

Canvas Training

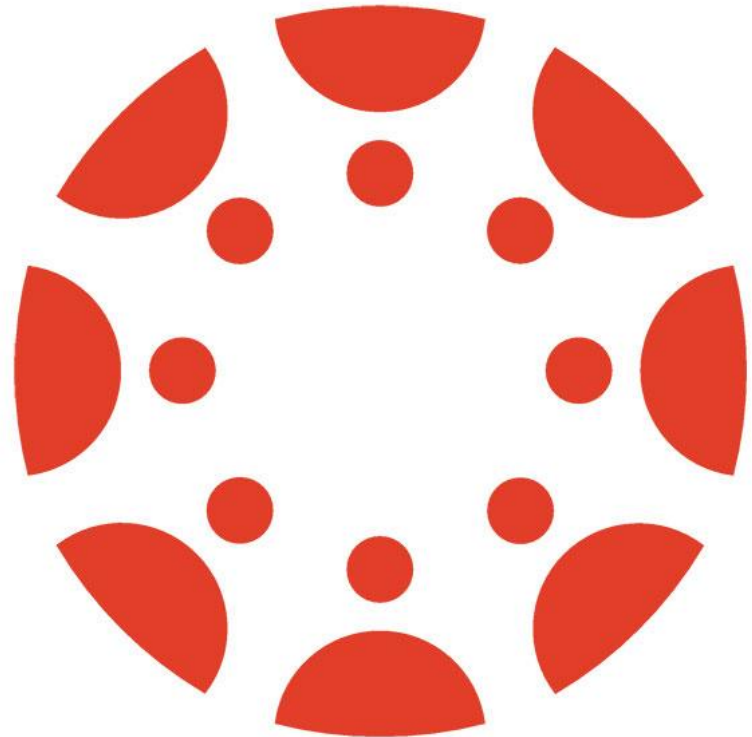


A Quick Guide to Helping Students and Faculty at Peralta!

What is Canvas?

Canvas is a learning management system online, or a “virtual” classroom. It is where students can go to find their online courses or supplemental materials for their face-to-face classes. Almost all of the California Community Colleges have adopted Canvas. This means students won’t have to learn a new technology if they change colleges.

Moodle, our old LMS, will no longer be available beginning Fall 2018!



Canvas For Students

Students may be able do the following on Canvas:

- Check grades
- Find a course syllabus
- Discuss with their peers
- Take quizzes and exams
- Submit assignments via PDF, Word Docs, Google Docs, and more
- Contact their instructor
- And more....!

Canvas For Teachers

Teachers might do the following with Canvas:

- Post their syllabi
- Post grades
- Post lecture notes and videos
- Create groups and group projects
- Facilitate discussions
- Hold online office hours
- Send announcements to their students
- And more...!

First Steps to Logging in

Logging in to Canvas is different than logging into Moodle. Faculty and students will have to go through our new portal. Here are the steps to accessing the portal.

1. Go to portal.peralta.edu
2. Students select “Students”
3. Faculty select “Faculty/Staff”

The image to the right shows the homepage for the portal.

Navigation

- > [Peralta Portal Home](#)
- > [Student Portal Info](#)
 - > [Login and Password Reset Instructions](#)
 - > [If You Need Help](#)
- > [Faculty and Staff Portal Info & Help](#)

Peralta Portal Home

Welcome to the NEW Peralta Portals!

Click below to login and access:

- o Your Peralta email account
- o Canvas
- o Microsoft Office 365 applications

Passport and Moodle are separate, and you must login to them at the [Passport Login site](#) or at [Summer Moodle Login site](#).

