



Canvas is a modern educational platform that supports a deep focus on teaching and learning. The robust features of Canvas help to enhance teaching and learning beyond the physical classroom.

## **Email Requirements**

All participants must register and use a unique email address (i.e. not shared with other people) when accessing our Learning Management System (LMS).

Any unique email address will work as the email you use to log in to Canvas. If you already have a unique email address, you don't need to create a new one. You may also use web-based email services to create a free email address. Below are links for creating email accounts with the most popular web email services.

- [Gmail](#)
- [Yahoo Mail](#)
- [Outlook \(Hotmail\)](#)

## **Frequently Asked Questions**

### **What is a unique email address?**

A unique email address is an email that only you can access (i.e. not shared with other people). You may use your personal email address or a business email address. Canvas will use this email address to send you password reset emails and important updates.

### **Does everyone in my job need their own email address to log in?**

Yes, each person needs a unique email address for Canvas. Once an email address has been claimed (you may receive the error message "email is already in use"), it cannot be used by any other user in any Canvas course/exam.

### **What if someone already claimed my email address?**

Only one user can be associated with each email address. If you were sharing an email address with another practice member, you will need a unique email address for your account.

### **What if I need to share my device (computer, laptop, tablet) with my coworker?**

If you are sharing devices with a coworker, be sure to log out after completing your course or exam. This will allow the next person to sign in and complete their course with ease. Sharing of accounts will not be permitted under any circumstances.

### **What browser do I need to use to access Canvas?**

Internet Explorer is no longer supported. You should use a different browser like Google Chrome, Mozilla Firefox, Microsoft Edge, Respondus Lockdown Browser, or Safari.

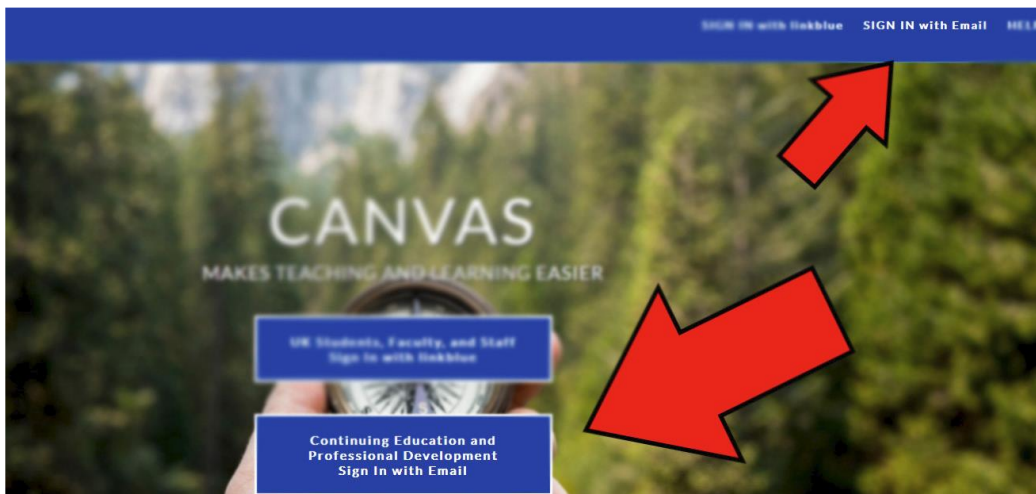
## Registration

In your confirmation email from the Technology Transfer Program (T2), you will receive a link to our LMS and you can then click on **ENROLL**. If you haven't registered with Canvas yet, please register with your full name and unique email address. **Registration must be completed before your training course begins.**

*Note: If this is your first time registering with Canvas, you must check your email to complete your registration and set up your password. Check your **Inbox** and **Junk** folders. This email may take up to one hour.*

If you are a new registration, you will need to go into your email account to retrieve the Canvas information. Next, click on Complete Registration and set your password to access the course/exam. This is a one-time registration, and you will use your unique email address to access all features of our LMS. **Though you only need to register once, you will need to Enroll in all you take. They will not be automatically uploaded to your account.**

If you have already registered with Canvas, click on **Sign In to Enroll** and you will be directed to the following screen:



Click **Sign In with Email** located at the top corner of the page or the Continuing Education box shown above. Use your unique email address that you previously used to register with Canvas.

If you do not know your password, try a few times. If you do not know the correct password, click the Forgot Password link. Canvas will send you an email to reset your password. This might take up to an hour to receive. T2 is not able to reset your password.

