

STUDENT GUIDES

Table of Contents

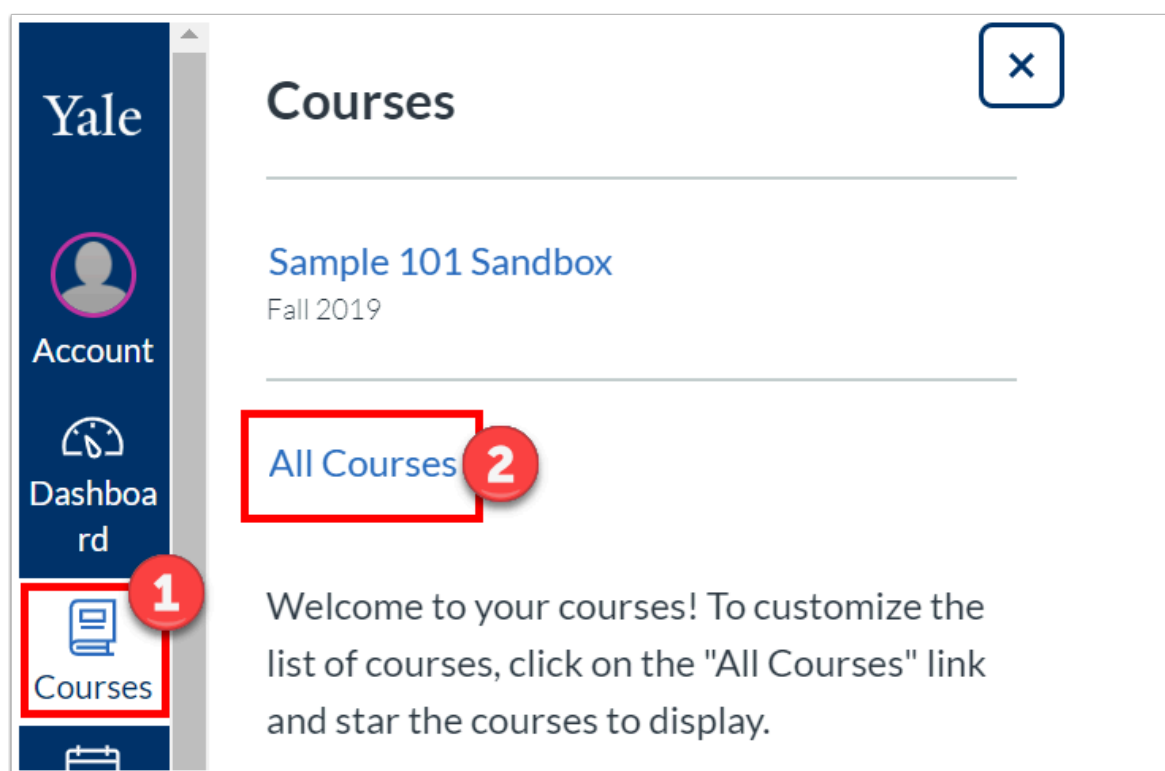
Setting up Canvas	3
How to Favorite your Course	4
Student Notification Recommendations	6
How do I "shop" a Canvas course?.....	8
How do I find my courses?	10
Courses and Assignments	12
How do I submit Media Recording assignments?	13
Finding your Feedback (Vendor Guides)	17
How do I submit a Turnitin assignment?	18
How to find my Turnitin Report for my assignment submission? (Student)	21
Taking Respondus LockDown Browser Enabled Quizzes	23
WordPress in Canvas: How to Blog.....	26
Mid-Semester Feedback Submission Directions	31
Piazza Account Creation and Modify Your Settings	33
How to create a PDF of handwritten assignments	36
Miscellaneous.....	42
Alternative formats of content in Canvas	43
Ally for More Accessible Files in Canvas	51
How to Reserve a Time Slot in Sign-up Tool?.....	55
Linking Canvas to the Yale University Official Bookstore.....	57
Welcome Videos - Click to sign in and play video message	59
Student FAQ.....	61
Why are the courses I registered for not showing up in Canvas?	62
Why am I not getting copies of my notifications in my Yale email account?	66

Setting up Canvas



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.

