GENERAL INFORMATION
Table of Contents

General Information........................................................................................................................................3
  Professional School Help Contacts .............................................................................................................4
  How do I change my name? .........................................................................................................................5
  How do I Modify the Default Notification Settings? ..................................................................................6
  Term Dates / Course Dates / Concluding & Resetting Courses ...............................................................11
  Course Roles .........................................................................................................................................15
  How to Favorite your Course ....................................................................................................................19
  Other Ways to Get Help ............................................................................................................................21

Accessing Canvas ........................................................................................................................................23
  Yale Participant (NetID) .............................................................................................................................24
  Non-Yale (Non-NetID) Participant ............................................................................................................26
  Shopping Period ......................................................................................................................................29
  End of Add/Drop Period ...........................................................................................................................31
  Enable 3rd Party Cookies .........................................................................................................................34
  Supported Browsers ................................................................................................................................38

Known Issues ..............................................................................................................................................39
  TII - Known Issue: Turnit in ignores Canvas anonymous grading rules .................................................40
  TII - Known Issue: Accessing Similarity Reports Through The New Gradebook .............................42
General Information
# Professional School Help Contacts

If you are affiliated with a specific school, and are looking for Canvas support, you can find their support information below.

<table>
<thead>
<tr>
<th>School</th>
<th>Contact</th>
<th>Email</th>
<th>Other Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yale Divinity School</td>
<td>Suzanne Estelle-Holmer</td>
<td><a href="mailto:suzanne.estelle-holmer@yale.edu">suzanne.estelle-holmer@yale.edu</a></td>
<td>Canvas Faculty Help</td>
</tr>
<tr>
<td></td>
<td>Graziano Kratli</td>
<td><a href="mailto:graziano.kratli@yale.edu">graziano.kratli@yale.edu</a></td>
<td></td>
</tr>
<tr>
<td>Yale School of Forestry &amp; Environmental Studies</td>
<td>Jenn Lawlor</td>
<td><a href="mailto:jennifer.lawlor@yale.edu">jennifer.lawlor@yale.edu</a></td>
<td>(203) 432-5412</td>
</tr>
<tr>
<td>Yale School of Management</td>
<td>SOM IT Helpdesk</td>
<td><a href="mailto:somit@yale.edu">somit@yale.edu</a></td>
<td>SOM IT Service Catalog</td>
</tr>
<tr>
<td>Yale School of Nursing</td>
<td>Ekaterina Ginzburg</td>
<td><a href="mailto:ekaterina.ginzburg@yale.edu">ekaterina.ginzburg@yale.edu</a></td>
<td>(203) 785-5611</td>
</tr>
<tr>
<td></td>
<td>Josh Gleason</td>
<td><a href="mailto:joshua.gleason@yale.edu">joshua.gleason@yale.edu</a></td>
<td></td>
</tr>
<tr>
<td>Yale Law School</td>
<td>Yale Law School Canvas Help</td>
<td><a href="mailto:law.canvas@yale.edu">law.canvas@yale.edu</a></td>
<td>Law Help Desk: 203-432-0821</td>
</tr>
</tbody>
</table>

💡 For more help, please contact canvas@yale.edu.
How do I change my name?

Previously in Canvas, you could modify your name to change the spelling or modify your name to your preferred name. As of March 2017, Canvas is now showing "preferred name" based on the official Name Policy and Use of the university.

Students

In order to change your name within Canvas, you will need to make the change following the policy reflected here: Name Policy and Use.

Instructors

In order to change your name in Canvas, log into Workday and modify your personal information, including your preferred name.

Note: It can take up to 48 hours from when your preferred name request is complete for the changes to appear within Canvas.

For more help, please contact canvas@yale.edu.
How do I Modify the Default Notification Settings?

Within Canvas @ Yale, you have specific notifications that you can modify to determine how frequently you receive email notifications from your Canvas @ Yale course site. For details about each notification setting, please refer to the vendor's Canvas Notifications documentation.

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

For notification recommendations, please refer to the articles below:

- Instructor Notification Recommendations
- Student Notification Recommendations

Access the Notification Settings

To modify these notifications:

1. Click on "Account" on the Global Navigation.
2. From the side menu that appears, click "Notifications".
Note: Each set notification preference will automatically apply to all your courses. They cannot be set for each course individually.

