CANVAS: STUDENT FAQ'S

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SAC offers 24/7 Canvas Support to Students by calling (844) 612-7428. Students can talk directly to Canvas experts who will help them resolve any technical issues, as well as, instruct them on how to complete any task in Canvas (e.g. how to submit an assignment, post to a discussion, submit a quiz, upload a file, etc.).

ACCESSING CANVAS

Canvas can be access by using the link provided on the SAC Website (www.sac.edu or www.sac.edu/Canvas), or directly by typing http://rsccd.instructure.com in the browser window.

RECOMMENDED BROWSERS

Chrome and Firefox are the recommended browsers. IE and Edge do not work well with Canvas, and while Safari usually works, it is not consistent.

CANVAS STUDENT APP FOR MOBILE DEVICES

The Canvas Student App is recommended for mobile devices (iOS and Android), however, exams should be completed using a desktop or laptop with a reliable internet connection or the student may experience technical issues including being expelled from the exam. The mobile app is best for viewing content and discussion participation.

LOG IN

Students log in using their Web Advisor User ID and password. Occasionally, Canvas may become out of sync with Web Advisor. If an "Invalid User ID or Password" error is received, students should attempt to log into Web Advisor, then change their Web Advisor password. Wait 10 minutes and attempt to log into Canvas again.

NOTE: If a student attempts to log into Canvas three (3) times unsuccessfully, their Web Advisor account will be locked. Accounts automatically unlock 15 minutes after the last attempt.

LOG OUT

To log out of Canvas, click the **Account** link on the Global Navigation Menu to the left. Select **Log Out** from the menu.

NOTE: It is important for students to always Log Out of Canvas, and not to simply click the browser close button. If students do not log out properly, the next user to access Canvas may automatically be logged into Canvas on the previous user's account.

OPEN CCC ACCOUNT

Upon log in, if students are redirected to the Open CCC page they will need to create an Open CCC Account before they will be able to log into Canvas. Complete instructions for how to create an Open CCC account can be found on the website at www.sac.edu/Canvas.

ENROLLMENTS

Once a student has added a course, it can take up to four (4) hours for the course to appear in Canvas. Enrollments and drops are done automatically.

COURSE NOT DISPLAYED ON DASHBOARD

If a student's current course is not displayed on the Dashboard, it may need to be added. To add the course click the **Courses** link on the Global Navigation Menu on the left, then select **All Courses** from the menu. On the Course Index page, locate the course(s) to be added and click the **Star Icon** to the left. Any course where the Start Icon is select will appear on the Dashboard. Detailed instructions on adding a favorite can be found at www.sac.edu/Canvas.

NOTE: Canvas courses are made available (published) automatically on the first day of class. Courses will not be available or accessible to students until the first day of class, unless the Instructor opens the Canvas course early.

MISSING CONTENT

Content in Canvas is controlled by faculty. Faculty determine when and how students will be able to access, view, and use content in a Canvas course. If a student cannot access or view content, ensure that they are using one of the recommended browsers. If the problem persists, have them contact their instructor to ensure that the content is available, or call Canvas Support.

CANVAS NOTIFICATIONS

Students control what notifications are received from Canvas. If the student is not receiving announcements, messages or other communications check the Canvas Notification Preferences. To access the Notification Preference page, click the **Account** link on the Global Navigation Menu to the left, then select **Notifications** from the menu.

CANVAS RESOURCES

- **Canvas 24/7 Support Line (844) 612-7428**: Students can talk to a Canvas expert and get help with technical issues, as well as, learn how to complete tasks in Canvas.
- **Canvas Help Link on the Global Navigation Menu:** Has links to Ask Your Instructor a Questions, the Canvas 24/7 Support Phone Number, and a link to Search the Canvas Guides.
- **Canvas Guides:** Are self-help documents and videos that will teach students how to complete tasks in Canvas (e.g. submit an assignment, view grades, complete an exam, post to the discussion, etc.).
- **Instructor:** The instructor is always the best resource in a course. Students should contact their instructor with any questions, issues, or problems that they experience in a course.
- **SAC Website:** Students can find Canvas information and help at www.sac.edu/Canvas. The site has "how to" documents and FAQ's (https://www.sac.edu/AcademicAffairs/DistanceEd/Pages/SFAQ.aspx)
- **Distance Education Office:** The DE Office can assist students with Canvas questions and any questions about online courses or online learning. The DE Office is located in A-101, by Email at DistEd@sac.edu, or by phone at (714) 564-6725.