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Canvas Site – http://odu.instructure.com

Canvas Help - https://community.canvaslms.com/docs/DOC-4121

1. SUPPORTED BROWSERS

https://community.canvaslms.com/docs/DOC-1284

Canvas supports the last two versions of every browser release. We highly recommend updating to the newest version of whatever browser you are using as well as the most up-to-date Flash plug-in.

Some supported browsers may still produce a banner stating Your browser does not meet the minimum requirements for Canvas. If you have upgraded your browser but you are still seeing the warning banner, try logging out of Canvas and deleting your browser cookies. Learn how to clear your cache on a Mac or a PC.

Components
Flash is required in several places in Canvas: media recording/streaming and viewing as well as uploading files to a course or an assignment. Other than these features, Flash is not required to use most areas of Canvas.

The Java plug-in is required for screen sharing in Conferences. Please note that some browsers do not support Java. Otherwise, there are no other browser plug-ins used by Canvas.

Canvas on Mobile Devices
Canvas is not officially supported on mobile browsers since it was optimized for desktop displays. Alternatively, you can use Canvas mobile applications like Canvas by Instructure. You can still use Canvas in mobile browsers but since it requires Flash it may not work as well as a desktop browser.
2. NAVIGATION AND SETTINGS

User Dashboard

The User Dashboard has four parts:

1. The Help Corner which has four links:
   a. Conversations Inbox
   b. User Settings
   c. Log out of Canvas
   d. Help with Canvas

2. Global Navigation which has 4 links:
   a. Courses
   b. Grades
   c. Canvas Calendar
   d. To return to your User Dashboard, click your institution's (or Canvas?) logo in Global Navigation.

3. The Sidebar which has 3 sections:
   a. The To Do section shows current assignments and events.
   b. The Coming Up section shows upcoming assignments and events due in seven days.
   c. The Recent Feedback section shows assignment feedbacks.

   You can click the ‘More’ link to show more items as well as use the remove icon to remove items. Green icons indicate completed items. The To Do sections are limited to 25 items and you have to clear some items to view new ones.

4. The Activity Stream - Recent Activity contains recent notifications and are represented by:
   a. Respective icons for each activity type
   b. Unread or New Activities by the blue indicator dot

Recent Activity items remain for four weeks. To manage recent activity you can Click the course link and remove notifications by clicking the remove (x) icon.
Notifications

You may want to setup notifications for when something changes in your course. This process applies to any notification you wish to receive via email but we will do this for announcements.

In the Help Corner, click the Settings link.

Make sure your profile is connected to the correct email account. You can also add an additional email address to your profile.

Click the Notifications link on the left.

Hover over the Announcement cell underneath the email column. Set the notification preference by clicking on the appropriate icon – right away, daily or weekly. It should update immediately.

Inbox – Conversations

Conversations is split into two panels and displays messages chronologically. You can view and reply to conversations and sort them by course or inbox type.
Tip: If you right-click or option-click on the Inbox link, you can open your Conversation Inbox in a new browser tab to keep it handy while you are doing other tasks in Canvas.

Use Conversations to:

- Send a message to someone in your course
- If allowed, send a message to your entire class
- Send a message to group members
- Reply to messages from other course students
- Filter conversations by course or type
- View and reply to assignment submission comments

*You can adjust your notification preferences to receive conversations using external channels.

To view your conversations, open the Inbox - In the Help Corner, click the **Inbox** link.

If the inbox link includes a blue indicators, the indicator shows how many unread Conversations messages you have in your Inbox. Once you read the new messages, the indicator will disappear.

The toolbar includes global message options. To load conversations, filter your conversations messages by course [1] and type [2]. Filtering by type lets you filter messages by Inbox conversations, Unread, Starred, Sent, Archived, and Submission Comments. You can compose a message at any time using the compose icon [3].

_**Please be aware that conversations are not the same are email messages. Your Canvas Inbox is only contained in Canvas. In order to be alerted to a new message/conversation, you will need to configure your notifications to alert you.**_

**Other Settings – Time Zone**

Another setting you may want to look at is your Time Zone. The calendar entries in Canvas are displayed according to what is set as your time zone. The system will most likely use Eastern Time by default, but if you are in another zone, you will need to change this setting or you may miss any timed events. This way you can have your local time zone display throughout Canvas.

Note: If you set a time zone in your user settings, you can always view the course time zone by hovering over any date and time in your course. The text will show both the local time and course time.

