Getting Started with Canvas

This document provides detailed information on Canvas access, account configuration, and technical support.

Canvas-Supported Browsers

Please note that Canvas supports the following browsers:

- Internet Explorer
- Safari
- Chrome
- Firefox

Access the following link for optimal configuration of your preferred browser:
http://bit.ly/1MBBkVG

Setting up SJSUOne Account Password

Before logging into the system, you will need to set up for SJSUOne account password. SJSUOne is managed by the University’s Information Technology Services (ITS) division.

Access the following page to set/retrieve your SJSUOne password:
http://www.sjsu.edu/it/self-service/password/index.php

New Students: Before classes begin, you will be able to access the Canvas LMS.
Logging into Canvas

Go to the iSchool Canvas login page at http://ischoolapps.sjsu.edu/canvas/

Then, click on the iSchool Canvas Login button:

![Figure 1a – The iSchool Canvas Login Page](image-url)
The **SJSU Single Sign-On** Login page will then open in a new tab.

Enter your SJSU ID and password into the appropriate fields.

Click on the **Sign In** button to log into the Canvas LMS and go to your Canvas homepage.

![The SJSUOne Login Page](image)

*Figure 1b – The SJSUOne Login Page*
Getting Technical Support

iSchool faculty and students must submit the **iSchool Tech Support Form** when experiencing technical issues.

The form can be accessed in three ways. The first option is the link to the iSchool Technical Support form on the iSchool Canvas login page at [http://ischoolapps.sjsu.edu/canvas/](http://ischoolapps.sjsu.edu/canvas/)

![Link to iSchool Canvas Technical Support Form](http://ischoolapps.sjsu.edu/canvas/

**Figure 2 – Link to iSchool Canvas Technical Support Form**
The second option can be found within Canvas on the **Global Navigation Menu**. The **Global Navigation Menu** is located on the left side of *every* page in Canvas. Global Navigation links provide quick access to frequently used Canvas features.

From the Global Navigation Menu, click on the **Help** button *(Item 1)* and then click the **iSchool Technical Support for Faculty and Students** link *(Item 2)*:

![Figure 3 – Support Link on Global Navigation Menu](image)
The third option can be found on the left hand navigation bar of all iSchool Canvas courses.

Students can click on the **iSchool Technical Support Form** link:

![Figure 4 – Course Link for iSchool Canvas Technical Support](image)


*Please note that neither SJSU's eCampus nor the SJSU Helpdesk provide technical support to iSchool students. You must contact the iSchool for all your technical support needs.*
Overview of Canvas Dashboard

After you have logged in to Canvas, you will be taken to your Canvas Dashboard. The Dashboard serves as the entry point:

1. **Course Dashboard**
   The Dashboard (item [1] in the image below) defaults to the course view, which displays courses that have been starred as a favorite.

2. **Sidebar**
   The sidebar (item [2]) helps show upcoming events in your courses.

   ![Figure 5 – Your Canvas Dashboard](image)

   Your favorite courses are displayed as colored cards. Each card can include up to four tabs (item [1] below), with each representing a vital student course activity: Announcements, Assignments, Discussions, and Files.

   Discussions and Announcements indicate the number of new activity items (item [2] below):

   ![Figure 6 – Your Canvas Dashboard](image)
First Tasks after Logging in For the First Time

After logging in to Canvas for the first time, you should perform the following tasks, which will be explained in the following sections:

- Verify your email address
- Add mobile phone to Canvas account (optional)
- Set your notification preferences
- Link external email address to Canvas account
- Set up your profile (optional)
- For iSchool instructors: Time zone setting
- Conversations: Canvas’s internal messaging system

All of these tasks will be performed by clicking on the global Account button (Item 1) and then selecting Settings (Item 2) when the white submenu appears:

![Figure 7 – Access to Settings](image-url)
Verify Your Email Address

Clicking on the global **Account** button (item [1] below) and then selecting **Settings** will send you to the personal **Settings** portion of your Canvas account:

![Figure 8 – Personal Settings](image-url)
The right hand portion of the interface is where you will see the default email address associated with your Canvas account (This is denoted by the star icon).