Course	Nickname	Term	Enrolled as	Published
3  Course Sample				Yes
 Sample 101 Sandbox				Yes

Orange star will show on dashboard

White star will NOT show on dashboard

4. When you return to your Dashboard, your favorite course will appear.

Yale Dashboard

Account

Dashboard

Courses

Calendar

Sign Up BETA

Inbox

Help

Course Sample

Fall 2019

Coming Up [View Calendar](#)

Nothing for the next week

Recent Feedback

Nothing for now

[View Grades](#)

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

Student Notification Recommendations

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>".

ℹ For instructions on how to change your notification preferences, please refer to the help articles below. *Remember that Course-level notifications override account level notifications.*

- Account-level Notifications: [How do I Modify the Default Notification Settings?](#)
- Course-level Notifications: [How do I Modify the Course-Level Notification Settings?](#)

You can also visit the vendor guides on [How do I set my Canvas notification preferences as a student?](#) and [How do I manage notifications for a single course as a student?](#)

Recommended Notification Settings


In order to ensure that you are receiving all types of communication from your instructor or TA, we recommend you to modify the following notifications:

Notification Type	What functionality is covered	Recommended Notification
Course Activities		
Announcement	New announcements in your course	Notify Immediately
Submission Comment	Assignment submission comment	Notify Immediately

Conversations (Inbox) <i>Account level setting ONLY</i>		
Added to Conversation	You are added to a conversation	Notify Immediately
Conversation Message	New Inbox messages	Notify Immediately
Conversations Created by Me	You created a conversation (sent message)	Notify Immediately
Scheduling		
Appointment Cancellations	Appointment cancellation	Notify Immediately
Appointment Availability	New appointment time slots are available for signup	Notify Immediately
Calendar	New and change items on your course calendar	Notify Immediately


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

How do I "shop" a Canvas course?

 **SPRING 2021:** The schedule for Course Selection has been modified to accommodate earlier registration for courses prior to arrival on Campus. Below are key dates for Yale College and Graduate School of Arts and Sciences:

- **November 30:** Expanded course descriptions available in Canvas for spring 2021 courses
- **December 1-14:** Students can add courses to their Primary Worksheet on Yale Course Search to shop courses.
- **December 1-9:** Students submit preferences for limited-enrollment courses
- **December 14:** Students informed of admission to limited-enrollment courses
- **December 14:** Online Course Selection (OCS) opens for students to begin building preliminary course schedules.
- **December 18:** Deadline for students to submit a preliminary course schedule
- **January 25:** Course schedule adjustment period ("add/drop") begins and "shopper" enrollments will begin converting to "student" enrollments in Canvas
- **February 1:** Classes begin
- **February 5:** Final schedules due

This article guides students through the process of being added to the Canvas course sites of the courses they are shopping. Once registered as a shopper, students are automatically added to the Canvas site within a few hours.

 **NOTE:** School of Management has a different process for enrolling in their courses. Please contact the SOM registrar at somregistrar@yale.edu for more information.

Search for Courses and View Course Syllabi

Students will need to search for courses using [Online Course Selection](#) (OCS) or Yale's [Course Search](#). Syllabi are available in [Course Search](#) if the course has been published by the instructor.

 **NOTE:** If a course does not have a syllabus, it may mean that the instructor has not posted a syllabus or they have not published their course site.

Register to Shop the Course

Students will need to add the course to their OCS worksheet. (For additional information on how to use Yale Course Search / OCS, please refer to the [Yale Course Search Resources section of the Registrar's Website](#).)


Once you have added a course to your worksheet, it could take several hours before you are enrolled in the course site. Course enrollments are processed approximately every 2 hours.

When your enrollment is processed, you will be added to the course as a "shopper".

Finalize and Seal Your Worksheet

Once you have made your final course selections for the semester, you will need to seal your OCS worksheet.