Click on the Notification Icons to Modify Settings

Next each item, you can choose between four different icons. Clicking on these icons will modify the notification settings to determine how frequently you receive notifications for each item. You can see the legend of notification icons below for what each icon means.

Legend of Notification Icons

1. **Check Mark:** To receive notification right away. Delayed one-hour to capture all changes, which prevents multiple notifications at the same time.
2. **Clock:** Daily notification via email.
3. **Calendar:** Weekly notification via email.
4. **Remove:** Does not send notification for that item.
### Description of Notification Types

Please see below for the description of each notification type. All notifications are customizable.

<table>
<thead>
<tr>
<th>Notification Type</th>
<th>What functionality is covered</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Course Activities</strong></td>
<td></td>
</tr>
<tr>
<td>Due Date</td>
<td>Assignment Due Date Change</td>
</tr>
<tr>
<td>Grading Policies</td>
<td>Course grading policy change</td>
</tr>
<tr>
<td>Course Content</td>
<td>Change to course content including: Pages, Quiz Content, Assignment Content</td>
</tr>
<tr>
<td>Files</td>
<td>New files added to your course</td>
</tr>
<tr>
<td>Announcement</td>
<td>New announcements in your course</td>
</tr>
<tr>
<td>Announcements Created By You</td>
<td>New announcements created by you, and replies to announcements you've created</td>
</tr>
<tr>
<td>Grading</td>
<td>Includes: Assignment/submission grade entered/changed; Un-muted assignment grade; Grade weight changed.</td>
</tr>
<tr>
<td>Invitation</td>
<td>Invitation for: Web conference; Group; Collaboration; Course; Peer Review reminder</td>
</tr>
<tr>
<td>All Submissions*</td>
<td>Assignment submission/resubmission</td>
</tr>
<tr>
<td>Late Grading*</td>
<td>Late assignment submission</td>
</tr>
<tr>
<td>Submission Comment</td>
<td>Assignment submission comment</td>
</tr>
<tr>
<td>Blueprint Sync*</td>
<td>Content was synced from a blueprint course to associated courses</td>
</tr>
<tr>
<td>Discussions</td>
<td></td>
</tr>
<tr>
<td>----------------------</td>
<td>--------------------------------</td>
</tr>
<tr>
<td>Discussion</td>
<td>New discussion topic in your course</td>
</tr>
<tr>
<td>Discussion Post</td>
<td>New discussion post in a topic you're subscribed to</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Conversations (Inbox)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Added to Conversation</td>
<td>You are added to a conversation</td>
</tr>
<tr>
<td>Conversation Message</td>
<td>New Inbox messages</td>
</tr>
<tr>
<td>Conversations Created By Me</td>
<td>You created a conversation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Scheduling</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Appointment Signups*</td>
<td>Student appointment sign-up</td>
</tr>
<tr>
<td>Appointment Signups</td>
<td>New appointment on your calendar</td>
</tr>
<tr>
<td>Appointment Cancellations</td>
<td>Appointment cancellation</td>
</tr>
<tr>
<td>Appointment Availability</td>
<td>New appointment timeslots are available for signup</td>
</tr>
<tr>
<td>Calendar</td>
<td>New and change items on your course calendar</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Groups</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Membership Update**</td>
<td>Group enrollment, and accepted/rejected</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Conferences</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Recording Ready</td>
<td>A conference recording is ready</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Alerts</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Notifications*</td>
<td>Course enrollment, report generated, content export, migration report, new account user, and new student group</td>
</tr>
<tr>
<td>Content Link Error*</td>
<td>Location and content of a failed link that a student has interacted with</td>
</tr>
</tbody>
</table>
For more information about notifications, please see the vendor help article, "Guides for profile and user settings". For general help, please contact canvas@yale.edu.
This article describes the differences between term dates and course dates. It also provides details and instructions on concluding and resetting courses.