To change the email address associated with your Canvas account, first click on the Add Email Address button:

![Figure 9 – Adding an Email Address](image)
A pop up window will appear. Enter the email address you want to add and click the **Register Email** button:

![Figure 10 – Registering an Email Address](image)

An email will be sent to the email address for confirmation.

To use the new email address as your default email, hover your mouse to the right of the email address text until a grey star appears. Click on the grey star and the selected email will become the primary address associated with your account:

![Figure 11– Edit Settings Button](image)
Add Mobile Phone to Canvas Account (Optional)

To add your mobile phone to your Canvas account, click on the Add Contact Method button under Other Contacts:

![Add Contact Method](image)

Figure 12 – Add Contact Method
A pop up window will appear. Enter the *Cell Number, Carrier and SMS Email* add and click the *Register SMS* button.

You will receive a text message on your cell phone with an activation code. Enter the code into the text field [1] and click the Confirm button [2]:

![Figure 13 – Confirm SMS Number](image)
Set Notification Preferences

Canvas uses the \textbf{Notifications} settings page to allow users to set their preferred contact method(s) based on notification type:

\begin{figure}[h]
\centering
\includegraphics[width=\textwidth]{NotificationPrefs.png}
\caption{Figure 14 – Notification Preferences}
\end{figure}
Canvas groups notification types into six categories: Course Activities, Discussions, Conversations, Scheduling, Groups, and Alerts.

Determine which contact method you would like to use for a specific notification type by selecting the intersecting cell.

Upon selecting the preferred contact method for the appropriate notification type you will then decide the notification frequency:

![Notification Icon Key]

1. Notified **immediately** of any activity change.
2. Notified **daily** of any activity change.
3. Notified **weekly** of any activity change.
4. Remove notification preference so you won’t be notified of any change
Link External Email Address to Canvas Account

The **Conversations** tool is a messaging system that serves as the internal emailing system of Canvas.

Canvas users are required to configure their notification preferences to ensure that Canvas conversations are immediately forwarded to your external, primary email address.

To configure this, click on the **Notifications** link.

Then, under **Conversations**, ensure that **ASAP** is set under your email address column for **Added to Conversation** and **Conversation Message**:

![Notification Preferences for Canvas Conversations](image)

*Figure 16 – Notification Preferences for Canvas Conversations*
Set Up Your Canvas Profile (Optional)

Click on the Profile link on the left hand side.

Then, to the right, click on box with the three dots (item [1]) and select **Edit Profile** (item [2]):

![Profile Information](image)

*Figure 17 – Profile Information*
For iSchool Instructors Only: Time Zone Setting

By default, all Canvas accounts are set to the Pacific time zone.

All instructors, regardless of geographical location, should not modify this time zone setting as this will conflict with the time zone setting for Canvas courses.

Canvas courses have their own time zone setting and, by default, are set to the Pacific time zone. If the time zone setting for the instructor conflicts with the course’s time zone setting, then date/time anomalies could occur that can confuse students and instructors in regards to due dates.

To ensure consistent deadline and submission dates within your course, please keep your account’s time zone setting to Pacific.

Conversations: Canvas’s Internal Messaging System

Conversations is a messaging system that serves as the internal emailing system of Canvas.

You can communicate with other people in your course at any time. Conversations also compiles all messages sent throughout Canvas, including comments left on student assignments.

Note: the Canvas LMS does not provide users with an email address. Users must link an external email address to their Canvas accounts.

Please see the section above called Set Notification Preferences in order to forward conversations to an external email address.

Tutorials on how to use the tool can be found at

Students: https://community.canvaslms.com/docs/DOC-4121#jive_content_id_Conversations

Instructors: https://community.canvaslms.com/docs/DOC-4131#jive_content_id_Conversations