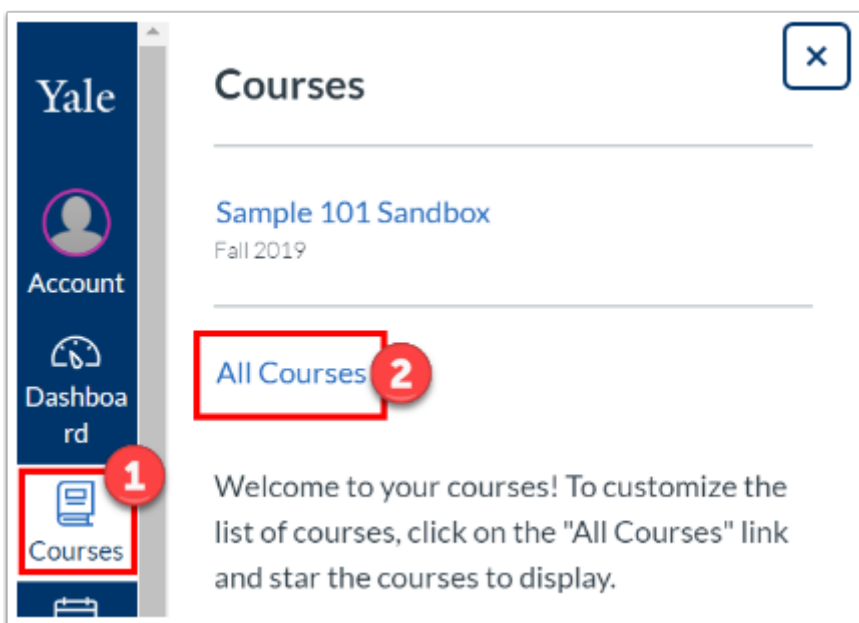
After you have sealed your worksheet, your enrollment in the courses you have chosen will change from "shopper" to "student". For all courses you shopped but decided not to take this semester, you will automatically be un-enrolled.

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


How do I find my courses?

Courses that you are enrolled in can be found at [Canvas @ Yale](#). When you login, you will be taken to your dashboard. You may not see all of your courses on your dashboard. If that is the case, follow the steps below.

1. Click on "Courses" from the left hand global navigation.
2. Click "All Courses" from the pop up side menu that appears.



3. Here you can see all the courses that you are enrolled in. If you cannot click into the course, it is unpublished by the instructor.

 **Note:** You can favorite your courses by clicking on the star, which will make the courses appear on your dashboard.

Course	Term	Enrolled as	Published
★ Sample 101 Sandbox	Fall 2019	Student	Yes

4. If you scroll down to the "Past Enrollments" section, you will see courses that you took during previous semesters.

NOTE: Not all instructors allow students to access their course site after the academic term closes. Contact your instructor if you think they have erroneously closed the course.

Course	Nickname	Term	Enrolled as	Published
★ Dexter Sandbox		Testing	Student	No
★ MAR Portfolio 2018 Version 2		Resource Sites	Student	No
★ French Placement Test Site		FY18	Student	Yes
★ German Placement Test Site		FY18	Student	Yes
★ Canvas Orientation Master		Resource Sites	Student	No

💡 Other resources you may find helpful:

- [How to Favorite Your Course](#)
- Search for syllabi of a course you're not enrolled in using Yale's [Course Search](#)

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

Courses and Assignments

How do I submit Media Recording assignments?

This article provides students with instructions on how to submit an assignment with a media recording submission type. To submit a media recording assignment, you will need to have a microphone and a webcam if you are also doing video.

Submit a Recording

1. In your course, go to the assignment and click the "Submit Assignment" button.

Click the


2. Click the "Record / Upload Media" button under the submission area.

Click the

3. In the pop-up window, make sure the "Record Media" tab is selected. See below on [how to upload an existing media file](#).

4. Click the "Mic" button to select which microphone you wish to use.

5. Click the "Webcam" button to select which webcam you wish to use. For audio only, you can select the "No Video" option for "Webcam".

 **Note:** Adobe Flash Player Settings may appear to allow access to the microphone or webcam devices.

6. Click "Start Recording" when you are ready to begin. This will start a countdown to begin recording. Click "Finish" when you are done.

Record Media

7. When you are done recording, playback the audio or video for review. If you are satisfied with the recording, you can name the recording and click "Save". Otherwise, you can click "Start Over" to try again.

