GENERAL INFORMATION
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General Information
Role Permissions

Roles and Permissions

While permissions for each role can be modified at the Sub-account level, we cannot alter the role names set forth by Canvas. The follow roles are based on registrar enrollment. If you wish to add an individual to your course, please refer to the following chart. The permissions most commonly considered when adding an individual to a course are listed first.

NOTE: Some 3rd party tools installed in Canvas have their own permissions which cannot be controlled through Canvas. For specifics about those tools and their permissions, please refer to the help articles for those tools.
Shopping Period

During the first few weeks of the Fall and Spring terms, Yale students are given the opportunity to "shop" for courses. During this shopping period, students can attend courses and view online course materials to help them decide for which courses to officially register.

During this time, you will see participants with the role of "shopper" added to your site.

**Note:** Please contact the Registrar's Office if you have questions about the status of students' enrollment in your class. Our system reflects the data from that office.

What happens during shopping period?

- Students shop for courses via OCS (Online Course Selection) **
- Students' OCS worksheet lists are shared with Canvas by the Registrar's system 3 times daily - 10am, 4pm, and 10pm.
- Canvas provides access to course sites on a student's OCS list based on data received from the Registrar. Students will see a full list of courses they are enrolled in under the "Courses" area (via the "Courses" button found in the left side global navigation bar).
- Until the students' registration is finalized, they will appear in Canvas sites with the role of "shopper".

**The School of Management does employ an alternate method for enrolling students in courses during the shopping period. For more information, please contact the SOM Registrar.**

**Law students need to “browse” courses in Canvas by going to https://canvas.law.yale.edu/.**

**Note:** Students can also go to the Yale's Course Search to search for courses and access the official course syllabus for that course. Syllabi are available only for courses that have been published by the instructor and are available in Course Search within 6 hours of the course being published.

After approximately two weeks

- Students create a final course selection list on OCS before their access to the system is lost.
- Students finalize their schedules and obtain permissions to seal registration. The Registrar oversees the collection of this information.
- Canvas receives final registration data from the Registrar (this can occur 1-2 weeks after the end of shopping period).
- Officially registered students' role on the Canvas Roster is changed to students (or auditors).
Finalizing the class roster after shopping period

• Shoppers are notified that they will be deleted from course sites on a specified date unless their registration is finalized. Shoppers who have the instructor's permission may request to retain access to a course site in the guest role.
• At the specified date, Canvas deletes all shoppers. For those who didn't register for a course, the course disappears from their course list.
• The class roster is finalized.
Professional School Help Contacts

Yale Divinity School
If you are looking for support for a Yale Divinity School course, please contact Suzanne Estelle-Holmer at suzanne.estelle-holmer@yale.edu or Graziano Kratli at graziano.kratli@yale.edu.

Yale School of Forestry & Environmental Studies
If you are looking for support for a Forestry and Environmental Studies course, please contact Jordanna Packtor at 203-436-5403 or jordanna.packtor@yale.edu.

Yale School of Management
If you are looking for support for a School of Management course, please contact SOM IT Helpdesk at somit@yale.edu. Specific documentation for the School of Management can be found here.

Yale School of Nursing
If you are looking for support for a Yale School of Nursing course, please contact Ekaterina Ginzburg at Ekaterina.ginzburg@yale.edu, or Office Extension #32204.

Yale Law School
If you are looking for support for a Law School course, please contact Yale Law School Canvas Help at law.canvas@yale.edu or contact the Law Help Desk at 203-432-0821.
Files and File Storage Quotas in Canvas

By Default, you are given 1 GB of space within your Canvas course. For any reason you feel you need more space, please email canvas@yale.edu and we are happy to assist you.

There are 3 types of file storage in Canvas:

- Course File Storage
- Group File Storage
- Personal File Storage

Course File Storage

Course File Storage is set at a default of 1GB per course. Files that count against the course storage limits are as follows:

- Any files uploaded into the course content.

Group File Storage

Group File Storage is set at a default of 50MB per course. Files that count against the course storage limits are as follows:

- Any files uploaded into the group by the group members and/or instructor.

Personal File Storage

Personal File Storage is set at a default of 100MB per user. Files that count against the personal storage limits are as follows:

- Files uploaded directly into your personal file storage area
- Files uploaded to ungraded assignments
- Files uploaded to ungraded discussions
- Files attached to “Conversations” (Inbox/Email)
Note to Students

• Files that are submitted as part of a graded assignment or Graded discussion will appear in your personal file storage area, but they will not count against your quota.
• Files that are submitted as part of a graded assignment cannot be deleted from your personal file storage area.
• Files submitted to previous courses (courses that have been concluded) are not automatically deleted from the student's personal file storage area.
How to Favorite your Course

In order to find all of your courses easily within Canvas @ Yale, you can favorite specific courses to appear on your Dashboard.

