

## ***Faculty***

### **Is Canvas down right now? It seems slow and/or does not seem to be responding.**

Canvas has a very good uptime record, but can occasionally experience periods of slow response or even rare outages. You can confirm the current status at the [Canvas status page](#). Instructure also posts status updates and other information on Twitter at [@canvassupport](#).

### **What do I do if my computer uses Internet Explorer 8?**

Because Canvas was built to make it easy to use new technologies like whiteboarding, chat, and video cameras, it does not run on IE8 or earlier. If you are using a PC with IE8, you will need to install another browser. We highly recommend Google Chrome. Firefox and Internet Explorer 9 also work. If you are looking to buy a new computer, keep in mind that as a student you qualify for educational discounts! If you are currently using a MAC, you should not have a problem accessing Canvas using Safari.

### **What web browser do I need for Canvas?**

**Canvas** works best with [Chrome](#) or [Firefox](#), which can both be downloaded for free. Safari and Internet Explorer are also supported, but we've noticed they have more issues. You can read more about [Canvas Browser Requirements in the Canvas Guides](#).

### **How do I create a course in Canvas?**

OTS runs an automatic script that creates courses for you. If you are assigned to teach the course in MyCSN and you don't see that course in Canvas, please contact OTS helpdesk ([help.desk@csn.edu](mailto:help.desk@csn.edu))

### **How do I communicate with my students in Canvas?**

You can communicate with your entire class or individual students in Canvas by using Announcements and Inbox Conversations. The Canvas Inbox is distinct from your CSN email, and you do not send email using Canvas. When you send a message through the Inbox, or post an announcement in your course, a notification is sent to students. Teachers and students have the ability to decide how, and how often, they want to receive notifications. Canvas can send notifications to your CSN email, a personal email address, text message, Twitter, Facebook, or other services.

Please note that your course must be published before you can use Canvas to communicate with your students.

If you want to send a message to everyone in your course, announcements are a good way to do this. Students can always find them on the Announcements page in your course, and you are the only one who can delete them. Students can reply to announcements, which works similarly to a content thread on an article. Replies are visible to everyone in the course. You can choose to disable comments on announcements.

- [How do I make an announcement?](#)

- [How do I disable comments in announcements?](#)

## **Inbox**

You can use the Inbox to send a message to everyone in your course, or to individuals. Student replies to your Inbox messages are visible only to you and that individual student, unless you make it a group conversation with multiple students.

- [How do I compose a message?](#)
- [How do I send a message to multiple individuals?](#)
- [How do I send a message to an entire class?](#)

## **When will my courses appear in Canvas? Some are missing!**

Courses are added to Canvas when the course schedule for a semester is finalized in MyCSN, usually several months before a semester begins. If you do not see a course in Canvas, confirm with the department that you are assigned as the instructor in MyCSN. If you are listed in MyCSN as the instructor contact the Office of eLearning. However, courses are invisible to students until they are published and students cannot access the course until the first day of class. OTS will do a mass publishing of courses prior to the start of the semester.

## **How do I add students to my course?**

OTS will run account creation and course enrollment scripts to automatically add/drop students in courses based on enrollment in MyCSN.

## **Can I upload PDFs, videos, images, etc., to my Canvas course?**

Yes! Canvas allows a very wide range of media to be uploaded to courses. In fact, many file formats such as PDFs, Word Docs, movies, and images can be viewed in the browser window so that students do not need to download them first. Embed codes from any website work very well if you post them into the HTML editor of any page.

If uploaded via the Files menu of your course, your file becomes a resource that can easily be shared and copied to other pages within your course, and future courses that you teach. However, these files will count against your course's storage limit (currently set to 4000MB/course). If uploaded directly into a Page, Assignment, Discussion, etc., then it will not count against the course's storage limit. However, it cannot be linked to from other course pages and other courses. If your course reaches its storage limit, please contact [help.desk@csn.edu](mailto:help.desk@csn.edu) for assistance.