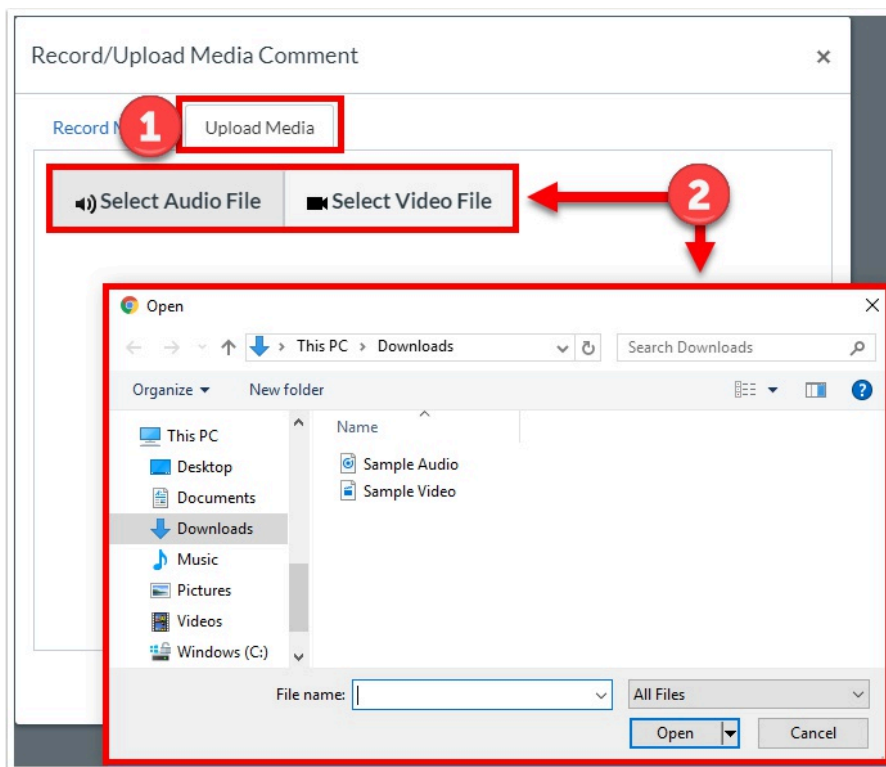
Save or Start Over

8. Once you are satisfied with and have saved the recording, you can add final comments and click "Submit Assignment" to complete the submission to the assignment.