**Term Dates**

Term dates that are set globally which help to manage user's "dashboard" and "all courses course lists" to show courses completed during a previous term under a "Past Enrollments" heading. Courses that are concluded by Term dates are still visible to all instructors and participants, but cannot be modified after the end date (Admins can intervene to undo this). Term dates can be overridden by course dates.

**Canvas Term End Dates**

**Fiscal Year Terms**

<table>
<thead>
<tr>
<th>Year</th>
<th>Start</th>
<th>End</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY22</td>
<td>July 1, 2022 12:01 am</td>
<td>June 30, 2021 11:59pm</td>
</tr>
<tr>
<td>FY21</td>
<td>July 1, 2021 12:01 am</td>
<td>June 30, 2020 11:59pm</td>
</tr>
<tr>
<td>FY20</td>
<td>July 1, 2020 12:01 am</td>
<td>June 30, 2019 11:59pm</td>
</tr>
<tr>
<td>FY19</td>
<td>July 1, 2019 12:01 am</td>
<td>June 30, 2018 11:59pm</td>
</tr>
</tbody>
</table>

**Academic Terms**

<table>
<thead>
<tr>
<th>Year</th>
<th>Fall &amp; Spring</th>
<th>Summer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Year 2021-2022</td>
<td>August 31, 2022 11:59pm</td>
<td>August 31, 2022 11:59pm</td>
</tr>
<tr>
<td>Academic Year 2020-2021</td>
<td>August 31, 2021 11:59pm</td>
<td>August 31, 2021 11:59pm</td>
</tr>
<tr>
<td>Academic Year 2019-2020</td>
<td>August 31, 2020 11:59pm</td>
<td>August 31, 2020 11:59pm</td>
</tr>
<tr>
<td>Academic Year 2018-2019</td>
<td>August 31, 2019 11:59pm</td>
<td>August 31, 2019 11:59pm</td>
</tr>
</tbody>
</table>
Course Dates

Course dates are set at the individual course level through the course's "Settings" area. Course dates override term dates which allows instructors to give students access to participate in the course after the term date as past. To prevent students from being able to participate after the course end date, instructors will need to also select the option "Users can only participate in the course between these dates". Courses that are concluded by the course dates are still visible to all instructors and participants.

Please note: Course dates do not override term dates unless you also select the check box for "Users can only participate in the course between these dates"

Manually Concluded Courses

Courses can be concluded manually by clicking the "Conclude" button in a course's "Settings" area. Manually concluded courses are still visible to all participants, but cannot be modified (this can be undone by an administrator). Student enrollments are shifted to "Prior Enrollments" and will not appear within the People tool unless you opt to view prior enrollments.

Reset Courses

Resetting a course deletes the course site and creates a brand new empty course shell for the course which only contains the user enrollments from the original site (this can be undone by an admin).

Course Access by Role

<table>
<thead>
<tr>
<th>Role</th>
<th>Permission</th>
<th>Term Date Conclude</th>
<th>Course Date Conclude</th>
<th>Manual Conclude (click button)</th>
<th>OLD COPY Reset Course</th>
<th>NEW COPY Reset Course</th>
</tr>
</thead>
<tbody>
<tr>
<td>Instructor</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Can view course</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>NO</td>
<td>YES</td>
</tr>
<tr>
<td>Role</td>
<td>Permission</td>
<td>Term Date Conclude</td>
<td>Course Date Conclude</td>
<td>Manual Conclude (click button)</td>
<td>OLD COPY Reset Course</td>
<td>NEW COPY Reset Course</td>
</tr>
<tr>
<td>---------------------------</td>
<td>-------------------------------------</td>
<td>--------------------</td>
<td>----------------------</td>
<td>-------------------------------</td>
<td>-----------------------</td>
<td>-----------------------</td>
</tr>
<tr>
<td></td>
<td>Can add/edit content</td>
<td>NO</td>
<td>YES</td>
<td>NO</td>
<td>NO</td>
<td>YES</td>
</tr>
<tr>
<td></td>
<td>Course appears in Dashboard</td>
<td>NO</td>
<td>YES</td>
<td>NO</td>
<td>NO</td>
<td>YES</td>
</tr>
<tr>
<td>Course appears in Past Enrollments</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>NO</td>
<td>NO</td>
<td>NO</td>
</tr>
</tbody>
</table>

| Student                   |                                     |                    |                      |                               |                       |                      |
|                           | Can view course                     | YES                | YES<sup>2</sup>      | YES                           | NO                    | YES                   |
|                           | Can add/edit content                | NO                 | YES<sup>3</sup>      | NO                            | NO                    | YES                   |
|                           | Course appears in Dashboard         | NO                 | NO                   | NO                            | NO                    | YES                   |
| Course appears in Past Enrollments | YES                  | YES                | YES                  | NO                            | NO                    | NO                   |