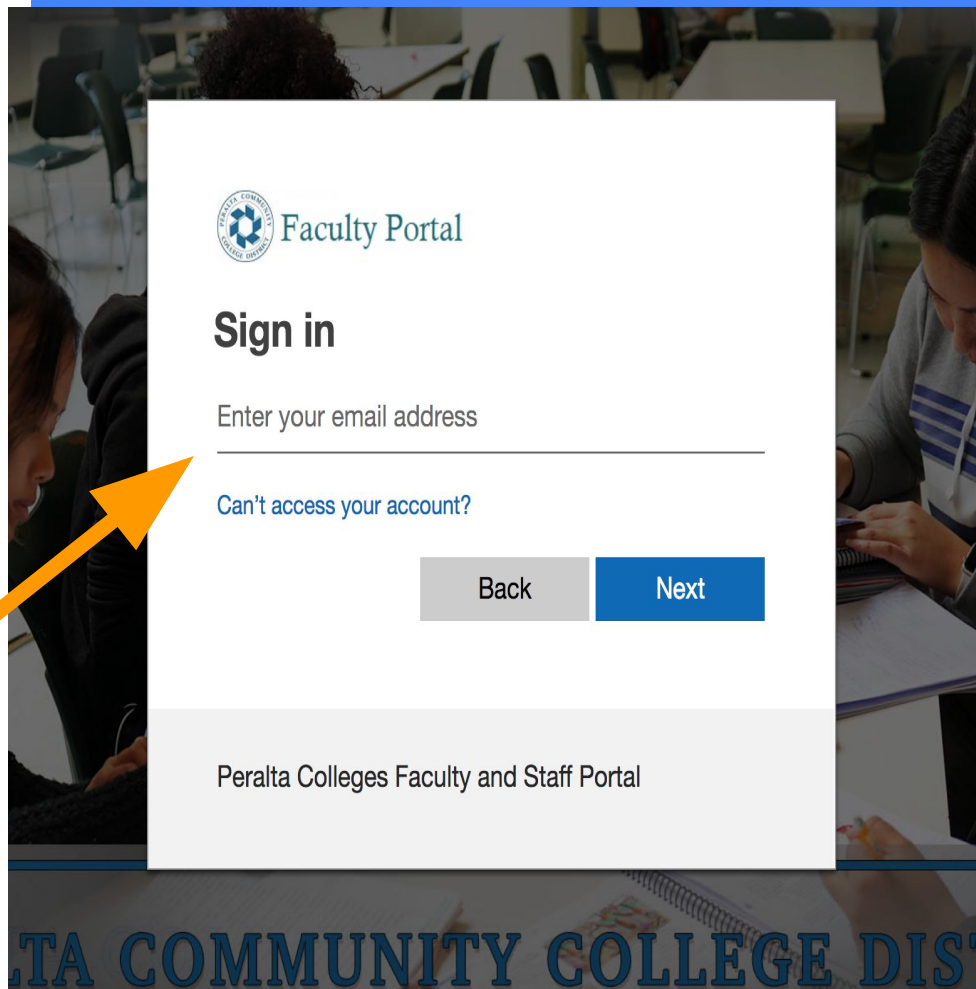
Click the appropriate box below to login:



Sign in Instructions

Next, faculty and students will be prompted to enter their login information.

- The username is the FULL email address.
- For faculty, it should end with @peralta.edu
- For students, it should end with @cc.peralta.edu
- The password should be the same as for Peralta emails



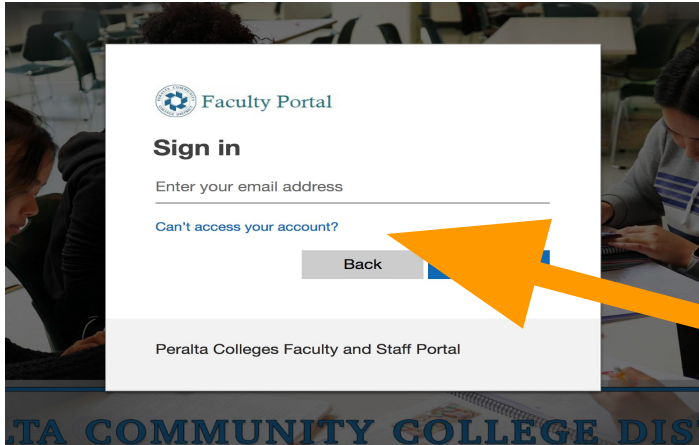
NOTE: There are TWO different emails

1. If a student enrolled before 2010, they most likely have the **OLD** version of email which is the first two letters of the first name, first two letters of the last name, and last four digits of the student ID number
 - a. Example: Eddy Omar, 12345678 = edom5678@cc.peralta.edu
2. The **NEW** email is the student id number.
 - a. Example: 12345678@cc.peralta.edu

Most students will have version 2.