## **What is the storage limit for my course?**

Courses currently have a limit of 4000MB each. Once this limit is reached, Canvas will not allow you to upload any more files. However, Canvas considers file storage a number of ways. For example, a video uploaded via the Files menu counts against the course's storage limit, but a video uploaded directly into a page via the rich-text editor does not (it is stored in a different place by Instructure). Media embedded by using embed codes provided by another website do not count towards storage limits.

Student submissions DO NOT count against a course's file storage limit. It only applies to course resources uploaded by faculty to a course page.

If your course reaches its storage limit, please contact the Office of eLearning for assistance. We can provide additional advice, best practices for file storage efficiency or increase storage limit for your course.

### **How do I add assignments?**

You can create an [assignment](#) by following [these directions](#). When you create assignments in Canvas, there is an Online Submission option. This allows students to submit their work to you through Canvas. Only you will see what the student has submitted. Other students do not have access to their peers' submissions. Assignments can also include [Quizzes](#) and [graded Discussions](#).

You may also find these guides helpful:

- [How do I edit assignment details?](#)
- [How do I add content to my assignment?](#)
- [What are the different online submission types?](#)
- [How does a student submit an online assignment?](#)

### **How can I see what students see?**

Faculty can see a Student View by going to the Settings tab of the course. The tab for Student View is on the right hand side of the page in the gray area under your name. This view will allow you to see what a typical student sees. It will not allow you to see any particular student's private information. If you submit any assignments or participate in Discussions while in Student View, we recommend clicking on Reset Student at the bottom of the window before closing this session (Leave Student View) to delete traces of Test Student's activity.

### **What happens at the end of the semester?**

Courses "conclude" at the end of the semester. Students will have access to the course for seven days after the last date of the course. After this time, the course is closed and not accessible to students but faculty enrolled in it will have full access to closed courses. Nothing can be added or deleted from it. If you would like to change this setting, please contact the Office of eLearning ([onlinecampus@csn.edu](mailto:onlinecampus@csn.edu)) for assistance.

### **Can I embed and view videos from YouTube and Vimeo within Canvas?**

Yes. You can find instructions on the Canvas Guides. Go here for [YouTube instructions](#). Go here for [embedding Vimeo videos](#).

### **How does the Calendar work in Canvas?**

The Calendar displays all date-specific events from a user's enrolled courses. This includes assignment deadlines, scheduled quizzes, etc. An instructor can also add events directly to a course calendar, making them visible to enrolled students.

## Does Canvas work on smart phones?

Yes! Canvas will work fine on any smartphone browser. There are also Canvas apps for iOS and Android that work very well. For faculty, there is an iOS app for iPad (only) called SpeedGrader that makes class administration very easy.

- [Canvas for iOS](#)
- [Canvas for Android](#)
- [SpeedGrader \(instructors with iPads only\)](#)

## How do I access my Canvas course?

You can access Canvas by going to [csn.instructure.com](http://csn.instructure.com) and logging in using your assigned login (usually first name.last name) and password. You'll find your courses that you are teaching under the "Courses" tab, along with any groups you're a part of and any account you manage. If you do not see a course you are teaching confirm that you are listed as the instructor in MyCSN. If you are listed contact the Office of eLearning.

## I am unable to login to Canvas. What could be the problem?

If you find that you are unable to login to Canvas, we may need to sync your Active Directory account with Canvas to provide you with access to any courses that you are teaching. Please make sure you are assigned to teach specific courses in MyCSN and contact OTS helpdesk at [help.desk@csn.edu](mailto:help.desk@csn.edu). If you are not assigned to teach specific courses in MyCSN, please contact your department AA to update the MyCSN course status.

## How do I upload files to my Canvas course?

There are two ways to upload files to your Canvas course:

1. **From the "Rich Content Editor" while editing any text on your site (e.g. the Syllabus Description or an Assignment Description):** While editing, locate the "Insert Content into the Page" menu in the right sidebar and click the "Files" tab. You will then see a link "(+) Upload a new file" at the bottom of the pane. For screenshots, visit [this Canvas Guide](#).
2. **Through the "Files" interface:** Within your course, click the "Files" link in the left sidebar. In the right pane of the Files page, click the "Add Files" link to upload files to the course. For screenshots, visit the [Files Canvas Guide](#).