<p>| General                   |                                     |                    |                      |                               |                       |                      |
|                           | Enrollments moved to &quot;Prior Enrollments&quot; | NO                 | NO                   | YES                           | NO                    | NO                   |
|                           | Can import content into next term courses (or new site) | YES | YES | YES | NO | YES |
|                           | Can be                              | YES&lt;sup&gt;1&lt;/sup&gt;    | YES&lt;sup&gt;4&lt;/sup&gt;      | YES&lt;sup&gt;5&lt;/sup&gt;              | YES&lt;sup&gt;6&lt;/sup&gt;        | YES&lt;sup&gt;7&lt;/sup&gt;        |</p>
<table>
<thead>
<tr>
<th>Role</th>
<th>Permission</th>
<th>Term Date Conclude</th>
<th>Course Date Conclude</th>
<th>Manual Conclude (click button)</th>
<th>OLD COPY Reset Course</th>
<th>NEW COPY Reset Course</th>
</tr>
</thead>
<tbody>
<tr>
<td>overridden/ undone</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Who can override/ undo</td>
<td>Admin</td>
<td>Instructor/ Admin</td>
<td>Admin</td>
<td>Admin</td>
<td>Admin</td>
<td>Admin</td>
</tr>
<tr>
<td>Official Course - Banner Feed Fix?</td>
<td>NO</td>
<td>NO</td>
<td>YES?</td>
<td>YES?</td>
<td>YES?</td>
<td>YES?</td>
</tr>
</tbody>
</table>

1. Admin will need to temporarily move course into an active term, change course end date, return course to correct term.
2. Students can see the course as long as the instructor has not selected the option to "Restrict students from viewing course after end date".
3. Students can participate in the course as long as the instructor has not selected the option "Users can only participate in the course between these dates".
4. Instructor or Admin can change the Course End date and/or the options from 2 & 3 above.
5. Admin will need to "Un-Conclude" course and then add back all of the users (instructors, TAs, & students). Adding back the users will add back their assignment submissions.
6. Resetting a course deletes the original copy of the course and creates a brand new empty course site which keeps all enrollments. The old site can be restored by an admin using the Canvas Course ID and by re-enrolling all users.
7. If original copy of course is restored, new copy should be deleted by an Admin.

? - Banner may over-write these changes during the next feed if the course is in a current, active term.

For more help, please contact canvas@yale.edu.
Course Roles

Below is a description of the roles available within a Canvas course site

Faculty Roles

Instructor

- **Primary Use:** Official instructor(s) of record for the course. These users will be automatically added to course sites by the registration system.
- **Permissions:** Full course permissions to add/edit/delete/copy course content and manage manually added users.
- **Limitations:** Cannot manage users that are automatically enrolled by the registration system.

⚠️ Avoid manually adding users to course sites with the Instructor role. This role should be reserved for the instructor(s) of record.

Guest Instructor

- **Primary Use:** Unofficial users that need instructor level permissions but are not the official instructor of record. These users must be manually added by the course Instructor or a TA.
- **Permissions:** Full course permissions to add/edit/delete/copy course content and manage manually added users.
- **Limitations:** Cannot manage users that are automatically enrolled by the registration system.

Support Roles

TA

- **Primary Use:** Teaching fellows and teaching assistants who will be supporting the instructor(s) for a course. These users must be manually added by the course Instructor or a TA.
- **Permissions:** Full course permissions to add/edit/delete/copy course content and manage manually added users.
- **Limitations:** Cannot manage users that are automatically enrolled by the registration system. Also, TAs can be restricted so that they can only view the course section they are assigned to manage.
Grader

- **Primary Use:** TAs or other staff. These users must be manually added by the course Instructor or a TA.
- **Permissions:** Add/edit student grades and add/edit/delete assignments and quizzes.
- **Limitations:** Cannot manage users or any other course content.