In Case of a Forgotten Password? (It Happens A Lot)

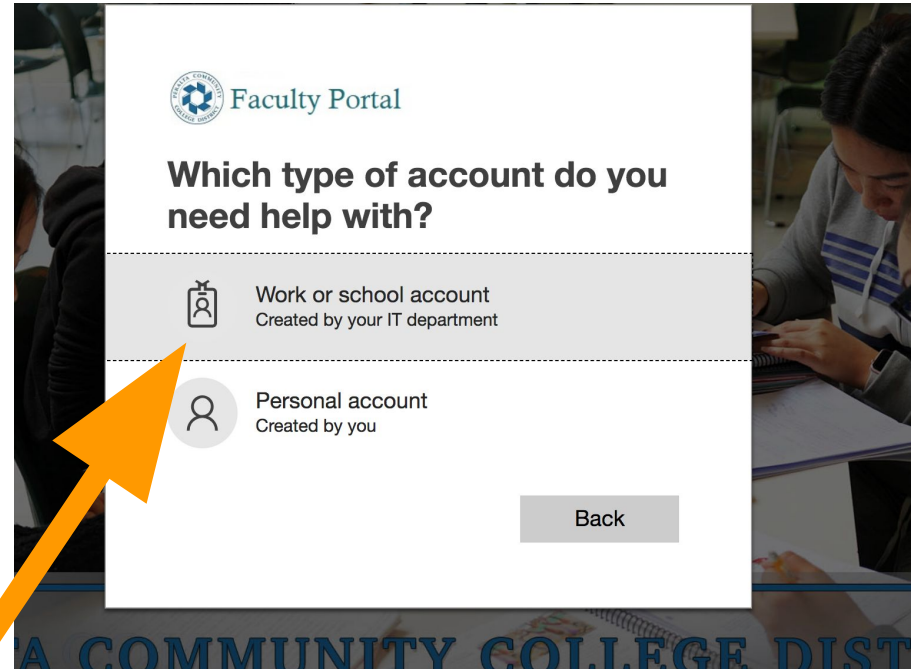
If the faculty or student has forgotten the password, they can follow the instructions to reset the password by clicking on the blue text that says “Can’t access your account?”



Follow These Steps to Assist in Password Reset

First, they will be asked “Which account do you need help with?”

Select: “Work or School Account”



Re-enter your Peralta Email and the Code

Ask students to retype their FULL Peralta email address

Below, have students enter the characters in the picture or the audio sounds they hear.

Note: It's case sensitive

Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio.

Next

Cancel

Here Is Where It Gets Fun....

When most students enrolled, they provided a back-up email and/or phone number. Therefore, this information should pop up on the next screen. They will click “Send a Confirmation Email/Text” to the back-up account. Once they receive that email or text, and click the link within the body of the message, they will be prompted to create their NEW password.

In a perfect world, this would work for everyone!!! Unfortunately, we are not perfect.... yet.....

For Students with No Backup Information

Many students who do NOT have back up account information will receive an “Error message” prompting them to contact the Peralta Helpdesk.

How to contact Helpdesk?

Email: helpdesk@cc.peralta.edu



Student Portal

Get back into your account

We're sorry

You cannot reset your password at this time because necessary information is missing

In the email, include your full name, student ID # and request help resetting your portal password.

For Faculty Who Have Forgotten Passwords

If faculty members try to reset a password, they will also encounter an error message.

What should they do?