1. From your Dashboard, select “Courses”.

2. Click on “All Courses”.

3. To favorite a course, click on the star associated with the course.
When you return to your Dashboard, your favorited course will appear.
# Canvas Term End Dates

## Academic Terms

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<th>Academic Year</th>
<th>Fall &amp; Spring</th>
<th>Summer</th>
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<tr>
<td>2018-2019</td>
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</tr>
<tr>
<td>2017-2018</td>
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## Fiscal Year Terms

<table>
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<th>End</th>
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<tr>
<td>FY19</td>
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<td>FY18</td>
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<tr>
<td>FY17</td>
<td>July 1, 2016 12:01 am</td>
<td>June 30, 2017 11:59pm</td>
</tr>
</tbody>
</table>

Visit our Term Dates / Course Dates help article for more information.
Receiving Announcements and Inbox Messages Created by You

You can choose to receive announcements and Inbox messages that you send to your class.

Notifications received from Canvas to your email address will come from "Course Name <notifications@instructure.com>".

From the Canvas homepage, click Account, and then Notifications.

From here you will see the title, Announcement Created By You. Select the green check mark in order to receive announcements you send to your class.
Scroll further down to the Conversations area, and you will see the title, Conversations Created By Me. Select the green check mark in order to receive Inbox messages you send to your class.

Once selected, the changes will automatically save. You will begin to receive a copy of the announcement or message you send.

For more information on Announcements and Inbox messages, you can learn more here:

- Instructor Guide for Inbox messages
- Instructor Guide for Announcements
- Announcements versus Inbox
Non-Academic Courses (Project Sites)

If your project site meets the criteria listed in this article, please fill out the Project Site Request Form. Upon receiving your request, you may be asked to schedule a consultation with a member of the Canvas @ Yale Support Team.

NOTE: All new project site requests require a consultation with a member of the Canvas @ Yale Support team.

In some instances, it is possible to create non-academic course sites (project sites) in Canvas. Project Site requests will be honored on a case by case basis. Please review the guidelines and restrictions for project sites below before you submit a request for a Project Site.

Project Site Requirements

REQUESTS:

• All project sites request must come from a Yale faculty member or Yale faculty support staff member.
• All project sites expire after 1 year.
• After expiration, you will need to request a new site in Canvas via the Project Site Request Form.
• Project Site Requester manage the content and enrollments in the site.

EXCLUSIONS:

• Project sites are not for staff training/sharing/communicating.
• Project sites are not for student-led groups or organizations.
• Project sites are not for non-Yale (non-NetID) users.

SITE RESTRICTIONS:

• **User Audience and Enrollments:**
  • All users enrolled in project sites must be Yale NetID holders.
  • All user enrollments must be Yale Faculty or Yale Students only.
  • Project site enrollments must not exceed 100 users.

• **Site Content:**
  • Project Sites cannot be made publicly available.
  • Project Sites must not contain confidential personal information anywhere within the site.

Project sites that violate the above policies are subject to re-evaluation and may not be renewed.
Alternative Solutions

Depending on your needs, there are other solutions that may better suit your situation. Please review these options as alternative solutions should Canvas not be the right fit for your request.

Communication Solutions

Mailman

- Used for creating email lists (listserv email addresses).
- Mailman lists can be public (anyone can join) or private (join by invitation only).

For more information, check out the ITS information page on Mailman Lists.

File Sharing

Box / Dropbox / Google Drive / OneDrive

- Used for sharing files.
- Has ability to set granular permissions on each file and folder.
- If you have HIPPA, FERPA, or 3-lock data - you must use Box.
- Check out Yale's help article comparing Box, Dropbox, and Google Drive.

Interfolio

Used for faculty search or review, promotions and tenure cases. These use cases will not be allowed in Canvas due to their sensitive nature. All search/review and promotion/tenure cases must use Interfolio or another Yale approved system specifically designed for these tasks.

For more information, please visit the Interfolio - Introduction and Tips site.

Project / Process Management

BaseCamp

BaseCamp is a project management tool used to track progress and facilitate team communications during a project. BaseCamp provides the ability to create, assign, and track todos, create discussions and feedback and to quickly and automatically summarize progress.

BaseCamp is available for use to anyone in the Yale community with an active NetID.

Form more information please visit the ITS BaseCamp information page.
Multipurpose Solutions

CampusPress

- Multipurpose tool with capabilities:
  - Website
  - Blogging
- Can be made publicly available or can be locked to site members.

For more information, visit the Yale CampusPress site.

EliApps for Education

EliApps (Google Apps for Education) is a collection of tools, apps, and collaboration services including email, calendars, and more used by undergraduates and students in the Yale Graduate School of Arts and Sciences.