⚠️ Graders are NOT anonymous in Canvas. If you need an anonymous grader, please contact [canvas@yale.edu](mailto:canvas@yale.edu) for more information

Designer

- **Primary Use:** Departmental and administrative staff supporting the creation of course sites. These users must be manually added by the course Instructor or a TA.
- **Permissions:** Add/edit/delete course content. Can add other TAs and Guest Instructors.
- **Limitations:** Cannot manage student users and cannot update/edit student grades

Accessibility Support

- **Primary Use:** Accessibility support staff that are assisting faculty
- **Permissions:** Add/edit/delete course assignments, files, announcements, discussions, and pages.
- **Limitations:** Cannot manage users, cannot update/edit/view student grades, and cannot add/edit/delete all other course content.

Librarian

- **Primary Use:** Librarian staff that are assisting faculty.
- **Permissions:** Add LibGuides links to Course Navigation.
- **Limitations:** Cannot manage users, cannot update/edit/view student grades, and cannot add/edit/delete course content.

Student Roles

Student

- **Primary Use:** Students who are officially enrolled in a course and have sealed their registration worksheet. These users will be automatically added to course sites by the registration system.
- **Permissions:** View course content and participate in course activities and assignments.
- **Limitations:** Cannot view or modify course settings or view other students' grades or assignments.
Avoid manually adding users to course sites with the Student role. This role should be reserved for officially registered students.

**Shopper**

- Avoid manually adding users to course sites with the Shopper role. This role should be reserved for officially registered students during Yale's Shopping Period.
- **Primary Use:** Students who are officially enrolled in a course and have NOT sealed their registration worksheet. These users will be automatically added to course sites by the registration system.
- **Permissions:** View course content and participate in course activities and assignments.
- **Limitations:** Cannot view or modify course settings or view other students’ grades or assignments.

**NOTE:** Users will only have the Shopper role during Yale's official shopping period (plus a week or so grace period). As students seal their worksheets, their Shopper role will automatically do one of the following:

1. Change from Shopper to Student for courses the students plan to complete OR
2. Be completely removed from courses they drop.

Avoid manually adding users to course sites with the Auditor role. This role should be reserved for officially registered students.

**Auditor**

- **Primary Use:** Students who have officially registered to audit a course. These users will be automatically added to course sites by the registration system.
- **Permissions:** View course content and participate in course activities and assignments.
- **Limitations:** Cannot view or modify course settings or view other students' grades or assignments.

**Guest Student**

- **Primary Use:** People who are unofficially requesting to audit or participate in a course. These users must be manually added by the course Instructor or a TA.
- **Permissions:** View course content and participate in course activities and assignments.
- **Limitations:** Cannot view or modify course settings or view other students' grades or assignments.
Viewer

- **Primary Use:** For users who would like to view the course only.
- **Permissions:** View course content and post to discussions.
- **Limitations:** Cannot view or modify course settings or view other students' grades or assignments.

Roles to Avoid

Teacher

- **Primary Use:** Please do not use.
- **Permissions:** Full course permissions to add/edit/delete/copy course content and manage manually added users.
- **Limitations:** Cannot manage users that are automatically enrolled by the registration system.

Observer

- **This is a default Canvas role and is not recommended for use.**
- **Primary Use:** Typically used in the K-12 arena to allow parents to view and monitor their children's progress.
- **Permissions:** View course content. When linked to a student account, this user can also see the associated student's assignment submissions and grades.
- **Limitations:** Cannot add/edit/delete content or participate in any activities.

💡 For more help, please contact canvas@yale.edu.
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. Click on "Courses" from the global navigation
2. From the side menu that appears, click “All Courses”
3. To favorite a course, click on the star associated with the course.
4. When you return to your Dashboard, your favorite course will appear.
For more help, please contact canvas@yale.edu.
Other Ways to Get Help

Below are some additional resources you can use to get help with Canvas.

Canvas Vendor Support

Get immediate support directly from Canvas via either Live Chat or calling the Hotline.