Email: helpdesk@peralta.edu



Faculty Portal

Get back into your account

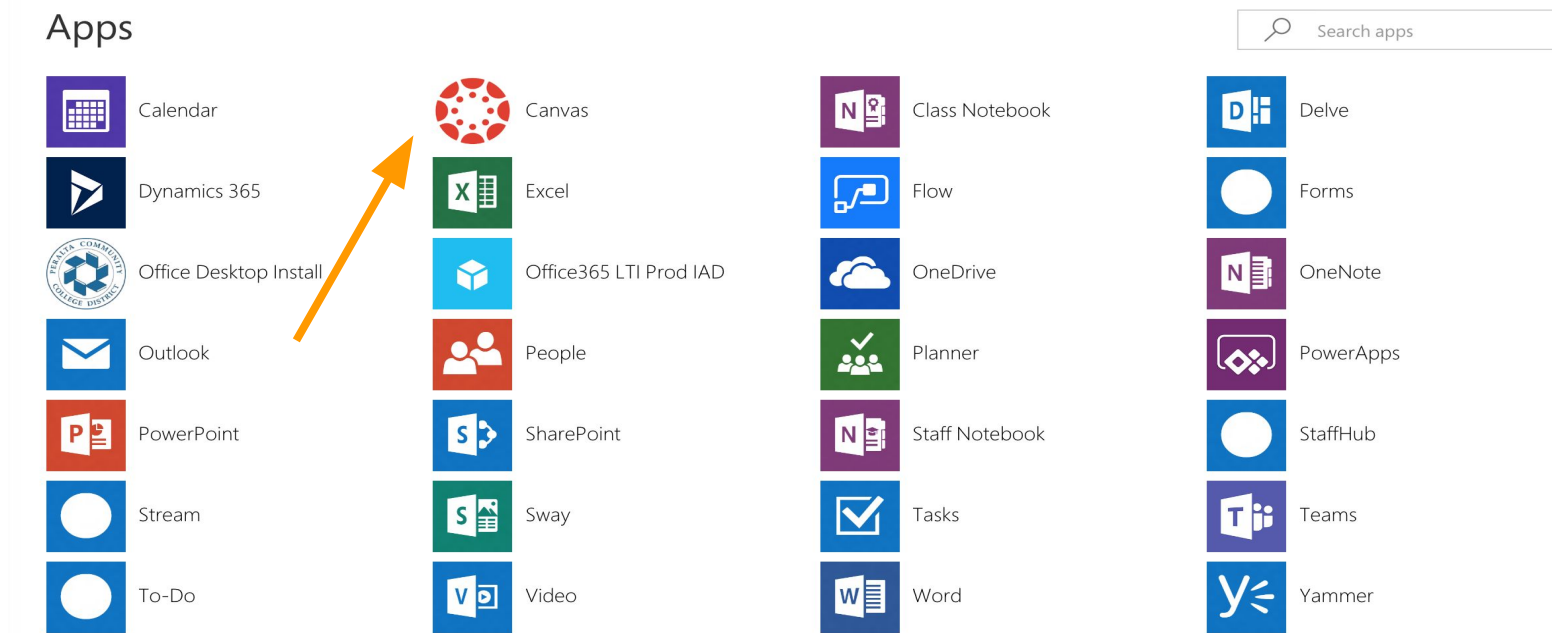
We're sorry

You cannot reset your password at this time because your administrator has not configured your account to use password reset

Include your full name, employee ID # and request that helpdesk resets your portal password.

Once You Are In....

This is what the inside of the portal looks like. Canvas has the red icon at the top. There are many other apps students can use for learning/organization



Courses Will Appear on Students' "Dashboards"

The screenshot shows a student dashboard with a dark sidebar on the left containing icons for home, profile, help, calendar, and other functions. The main area is titled "Dashboard" and features a grid of course cards. Each card has a header image, a title, and a subtitle. The cards are: 1. *TRICKS for Canvas Admins (TRICKS for Canvas Admins), 2. ESL 52 Master Shell Fall-Cohen (ESL52), 3. I ♥ Grammar (ESL 216 Master Shell-Cohen, ESL216), 4. ESOL Hybrid Community of Practice (ESOLHYBRID), 5. Faculty Resources (Faculty Resources), and 6. Peralta Student Resources (Peralta Student Resources). To the right of the dashboard, there are sections for "Coming Up" (Nothing for the next week), "Recent Feedback" (Nothing for now), and a "View Grades" button. A yellow arrow points from the text "The boxes represent individual courses" to the grid of course cards.

Dashboard

Coming Up [View Calendar](#)
Nothing for the next week

Recent Feedback
Nothing for now

[View Grades](#)

***TRICKS for Canvas Admins**
TRICKS for Canvas Admins

ESL 52 Master Shell Fall-Cohen
ESL52

I ♥ Grammar
ESL 216 Master Shell-Cohen
ESL216

ESOL Hybrid Community of Practice
ESOLHYBRID

Faculty Resources
Faculty Resources

Peralta Student Resources
Peralta Student Resources

The boxes represent individual courses

Online and Tech Support for Students

Online/Tech In-Person Support: F170A

- Students can receive tech support in F170 or the Welcome Center.
- For login or tech help, they can email helpdesk@cc.peralta.edu

Phone and Email Support

- Students can call the Canvas helpline 24/7: **(844) 600-4955**
- They can email canvas@peralta.edu to submit a help ticket

Student Resources Website

- Students can find a lot of helpful information regarding online support services and FAQ's at this website: <https://peralta.instructure.com/courses/442>

Online and Tech Support for Faculty

Phone Support

- Faculty can call the Canvas helpline 24/7: (844) 592-2199

Faculty Resources Website

- Faculty can find answers to many of their Canvas and Distance Ed questions at the Faculty Resources Web Site: <https://peralta.instructure.com/courses/419>

**Thank you for
your attention!**