EliApps includes:

- **Google Classroom** - a streamlined, easy-to-use tool that helps teachers manage coursework. With Classroom, educators can create classes, distribute assignments, grade and send feedback, and see everything in one place.
- **Google Groups** - allows users to create and manage groups of people to communicate and collaboration. Can be used for email communication and document sharing.
- **Google Drive** - a personal cloud storage service which allows users to store and share folders, files, and collaborative documents (Google Docs, Google Sheets, etc...).
- **Google Sheet, Google Docs, Google Slides**, etc... for cloud hosted word processing and document creation that allows for real-time document collaboration with other users.

For more information, go to the Yale ITS site on EliApps for Education.

Yale Connect (aka OrgSync)

- Used for student organizations and groups.
- Allows for posting/sharing content, creating events, and messaging.

For more information, check out the Student Organization's Yale Connect Information Site.
Accessing Canvas
Yale Participant (NetID)

These instructions are for Yale participants who log into Canvas using their Yale NetID and password.

What is the web address for Canvas?

For most users, you will need to log into Canvas at:

http://canvas.yale.edu

On the login screen, click the "NetID" button.

NOTE: Some special programs may be using one of the 2 other Canvas instances that are supported by Yale. Your program will notify you if you need to access one of these other instances.

1. http://yaleuniversity.instructure.com --> This instance is for only School of Nursing DNP Classes of 2017 and 2018
2. http://yalebulldogs.instructure.com --> This instance is for special programs

What is my password?

When you log into Canvas, you will use your Yale NetID and password. This is the same login information that you use to access your Yale email.
I accidentally entered the wrong NetID password several times.

If you enter the wrong password for your account too many times, your account can be "locked". To unlock your account, you will need to contact the ITS Help Desk:

- ITS Help Desk Phone: 203-432-9000
- ITS Help Desk Email: helpdesk@yale.edu

I forgot my NetID password.

To reset your password, you will need to contact the ITS Help Desk:

- ITS Help Desk Phone: 203-432-9000
- ITS Help Desk Email: helpdesk@yale.edu

Account Information Not Recognized - But I do have an account!

If you do have a Canvas account and you receive an "Account Information Not Recognized" error, you may have one of two issues:

Browser Issues

Please try doing the following:

1. Clear your browser's cache
2. Close your browser
3. Reopen your browser
4. Go to http://canvas.yale.edu and click the "NetID" login option.
5. Enter your Yale NetID and password.

Accessing the Wrong Canvas Instance

Yale currently supports 3 separate instances of Canvas. Please make sure that you are logging into the correct one.

1. http://canvas.yale.edu --> This instance is used for the vast majority of Canvas courses.
2. [http://yaleuniversity.instructure.com](http://yaleuniversity.instructure.com) --&gt; This instance is for only School of Nursing DNP Classes of 2017 and 2018

3. [http://yalebulldogs.instructure.com](http://yalebulldogs.instructure.com) --&gt; This instance is for special programs
Non-Yale (Non-NetID) Participant

These instructions are for users whom are not official Yale faculty/staff/students and do not have Yale NetIDs.

Getting an account

If you are a non-Yale, non-NetID user, your account will need to be requested by an instructor or admin. For more information about how accounts are requested, visit this help article on Requesting Non-Yale, Non-NetID Accounts.

What is my password?

There are 2 ways you can receive your initial password:

1. A generic password was set on your behalf - you should have received an email from your instructor or an administrator informing you of your password.
2. An email was sent to you requesting that you complete the registration process and to set your own password.

I forgot my password - How can I reset my password?
**Guest account users are responsible for managing their passwords using the instructions below. The Canvas support team does not reset or change passwords on behalf of any Canvas user.**

1. Go to the main login screen at [http://canvas.yale.edu](http://canvas.yale.edu)
2. Click the "Guest" login option.
3. On the login page, click the "Forgot Password?" link (shown above).
4. On the next screen enter your login ID (in most cases, your login ID will be your email address).
5. An email will be sent to your designated email address asking you to set a new password.

**How do I change my password?**

To change your password, follow the instructions on [How do I change my login password?](#)

**How do I access my courses?**

An instructor or an administrator will need to enroll you in a course to give you access. If you believe that you should have access to a course, but do not see it in your list of courses, please contact your instructor or an administrator.

**Accessing courses for the first time**

Once added to the course, you will receive an email invitation to the course. Be sure that you click the “Accept” button in that email, or log into Canvas and click the “Accept” button on the Dashboard page [1].
Note: You will only need to accept the invitation once.

Where do I find my courses?

You can access your course from the "Dashboard" or by clicking on the "Courses" icon (1) in the left-side global navigation bar. If you have a long list of courses, you may need to click the "All Courses" link (2) to view the full list.
Shopping Period

During the first few weeks of the Fall and Spring terms, Yale students are given the opportunity to "shop" for courses. During this shopping period, students can attend courses and view online course materials to help them decide for which courses to officially register.