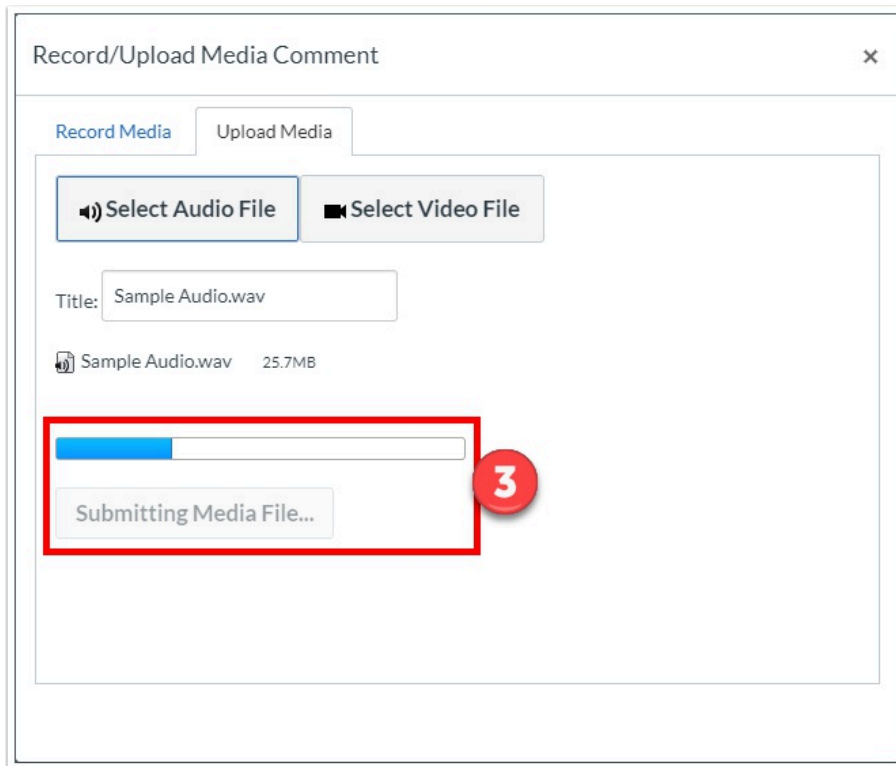
Add final comments and click

Upload a Recording

1. To upload an existing media file from your computer, go to your course to "Submit Assignment" and "Record / Upload Media". Make sure the "Upload Media" tab is selected.
2. Click "Select Audio File" for an audio only file, or "Select Video File" for an audio and video file. Either option will allow you to browse through your computer and select the file you wish to upload.



3. Once a file is selected, the media will be uploaded. A blue bar will show its upload progress.



Record/Upload Media Comment

Record Media Upload Media

Select Audio File Select Video File

Title: Sample Audio.wav

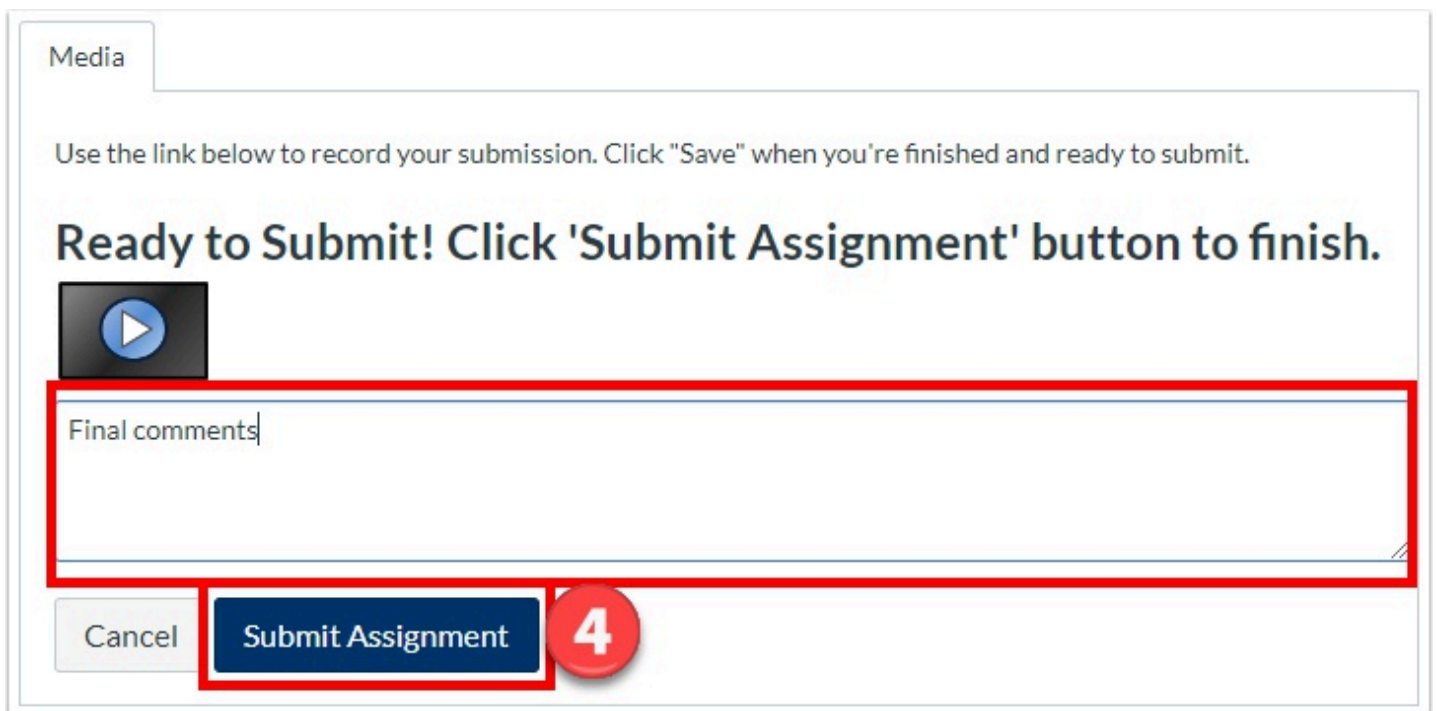
Sample Audio.wav 25.7MB

Submitting Media File...

