


Below are the most common discrepancies found in Howdy and the most common reasons for each discrepancies. Please note that every scenario is different may have other factors associated with them outside of what is provided below. If the solutions presented do not resolve the discrepancy, please contact our support channels for additional assistance.

Grade Imported from Canvas Into Howdy	Grade Displayed in the Total Column in Canvas	Override Grade Displayed in Canvas	Alert
F	A		The grade imported to Howdy for grade displayed in Canvas. Review the steps for
F	A		The grade imported to Howdy for grade displayed in Canvas. Review the steps for
B	A	B	Override grade is used for grade submit

Grade Imported from Canvas into Howdy is Higher than Grade Displayed in the Total Column in Canvas

When the Grade Imported from Canvas into Howdy is higher than the Grade Displayed in the Total Column in Canvas, grade columns in Canvas may be hidden from students. Navigate to the Canvas gradebook and manually post any columns that contain an eyeball with a slash () or MANUAL in the column heading.

View the [Enter and Post Grades tutorial](#) under Additional Resources for a walkthrough of this process.

Grade Displayed in the Total Column in Canvas is Higher than Grade Imported from Canvas into Howdy

When the Grade Displayed in the Total Column in Canvas is higher than the Grade Imported from Canvas into Howdy, cells may have missing grades. Navigate to the Canvas gradebook and ensure that all cells contain a grade. This includes cells containing a dash (-).

View the [Enter and Post Grades tutorial](#) under Additional Resources for a walkthrough of this process.


After Resolving Potential Discrepancies

Return to Howdy and re-import grades from Canvas by following the same steps used when grades were first imported.

Note: If an error appears when importing the second time that states 'Received grade has previously been submitted. No update performed', this means the student's grade did not change between imports.



Additional Resources

	Action	Tutorial Link	QR Code
Enter and Post Grades	Verify that there are no blank cells in the Gradebook Verify all grades are entered and posted in order to be displayed to students and included in their final grade calculation	Video Tutorial: tx.ag/EnterPostGrades	
Final Check	Verify the grade imported from Canvas to Howdy by exporting the gradebook and comparing the letter grades in the following columns (if applicable): Unposted Final Grade column: grade imported to Howdy Unposted Current Grade column: Grade Displayed in the Total column in Canvas	Video Tutorial: tx.ag/EnterPostGrades	