## How do I add / update a Syllabus file on my Canvas course homepage?

The easiest way to upload your syllabus to the course template is to go to the course Home page, then click the "Edit Syllabus Description" button in the right menu. This will take you to an editing form for the syllabus description. In the textbox, find the text "Download the syllabus," included in our default course template (or find another place where you would like to add a link to the syllabus file), and highlight it with your mouse. Then go to the right menu, entitled "Insert Content into the Page" and click the "Files" tab. You will see a green (+) symbol that says "Upload a new file", which, when clicked, will open a window for you to browse your computer and select the document. More information and screenshots can be found in [this Canvas guide](#).

### **How do I publish my Canvas course?**

Courses are published by OTS prior to the start of the semester, therefore there is no need for individual faculty to publish his/her own courses.

### **How do I add students and audits to my Canvas course?**

Students are added via an automation script by OTS. Please contact the Office of eLearning ([onlinecampus@csn.edu](mailto:onlinecampus@csn.edu)) if you would like to add audits to your Canvas course.

### **How do I communicate with / email members of my course?**

There are two basic ways to communicate with members of your course: (1) Announcements and (2) the Inbox. **Announcements** are created from within a specific course and go out to all members of the course immediately. You can create a new announcement from within a course by going to "Announcements" in the left sidebar. **The Inbox** can be found in the upper right menu on any Canvas page. Messages sent through the Inbox can be sent to the entire course or to a particular person, student group, or section within courses. Click for more information: [Announcements](#) | [The Inbox](#).

### **How do I rearrange files within my course's Files section?**

To move a file into another folder, drag the icon to the left of the file's name onto the folder you want the file to be in. To rearrange files within a folder, drag them up or down using the double arrow icon that appears to the right of the file's name. Presently the best way to get the files to stay in place is to refresh the page after each file is moved.

### **How do I create or edit Assignments for my students?**

Assignments in Canvas are basically anything you want your students "To Do" -- tasks with or without grades, and with or without a digital file to turn in. In Canvas, you can only generate more columns in the Gradebook by creating new graded items, such as tests, Assignments, and graded discussions. You can however create Assignments that are set to not require any submission by students and then manually input grades into the column that is generated in the Gradebook.

By default, the Assignments page will show your students all of the Assignments that will be expected of them and how many points each is worth. The Syllabus area, which is the default course homepage, will also automatically gather together all of your course's Assignments in a table.

[Please visit this tutorial](#) to learn how to edit your Assignments -- there are many choices that make this a very powerful feature of Canvas! Just a few things to know: you can require students to submit their work digitally in certain ways (upload a file, input a URL, share a Google Doc, or type in text are some of the choices) and you can specify whether there is something to submit or whether there's nothing to submit. The "no submission" choice can be used to grade attendance or oral presentations, for instance.

### **When are student enrollments added to my course?**

Each semester, student enrollments are added to all Canvas courses approximately two weeks prior to the beginning of class. Before students register and are added to your course roster, they

cannot access your Canvas course even if it is published. Student enrollments are updated every four hours daily to reflect the information in the MyCSN system

### **How do I add a course cartridge to my Canvas course?**

Textbook publishers commonly provide “course cartridges”, “e-packs” or other supplementary materials. Since Canvas is still a fairly new LMS, you may have to ask your publisher if they are producing supplementary materials in a Canvas-readable format. [This page from the Canvas wiki](#) documents known compatibilities and possible workarounds for different publisher materials. First and foremost, faculty should ask the publisher if they can or will provide a Canvas-compatible course cartridge. Even if you know they don’t have one, this kind of feedback may encourage the publisher to embrace Canvas. If a Canvas cartridge is not available, try to import a Blackboard format cartridge into your Canvas course with the Course Import Tool, as Canvas supports both of these course package types already. You can also ask the publisher if a “Common Cartridge” format package is available. Common Cartridge is a global format for learning materials packages and Canvas accepts Common Cartridge.