3

This screenshot shows a 'Record/Upload Media Comment' dialog box. It has two tabs: 'Record Media' and 'Upload Media'. Under 'Record Media', there are buttons for 'Select Audio File' and 'Select Video File'. Below these, there is a 'Title' field containing 'Sample Audio.wav'. Under the 'Upload Media' tab, there is a progress bar that is partially filled with blue. Below the progress bar is a button labeled 'Submitting Media File...'. A red box highlights the progress bar and the 'Submitting Media File...' button, with a red circle containing the number '3' next to it.

4. You will not need to name the file, as the name will pull from the file name you uploaded. Once the blue progress bar reaches the end, it will automatically upload, and you can submit final comments and click "Submit Assignment" to complete the submission to the assignment.



Media

Use the link below to record your submission. Click "Save" when you're finished and ready to submit.

Ready to Submit! Click 'Submit Assignment' button to finish.

Final comments

Cancel Submit Assignment

4

This screenshot shows the 'Media' section of a submission interface. It includes a 'Media' tab, a message about recording a submission, and a bold instruction: 'Ready to Submit! Click 'Submit Assignment' button to finish.' Below this is a play button icon. A large text area labeled 'Final comments' is highlighted with a red box. At the bottom, there are two buttons: 'Cancel' and 'Submit Assignment'. The 'Submit Assignment' button is highlighted with a red box, and a red circle containing the number '4' is next to it.




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

Finding your Feedback (Vendor Guides)

Below are the vendor guides on viewing feedback on your assignments

Vendor Guides

- [How do I view annotation feedback comments from my instructor directly in my assignment submission?](#)
- [How do I view assignment comments from my instructor?](#)
- [Where can I find my peers' feedback for peer reviewed assignments?](#)

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

How do I submit a Turnitin assignment?

Turnitin is a tool that estimates the originality of written work. The tool generates a "similarity report" by comparing an uploaded paper to a database of web pages, articles, books, and other uploaded files. When similarities exist, the tool highlights sections of the uploaded paper and displays the original source.

You can submit a Turnitin assignment the same way you [submit a normal assignment](#).

1. Navigate to the Turnitin assignment you would like to submit and click "Submit Assignment" in the top right hand corner.
2. You can select "File Upload" or "Text Entry" depending on what the instructor has allowed. Choose the file you would like to upload or enter text in the box provided.
3. A Turnitin assignment will have a check box that indicates the assignment will be run through the Turnitin framework. You must acknowledge the statement by selecting the box.
4. Once the box is checked, you can click "Submit Assignment".

 Find out how to [access your similarity report!](#)

How to identify if your assignment will be run through Turnitin

The only indicator that your assignment submission will be run through Turnitin is a checkbox acknowledgment that is presented at the time of submission.

Students must check this box in order to submit the assignment, however, this is not an acceptance of the Turnitin End User License Agreement (EULA). Students are not required to accept the EULA in order to submit. However, their submission will still be run through Turnitin and a similarity report will still be generated for the instructor to view.

Below is the language presented prior to submission of an assignment in Canvas.

 *By checking this box, you acknowledge that:*

- *Your paper will be shared with Turnitin to generate a similarity report, which your instructor and/or you can view to help you use sources more effectively in your writing.*

Canvas @ Yale

- Your paper may be stored for comparison against future papers submitted at Yale. Your paper will not be stored as part of the larger Turnitin student database and so will not be used to check the originality of papers submitted at other universities. Turnitin does not acquire any rights to your paper.
- When you first attempt to view your similarity report, you will be prompted to accept the [Turnitin End User License Agreement \(EULA\)](#). This agreement is between you, the individual user (not the university), and Turnitin, LLC, the company that licenses the tool to the university for integration through Canvas. Please read the entire Turnitin EULA carefully.
- If you choose NOT to accept the Turnitin EULA, you will not be able to view the similarity report; however, your course instructor will still be able to view the report.

Please review the available [resources on writing from the Poorvu Center for Teaching and Learning](#), the [Turnitin Assignment Setting Options](#), and speak to your instructor if you have any questions or concerns.