- Faculty Live Chat
- Student Live Chat
- You can find the numbers to the Canvas Hotline by clicking "Help" in the Canvas global navigation.

Search through vendor guides for useful how-to articles. You can find some of the most useful here:

- Instructor Guide
- Student Guide
- Video Guides
- Canvas App
Note: Get updated on the latest news from Canvas by checking out the Canvas Release Notes.

Canvas @ Yale Support

Get direct Canvas @ Yale support through email or a one on one consultation.

- Email us: canvas@yale.edu
- Schedule a one on one consultation
  - Quick drop in sessions (20 minutes)
  - Full consultations (40 minutes)

Find more resources for Canvas @ Yale support, including service request forms, on our "Getting Help with Canvas" page.

Local Support for Professional Schools

If you are affiliated with a specific school, and are looking for Canvas support, you can find their support information in our help article, "Professional School Help Contacts".

For more help, please contact canvas@yale.edu.
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.

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 be experiencing 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.

💡 For more help, please contact canvas@yale.edu.
Non-Yale (Non-NetID) Participant

These instructions are for users who 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 how to "Add Non-Yale Users (Guest Users) to Canvas".

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?

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.
Guest account users are responsible for managing their passwords using these instructions. The Canvas support team does not reset or change passwords on behalf of any Canvas user.

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.

1. Be sure that you click the “Accept” button in that email, or log into Canvas and click the “Accept” button on the Dashboard page.
2. Once you accept the invitation, you will be officially added to the course, and you will be able to locate the course on your Dashboard.
3. You will only need to accept the invitation once.

Where do I find my courses?

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

💡 For more help, please contact canvas@yale.edu.
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) and [Yale Course Search](#) **
- 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 employs an alternate method for enrolling students in courses during the shopping period. For more information, please contact the [SOM Registrar](#). Yale Law School students who want to “browse” courses in Canvas, need to register via [https://browse.law.yale.edu](https://browse.law.yale.edu).

Note: Students can also go to the [Yale 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 from "shopper" to "student" (or "auditor"). Students who drop a course will have their shopper enrollment removed from those dropped courses.

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.

💡 For more help, please contact canvas@yale.edu.
End of Add/Drop Period

This article provides information on Canvas enrollment for shoppers and official registration at the end of the add/drop period. For information specific to your role in Canvas, see below:

- Instructor Information
- Student Information

Timeline

To accommodate students with delayed or late course registration, shoppers will continue to exist in Canvas course sites for up to two weeks after the last day of the add/drop period. Instructors and shoppers will be notified in advance of the removal of shoppers.

After this notice has been posted, students may send requests to their course instructors asking to be updated to the "Guest Student" role to avoid losing access to course sites.

Note: Unless the student is officially registered for a course, course membership is at the discretion of the instructor.

Instructor Information

Granting a Guest Student Access as a "Shopper"

Students who were manually added to your course

Please be aware that if you have manually added any students to your course with the role of “shopper”, these students will also be removed as part of the end of add/drop processes.

If you receive a request from a manually added "shopper", please go to the “People” tool and edit the user’s course role to “Guest Student”. For instructions on changing a manually added user’s course role, please visit the "How do I edit user roles in a course?" article.
Students who added your course via OCS or official registration

If you receive a request from a student who added your course via OCS, you will not be able to modify their course role. These students will either need to officially register for the course through OCS and/or with the assistance of their departmental registrar or you will need to add the student to your course as a Guest Student. This will allow the students to be listed as "Shopper" and Guest Student in the course. In order to do so, please visit the "How do I add users to my course?".

Note: Adding a student as a Guest Student will not necessarily resolve official enrollment issues

Additional Information Regarding Users with Multiple Roles in Your Course Site

If a student is listed with multiple roles in the same section within your Canvas site, as long as one of their roles is "Student" or "Guest Student" they will not lose access to your course site when the shopper enrollment is removed.

If a student is listed with multiple roles in different sections within your Canvas site, as long as one of their roles is "Student" or "Guest Student" they will not lose access to your course site when the shopper enrollment is removed. However, if you are using custom Canvas course sections to subdivide students for targeted assignments/announcements/etc, you will need to add the user's to your custom course section with the role of "Guest Student".