During this time, you will see participants with the roll of "shopper" added to your site.

**Note:** Please contact the Registrar's Office if you have questions about the status of students' enrollment in your class. Our system reflects the data from that office.

What happens during shopping period?

- Students shop for courses via OCS (Online Course Selection) **
- Students' OCS worksheet lists are shared with Canvas by the Registrar's system every 2 hours.
- Canvas provides access to course sites on a student's OCS list based on data received from the Registrar. Students will see a full list of courses they are enrolled in under the "Courses" area (via the "Courses" button found in the left side global navigation bar).
- Until the students' registration is finalized, they will appear in Canvas sites with the role of "shopper".

** The School of Management does employ an alternate method for enrolling students in courses during the shopping period. For more information, please contact the SOM Registrar.**

** Law students need to “browse” courses in Canvas by going to https://browse.law.yale.edu.**

**NOTE:** Students can also go to Yale's Course Search to search for courses and access the official course syllabus for that course. Syllabi are available only for courses that have been published by the instructor and are available in Course Search within 6 hours of the course being published.

After approximately two weeks

- Students create a final course selection list on OCS before their access to the system is lost.
- Students finalize their schedules and obtain permissions to seal registration. The Registrar oversees the collection of this information.
- Canvas receives final registration data from the Registrar (this can occur 1-2 weeks after the end of shopping period).
- Officially registered students' role on the Canvas Roster is changed to students (or auditors).
Finalizing the class roster after shopping period

- Shoppers are notified that they will be deleted from course sites on a specified date unless their registration is finalized. Shoppers who have the instructor's permission may request to retain access to a course site in the guest role.
- At the specified date, Canvas deletes all shoppers. For those who didn't register for a course, the course disappears from their course list.
- The class roster is finalized.
Enable 3rd Party Cookies

Many of the tools used in Canvas require users to have 3rd party cookies enabled. When these are not enabled, users may get error messages. The information provided here is meant to be a general guide, but since browsers are updated frequently students and faculty should refer to the help documentation for their chosen browser for the most up to date information.

💡 Please refer to the help documentation for your browser for current and up to date information on how to enable 3rd party cookies.

⚠️ Internet Explorer 11 is no longer supported by Canvas. Please review the list of supported browsers.

Google Chrome

1. Open your Chrome Browser.
2. In the address bar, enter this address: chrome://settings/content/cookies
3. Make sure that the setting for Block third-party cookies is NOT enabled.
4. Restart Chrome.
Firefox

1. Open your Chrome Browser.
2. In the address bar, enter this address: about:preferences#privacy
3. Under the section for Content Blocking, select Standard (you may need to refresh your browser tabs after changing this setting).
4. Restart Firefox.
Microsoft Edge

1. Open your Edge Browser.
2. Click on the More actions button on the toolbar (3 dots), and select Settings.
3. Scroll down and click on View advanced settings
4. Scroll down and find the Cookies section. From the drop down, select Don't block cookies
5. Restart Edge
Safari

1. Open your Safari browser.
2. Click on the Safari menu and choose Preferences.
3. Click on the Privacy tab.
4. Under the Cookies and website data: section, un-select Block all cookies
Clicker and Smartphone Registration
How Do I Register My Clicker or smartphone for a Course?

NOTE: IF YOU ARE TAKING MULTIPLE COURSES THAT ARE USING CLICKERS:

• You will only need one clicker. Your clicker will work in all of the Yale College courses that use clickers.
• You will only need to complete the following steps in one course site. Your clicker information will propagate to any and all other course sites that require a clicker registration.

It is not necessary to notify your instructors once a clicker has initially been registered. If, however, you need to register a new clicker, it is advisable to notify your instructor of the change so it can be imported into the software application.

Go to Clicker Registration.

In your course site, click the Clicker Registration tool in the left side navigation panel.

Click Load Clicker Registration in a new window

Click Load Clicker Registration in a new window
With your email in the field above click "Create an account"

Follow the on-screen prompts to create your account and once finished you'll see a dashboard. From this dashboard you'll be able to redeem your license and register your clicker if needed.

Redeem your license

Use with smartphone or other digital device

If permitted in the course, any smartphone or desktop can act as a clicker. To interact with in-class polls navigate via PC to: [https://responseware.turningtechnologies.com/](https://responseware.turningtechnologies.com/)

On a smartphone, download the **Response Ware app by Turning Technologies**.

In both instances you'll be prompted to login and join the session ID provided by the instructor.
Register Clicker

Once prompted add the six digit clicker ID found on the back of the clicker, and your clicker will now be tied to your licenced account.

This account is active for an entire year and can be used with clickers and smart phones.

You may use this licence in multiple courses throughout the academic year.

Any questions can be sent to: canvas@yale.edu or classesV2@yale.edu.