If you would like further information, please contact the Poorvu Center at askpoorvucenter@yale.edu.

File Upload

Text Entry

Upload a file, or choose a file you've already uploaded.

File:

Choose File

 No file chosen

+ Add Another File

Comments...

☐ By checking this box, you acknowledge that:

- Your paper will be shared with Turnitin to generate a similarity report, which your instructor and/or you can view to help you use sources more effectively in your writing.
- Your paper may be stored for comparison against future papers submitted at Yale. Your paper will not be stored as part of the larger Turnitin student database and so will not be used to check the originality of papers submitted at other universities. Turnitin does not acquire any rights to your paper.
- When you first attempt to view your similarity report, you will be prompted to accept the [Turnitin End User License Agreement \(EULA\)](#) . This agreement is between you, the individual user (not the university), and Turnitin, LLC, the company that licenses the tool to the university for integration through Canvas. Please read the entire Turnitin EULA carefully.
- If you choose NOT to accept the Turnitin EULA, you will not be able to view the similarity report; however, your course instructor will still be able to view the report.

Please review the available [resources on writing from the Poorvu Center for Teaching and Learning](#) , the [Turnitin Assignment Setting Options](#) , and speak to your instructor if you have any questions or concerns.

If you would like further information, please contact the Poorvu Center at askpoorvucenter@yale.edu.


Cancel

Submit Assignment

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


How to find my Turnitin Report for my assignment submission? (Student)

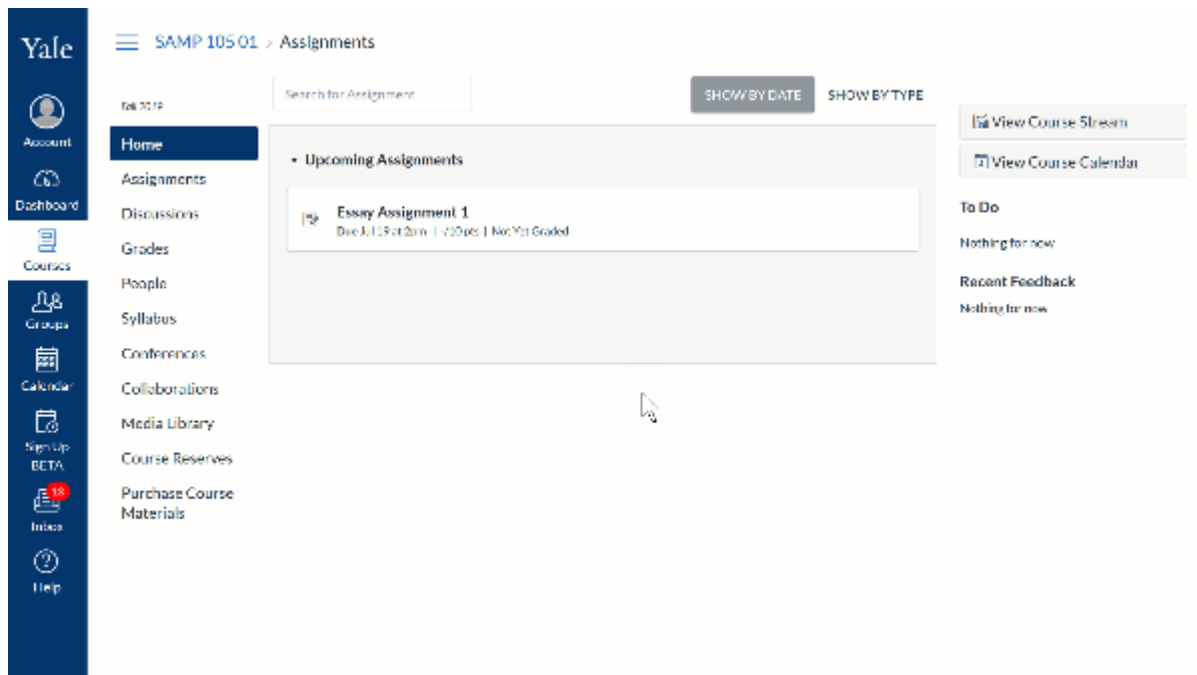
Turnitin can be used on an assignment by assignment basis. If your instructor has not enabled Turnitin on an assignment, you will not have access to a Turnitin Similarity Reports for that assignment.