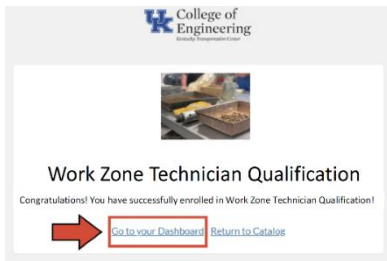
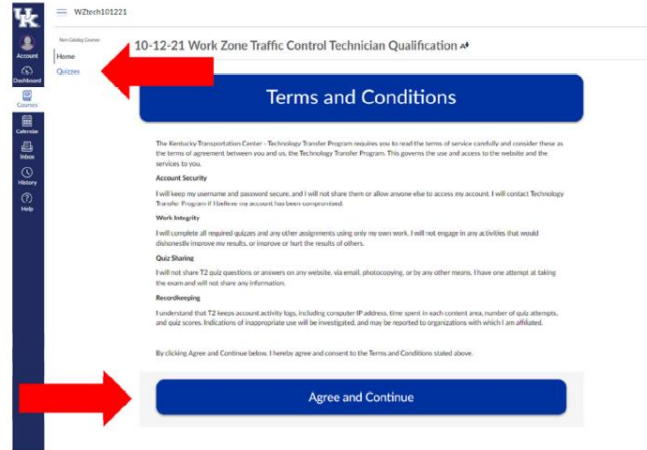
## Signing On

When you get to the login screen, type your email address and password. Once you sign in, the **first page** for every course will be the Terms and Conditions for taking our online training courses or qualification exams.

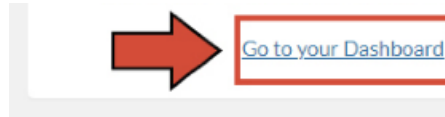
*Tip: If you get lost in Canvas, you can always find your way back to the home page by clicking on Dashboard or Courses in the toolbar and selecting your course/exam.*

Once you have signed in successfully, we ask that you carefully read over the Terms and Conditions before clicking Agree and Continue. You are now ready to begin your course/exam.

If you don't see the Terms and Conditions page, look to see if your screen looks like the screen below.



If it does, click the Go to your Dashboard link to redirect you to the main course screen. Then, you will click through the Terms and Conditions.



## System Requirements

### What are the computer requirements for an online course/exam?

#### System Requirements

Canvas only requires an operating system that can run the latest compatible web browsers. Your computer operating system should be kept up to date with the latest recommended security updates and upgrades.

*Internet Speed:* minimum of 512 kbps

*Computer Speed and Processor:* use a computer newer than 5 years and with at least 1GB of RAM

#### Supported Browsers

- Chrome 94 and 95
- Firefox 92 and 93
- Edge 94 and 95
- Respondus Lockdown Browser
- Safari 14 and 15

#### Screen Readers

- Macintosh: VoiceOver (for Safari)
- PC: JAWS (for Chrome and Firefox)

#### Canvas Mobile Applications

- iOS 13.0 and later
- Android 6.0 and later

#### Canvas Mobile Browsers

- iOS: Safari or Chrome
- Android: Chrome, Internet, or Firefox

## **FAQs**

### **How do online courses/exams work?**

Canvas is a Learning Management System (LMS) that houses exams and full courses depending on the specific training. After enrolling in the course, participants will have access to the Canvas coursework as outlined in the confirmation letter.

### **Are online courses self-paced?**

Depending on the course, some of our training programs will be split between our live Zoom instructor-led platform and our LMS. Other courses are 100% in Canvas and will be self-paced. This means you can work on your coursework anytime between Monday at 8am EST and Friday at 5pm EST.

### **Do all online courses look and work the same?**

No. T2 has complete control over the design and organization of their courses. Just as instructors individualize face-to-face courses, they tend to do the same for online courses.

### **What skills do I need to take an online course?**

To be successful in an online course, a student should be able to:

- Open a web browser such as [Google Chrome](#) or [Mozilla Firefox](#),
- Search and access websites with a web browser,
- Understand basic web/Internet navigation, and
- Log into a site with a username and password.

### **What are the technology requirements for an online course/exam?**

- Access to a reliable computer with Internet connection,
- A back-up computer (examples: library, school, work, friend or relative),
- A web browser such as Firefox or Chrome, and
- An email account.

### **What should I do if I have trouble accessing Canvas?**

- If you are having trouble signing into Canvas or enrolling in your course, try turning off your [Pop-up Blocker](#) and/or [disabling cookies](#).

*Note: T2 does not provide support for personal student computers. Students must contact their own Internet service provider for help with Internet access problems and are responsible for all access charges incurred while connected to the Internet.*

### **What if I have computer problems and cannot access my course/exam?**

It is imperative to create a backup plan in case you encounter technical issues with your computer. Make sure you have additional access at your local library, work computer, a friend or relative's house. It is also extremely important to finish your work early. Waiting until the last minute to complete assignments is a recipe for disaster as you don't know if you will encounter any connectivity issues. Email your coordinator to let them know that you are having issues. This is especially important if you are trying to meet a deadline and are worried about your assignments being late.

**To learn more about setting up and using your Canvas account, attend a FREE Tech Thursday session! Browse our website at <https://www.kyt2.com/resources/tech-thursday> to learn more.**