

SHOVEL

TROUBLESHOOTING

Common Issues and Solutions

Why can't I see my Brightspace courses when linking my account?

Shovel only displays courses that have tasks inside of them in Brightspace. The courses have to be open to you in Brightspace, and there needs to be at least one event or task that has a due date.

Your professors need to add their tasks to Brightspace before you can set up Shovel. However, you can always create your courses manually and then link them to Brightspace once the courses become available.

I can't login on mobile!

There are two reasons why you cannot login to Shovel on your mobile device.

1. **You are trying to use the Shovel web app on a mobile browser** - Shovel cannot be opened in a mobile browser. You should download the mobile app – but you will need to set up your account on your computer first.
2. **You are in the mobile app but did not go through setup on your computer** - you must set up your account on your computer first. [You can set up your account here.](#)

Google calendar events don't show up in Shovel instantly.

Calendar syncs typically take 10 minutes.

If you want to sync instantly, use the "sync" button next to your Google calendar account in the left sidebar in Shovel.

I can't access x feature!

If a functionality that used to work seems broken or to make sure you have the latest version of Shovel, clearing your browser cache is the first step to resolving the issue.