Student Information

If you are listed as a shopper in a Canvas course at the end of the add/drop period, you either used Yale Course Search/OCS to add the course to your worksheet or you may have been manually enrolled into the course by your instructor or department/school registrar.

If you are registering for the course and have already submitted all necessary documentation...

• Your “shopper” status will automatically update to “student” once your registration has been processed and entered into the system.

If you do not plan on taking the course...

• Do nothing. Within 2 weeks of the end of the add/drop period, your account will be removed from the course.
If you do not plan on registering for the course, but would like to maintain access to the course...

• Contact your instructor and ask to have your course role converted to "Guest Student". Please be aware that course membership is subject to the instructor’s discretion.

If you are listed in the Canvas site with 2 roles...

• As long as one of your roles is "Student" or "Guest Student", your account will continue to have access to the course.

Questions about your role:

If you have any questions about your role or unsure of what role you have in your course, you can go to your "All Courses" area in Canvas or you can contact your instructor to have them check your role in the “People” tool. If you have questions about your registration status in a class, please contact your Residential College Dean's office or your Departmental/School Registrar's office.

💡 For more help, please contact canvas@yale.edu.
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**

💡 For more help, please contact **canvas@yale.edu**.
Supported Browsers

With Canvas, there are specific browsers that are better suited for utilizing the tools within Canvas @ Yale.

Please see this link as Canvas updates this page frequently: Supported Browser Information (Vendor)

Throughout the semesters that Yale has been using Canvas @ Yale, we have discovered some great tips related to supported browsers:

• Mac users may find it easier to use Firefox rather than Chrome
• Microsoft Edge does not work well with Canvas and should be avoided
• If you are not able to see a tool or feature correctly in one browser, please try to update the browser or try another one.
• Clearing your browser's cache and cookies may help when trying to resolve viewing issues in Canvas
• Many tools in Canvas require third party cookies to be enabled. Learn how to check this setting with our "Enable 3rd Party Cookies" article.

💡 For more help, please contact canvas@yale.edu.
Known Issues
TII - Known Issue: Turnitin ignores Canvas anonymous grading rules

Papers submitted to Canvas and then viewed in Turnitin will have identifying information even if anonymous grading has been enabled in the Canvas Assignment.

When an instructor sets anonymous grading for an assignment in Canvas, Canvas will prevent all graders from seeing student names. All student names are replaced with a "Student #":

When a grader opens the Turnitin report for a paper, they are redirected to the Turnitin system where the student's name will be revealed:
Reminder: Even in Canvas, anonymous grading will not be fool proof if a student includes their name within the file or in the file name. It is best to instruct your students to omit their name from within their paper and their document's file name if you are planning to do any anonymous grading in Canvas.
TII - Known Issue: Accessing Similarity Reports Through The New Gradebook

When you are in the New Gradebook, if you click on the icon to view the report you are prompted to enter a grade, and cannot get to the report itself unless you go through the SpeedGrader.

Clicking on the small arrow pointing to the right shows a grading panel with a link to the SpeedGrader.
<table>
<thead>
<tr>
<th>Student Name</th>
<th>Undergraduate Assign.</th>
<th>Undergraduate Assign.</th>
<th>Assignment - Published</th>
</tr>
</thead>
<tbody>
<tr>
<td>CTL Tester06</td>
<td>5/5</td>
<td>5/5</td>
<td>5/5</td>
</tr>
<tr>
<td>CTL Tester07</td>
<td>4/5</td>
<td>4/5</td>
<td>4/5</td>
</tr>
<tr>
<td>CTL Tester08</td>
<td>5/5</td>
<td>5/5</td>
<td>5/5</td>
</tr>
<tr>
<td>CTL Tester09</td>
<td>5/5</td>
<td>5/5</td>
<td>5/5</td>
</tr>
<tr>
<td>CTL Tester10</td>
<td>5/5</td>
<td>5/5</td>
<td>5/5</td>
</tr>
</tbody>
</table>

Grade out of 0

Status

- None
- Late
- Missing
- Excused

Comments

Leave a comment