### **How do I see ALL my Canvas courses?**

Canvas displays up to 12 courses in the Courses drop-down menu. Once users have more than 12 courses, they may customize the drop-down menu to choose which courses will display. [Click here](#) for a tutorial on how to do so.

### **What is the Course Setup Checklist?**

The first few times you create a new course in Canvas, it can be a challenge to remember all of the steps required. The Course Setup Checklist is designed to help you remember what you need to do before your course goes live. Here’s [video tutorial on using the Course Setup Checklist](#).

### **Why is Canvas sending me so much email?**

Canvas will contact you as part of its Notifications feature. Please see [this tutorial](#) on how to customize the notifications or alerts you receive notifications from Canvas in the amount and frequency that is right for you.

### **How can I add or change a profile picture?**

Here’s a tutorial [on adding or changing your profile picture](#) in Canvas. Where does this profile picture display? Next to your discussion posts and in course rosters, for example.

### **Which browsers work for Canvas?**

Canvas is fairly robust, and works with Google Chrome, Mozilla Firefox, Apple Safari, and Internet Explorer 9. It’s best if you have downloaded the latest version of the browser. We highly recommend Google Chrome. Note: Canvas does not work with Internet Explorer 7 or 8.

### **What documentation or tutorials are available?**

Canvas has a host of guides and tutorials available. Please visit the [User Guides and Support](#) section.

### **How to Recover Deleted Content in Canvas?**

Please contact the Office of eLearning as soon as possible if you accidentally deleted content in your Canvas courses.

### **Am I able to remove the comment function in SpeedGrader, so students can't comment?**

No. This is a feature of the SpeedGrader.

### **Do I still need to put in a course request with the Office of eLearning or OTS?**

If the course you are teaching is a credit course and appears on the time schedule in MyCSN, you will not need to request a course. For those who need non-course sites or "shell" sites for moving content over from Angel should request a course by emailing the office of eLearning ([onlinecampus@csn.edu](mailto:onlinecampus@csn.edu)).

### **How can we add multiple sections to one course?**

In Canvas, we can manually cross-list sections, meaning that you can have multiple sections of the same course in one Canvas classroom. This allows you to use only one course for content and instruction, rather than multiple Canvas classrooms. Please contact the Office of eLearning ([onlinecampus@csn.edu](mailto:onlinecampus@csn.edu)) for cross-listing of courses.

### **How do I set a page I created as my course home page?**

On your Canvas course's main page, click on the "Change Home Page Layout" link and in the drop-down menu select the "a Page I'll Design Myself" option. This will set the Front Page as your course's home page.

Note: You cannot set a specific page in Canvas to be your home page, other than the Front Page. Only this page will be usable when changing your home page layout. If you want to change how your home page looks, be sure to only change the Front Page.

### **What is the Peer Review function? How does it work?**

A peer-review assignment enables students to comment on a peer's submitted assignment. Peer reviewers can be manually assigned or you can have Canvas automatically assign a peer reviewer to an assignment. Only those who have turned in the assignment will be assigned to be a reviewer.

For more detailed information on Peer Review and how it works, visit our tutorial on [enabling peer review](#). We also have a tutorial for students on [using the peer review function](#).

Additionally, here are a few things we have learned about the Peer Review function:

- Students can't complete a peer review of another student until they submit their own assignment.
- Students can review more than one student. You can assign them multiple reviews either manually or by using the automatic peer selection and choosing a number more than 1.
- Peer review is not (and cannot be) built into the gradebook as an assignment, so assessing students' peer reviews is difficult in Canvas.

### **Can students see my course and the changes I am making while setting it up?**

Students cannot see anything in your course until it is published and the first day of class. We recommend setting up a substantial portion of your course content before publishing. Once a course is published, Canvas will begin sending out notifications (emails) whenever a new assignment or other resource is created. This can be confusing for students if they receive numerous emails while a faculty member is still working on their course content.

### **How do I publish each module in my course?**

If students cannot see course content recently added to the course it is because the Module was not published. To publish it there is a gray cloud on the Module you'll need to click.