In the Help Corner, click the **Settings** link.

Click the **Edit Settings** button.
In the Time Zone drop-down menu, select a new time zone for your user account.
Click the **Update Settings** button.
View the time zone for your user account.
3. COURSE BASICS

Viewing Your Courses

To view all your courses Click Courses then Click View All or Customize. As time goes on, you will see My Courses, Past Courses and Future Courses.

Your courses are depicted by the following:

1. Available courses are listed in blue text.
2. Unavailable courses are listed in gray text and have an unpublished tag.
3. Your enrollment status is displayed next to each course name.
4. Term Date associated with the course.

Now select a course and we will go over the Course Dashboard.

Course Dashboard

The Course Dashboard consists of four main elements:

1. Course Navigation on the left provides in indicators such as Active link highlighted in blue over a white background and Course updates. Please note that Instructors can show/hide links in the course. This is where you will navigate to the various content in your course.
2. Breadcrumbs at the top show the trail where you are exactly inside the course. Click the Home icon to return to the User Dashboard.

3. Sidebar on the right has information similar to the sidebar on the Main Dashboard but only for this course. Depending on your Course Home Page, you may see additional sidebar sections.

4. Content Area in the middle of the page has Course content such as pages, the syllabus, discussions, and announcements. It can also display the Course Activity Stream.

Your faculty will determine what your course home page will be. In this example the Module section is your home page but it could be Announcements or a separate ‘Home’ home page with custom information.

You may also come across different tools being used in your course. We will just be going over the basics in this introduction but will leave time at the end to address any specific tool question.

**Announcements** - In Course Navigation, click the Announcements link.
Announcements are listed in reverse chronological order, with the newest appearing at the top. If you have a question about an announcement, you can reply directly to that announcement.

**Modules** - In Course Navigation, click the Modules link.
Some instructors will use modules to organize the course and is usually where most of your course content will be. Modules can be filled with different types of content including pages, discussions, assignments, quizzes, links, and other requirements.
Module content be collapsed and expanded by clicking the expand/collapse arrow.
Some module content will have requirements you will need to complete before moving to the next part of the module or the new module or they may have prerequisites before you can view the content.

**Note:** If you can’t see the Modules link, your instructor may have hidden it from the Course Navigation.

**Syllabus** - In Course Navigation, click the Syllabus link.
The Syllabus table and calendar are automatically populated by assignments and events in the course and contains a list of assignments and due dates in a table. Click the assignment title to view the details of the assignment.

If you have set a specific time zone in your User Settings, all course dates and times will display in your local time, but if you hover over the date, you can also see the course date and time.

The Syllabus calendar highlights the due dates of all the assignments. Dates which have an assignment due while be shaded in a darker grey color. Hovering over that date will highlight the corresponding assignment in the Syllabus table.
4. DISCUSSIONS

A Discussion allows student responses to discussion topics. To open Discussions, click the Discussions link in Course Navigation. To view the details of a discussion, click the name of the discussion.

Each discussion displays - the name of the discussion, the date of the last discussion post, any availability dates for the discussion, the due date (if any), whether or not you are subscribed to the discussion, and the number of unread/total posts in the discussion.

Discussions are organized into three main areas:

- **Discussions.** These are current discussions within the course. Discussions are ordered by most recent activity. You will only see this section heading if there are discussions within this section.
- **Pinned Discussions.** These are discussions that your instructor wants you to pay specific attention to and will appear at the top of the Discussions page. *You will only see this section heading if there are discussions within this section as designated by your instructor.*
- **Closed for Comments.** These discussions have been manually closed for comments, or the discussion is past the available from/until date. These are discussions that are only available in a read-only state and are ordered by most recent activity. You will always see this section heading, even if there are no discussions within this section.
- **When a discussion is locked, you can't view any details in the discussion topic. However, you can view the date when the discussion will be open.**
When a discussion is available for participation, you can view the Reply field beneath the discussion topic. After clicking a discussion topic you can type your reply in the Reply field. You can type your response as well as attach files. To Submit, click the Post Reply button.

Your reply will be posted at the bottom of the thread. It will have some indicators depending on its status:

- It will flash blue if newly posted.
- White dot indicator if Canvas marked it read.
- Blue dot indicator if manually marked read.

**Discussion Replies**

Discussion replies are shown in order of post date. In discussion replies, a blue dot indicates the reply is new and unread. A white dot indicates a reply is read. When you navigate away from the Discussion or refresh the page, the blue dots will change to white dots indicating the replies are read. After Canvas has changed the reply status, you can manually mark discussion replies as read or unread at any time.

