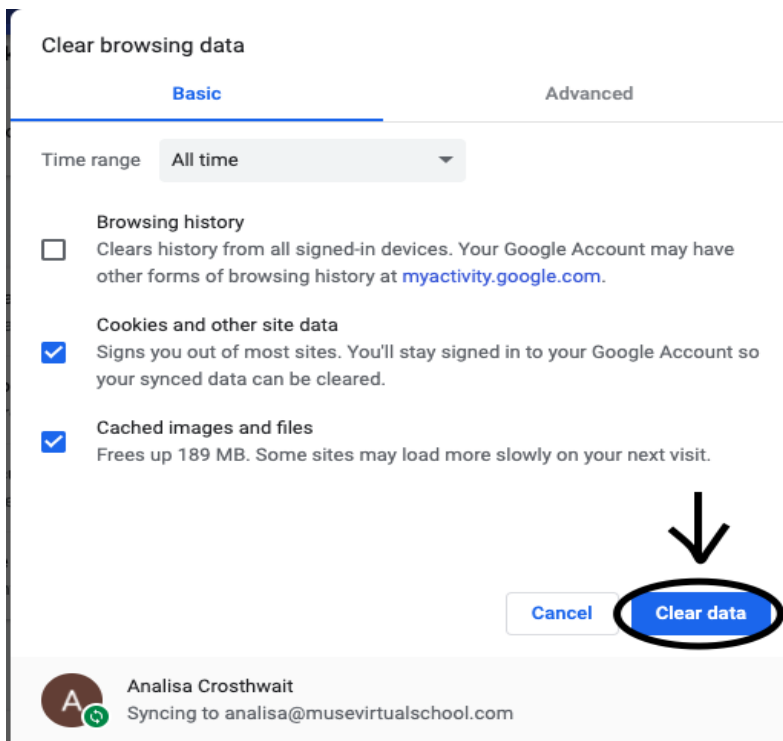
A: Go to the More button in the upper right hand corner of your browser window



1. Find "Settings" in the pop up



2. Find “Privacy and security” and select “Clear browsing data”
3. In the pop up make sure “Time Range” is set to “All time” and you have “Cookies and other site data” and “Cached images and files” selected. Click “Clear Data” Refer to the image below





Q: I accidentally put my student's birth date when creating their Zoom account for the first time and now we've been locked out of Zoom. What do we do?

A: Exit out of Zoom completely and clear your cache & cookies in Google Chrome and attempt account creation again. Please follow the instructions above if you need support.