Most times your professor will start the discussions for your course and you will be asked to reply to the thread. If the Add Discussion button does not appear, your instructor has not allowed you to start a discussion in your course.
5. ASSIGNMENTS

An Assignment is a Canvas assignment that can be submitted online through text entry, file uploads, media recordings, Google Docs, URLs, or Canvas pages. They can take the form of a Canvas assignment, a Quiz or a Discussion indicated by the icon beside the name. In Course Navigation, click the Assignments link. This lists all of the assignments for your course. Find the assignment that you want to view more details about and click the assignment name. If the due date for the assignment has passed, it will appear under Past Assignments.

Clicking an assignment will show the following:

1. Due date
2. Total points
3. Submission types
4. File types
5. Availability dates
6. Submit Assignment link to submit your work.
*If the Submit Assignment link is not there, its availability date may have passed or it has a different submission instruction.

Instructors may decide to have a student submit an assignment by the following: file uploading, submitting a text entry, entering a website URL or submitting media.

Submit Assignment

You can choose a file to upload by clicking the Choose File button to upload a file from your computer or Clicking the Click here...uploaded link to select an already uploaded assignment.

Submit a Text Entry - After typing or copy-pasting text into the Rich Text Editor, click Submit Assignment. Submit Website URL - After typing or copy-pasting the URL into the Website URL field, click Submit Assignment. Submit Media Recording - After recording or uploading media, click Submit Assignment.
View Submission
After submission, you will see a green check mark indicating that the assignment has been turned in and the Submitted Assignment information. You will also see an option to Re-submit Assignment if allowed. There is also the Submission Details page which includes the basics of the assignment, including assignment name, submission date, and link to re-submit the assignment. The submission window displays the actual submission. However, if you submitted the assignment with a file upload, the file will appear as an attachment. You can preview your submission by clicking the Preview or View Feedback button.

Quizzes
A Quiz is a Canvas assignment that can be used to conduct a survey or assess a student's comprehension of course content. You can view all your quizzes in your course on the Quizzes Index page.

Each quiz displays the quiz name, due date (if any), the number of points the quiz is worth, the number of questions in the quiz, and the quiz draft state status (published or unpublished. Quizzes can also include availability dates. Availability dates can make an assignment available for only a specific period of time.
6. GRADES

You can access your Grades from either the Global Navigation or the Course Navigation. Grades are sorted chronologically by assignment due date, followed by assignments with no due dates.

Open Grades in Global Navigation - Choose a course from the list shown after clicking the Grades Button in Global Navigation to view your grades.

Open Grades in Course Navigation - In Course Navigation in the selected course, click the Grades link.

View Grades

Grades are shown in a table chronologically sorted by assignment due date then by assignments with no due dates with the following indicators:

1. Assignment Name
2. Assignment Due Date
3. Score
4. Total point value of assignment
5. Assignment Detail Icons
6. Assignment type submitted
7. Print Grades button

*To see a breakdown in points vs the total points possible, hover over the percentages. It will be dependent on the instructor on how grades will be represented (Letter, Percentage, Points). However, percentages will always be shown on weighted assignment groups.
Open Scoring Details

You can view the scoring details for an assignment by clicking on the Check mark icon. If there are comments on the assignment, a Speech Bubble icon will appear next to the check mark. There could also be a Rubric icon indicating the assignment has a rubric attached to it. *Additional icons may appear*

If there are comments on the assignment, click the Speech Bubble icon to view comments. Comments will be organized chronologically. To close comments, click the Close link.
7. SUPPORT

For assistance with Canvas LMS including, how-tos and troubleshooting (but excluding logging in or any other non-Canvas issues), you can contact Canvas Support directly in a few different ways:

- Canvas Help Guides: [https://community.canvaslms.com/docs/DOC-4121](https://community.canvaslms.com/docs/DOC-4121)
- Canvas Help Form: In Canvas, click Help in the upper-right corner then Report a Problem
- Live Chat: In Canvas, click Help in the upper-right corner then Chat with Canvas Support
- Phone: 1-844-701-1872
- Email: support@instructure.com

For all IT issues at ODU you can contact the ITS Help Desk at itshelp@odu.edu or 757-683-3192. You can always find more information on our site [www.odu.edu/its](http://www.odu.edu/its).