 **Note:** Although it is recommended that instructors using Turnitin allow students to immediately view Similarity Reports, the instructor does have the ability to suppress student access to reports completely or until the assignment due date.

For assignments that use Turnitin, instructors you can allow you to view your Similarity Report. For these assignments, you can access the report by doing the following:

1. Go to your course's Grades area.
2. For the assignment, click on the similarity score indicator (a flag indicator).

 **Note:** Similarity Reports are generated for instructors once upon student submission, and again once the due date has passed. If your instructor has allowed students to view the Similarity Report, please be aware that you may have two different scores after the due date because of this.



Vendor Guides

Refer to the vendor guides for more information on how to read and interpret your Similarity Report.

- [Interpreting the Similarity Report](#)
- [Refining the Similarity Report](#)
- [Similarity scoring scenarios](#)
- [Viewing a breakdown of your matches](#)
- [Viewing all sources associated with a paper](#)
- [Viewing source details](#)
- [Excluding quotes and bibliography](#)
- [Bibliography and quote exclusion definitions](#)
- [Excluding small sources](#)
- [Multi-color highlighting in the Similarity Report](#)
- [Report generation after resubmission](#)
- [Resizing a paper](#)
- [Using the thumbnail bar](#)
- [Using layers](#)



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

Taking Respondus LockDown Browser Enabled Quizzes

Your instructor may have created Respondus LockDown Browser enabled quizzes. These quizzes will require a special browser that must be installed prior to taking the quiz. LockDown Browser is a locked browser that prevents you from printing, copying, going to another page, or using outside tools during the quiz. LockDown enabled quizzes will not allow you to take the quiz on a standard browser.

💡 Check out the Respondus Help Article on the [Computer Requirements for LockDown Browser Installations](#).

Overview

💡 **Note:** Yale does not use Respondus Monitor

Installing Respondus LockDown Browser

⚠️ **Note:** Each institute's installation is unique. If you already have Respondus LockDown Browser installed on your computer via a non-Yale course, you will be unable to use it for any Canvas @ Yale course. You may have more than one instance of the browser installed. If this is the case, make sure you select the correct one for your Yale course

You can pre-install Respondus LockDown Browser - but you will need the custom [Yale download link](#). Or you can just go to your Canvas quiz using the following steps to download the browser directly from Canvas.

💡 NOTE: You will only need to install the Yale version of the Respondus LockDown Browser once. Once it is installed on your computer, you will be able to use it on all of your Yale Canvas quizzes that use Respondus LockDown Browser.

1. Go to your course and navigate to the Canvas quiz that requires LockDown Browser.
2. Click on the quiz and then click the **Take Quiz** button
3. On the next screen, you a warning that Respondus LockDown Browser is required for the quiz. Click **Download Respondus LockDown Browser [1]**.

Respondus LockDown Browser Required

This quiz requires Respondus LockDown Browser. Please launch Respondus LockDown Browser to take this quiz or view your quiz results.

If you have not already installed the browser, please download it from here:

[\[Download Respondus LockDown Browser\]](#)

1

4. Click **Install Now [2]** on the download and install page.

Respondus®
Assessment Tools for Learning Systems

Step: 1 of 2

LockDown Browser®



Version: 2.0.5.00

Your system: Windows 10

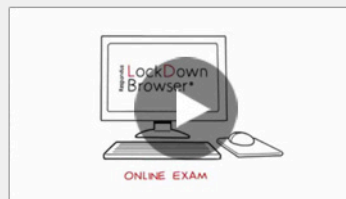
System requirements

Do you need the Mac version?

Are you a computer lab manager?

Before You Install:

This brief video explains the basic features of LockDown Browser and why it's used at your institution.



Terms & Conditions:

By clicking the "Install Now" button, you acknowledge that you have read and agree to the [Respondus Inc. License Agreement](#)


Note: Your antivirus software must allow you to install software.

2

Install Now


Total size: 84.7 MB

5. A file will be downloaded to your computer. Open the file and follow the prompts to install the program. After it is installed, you are ready to take a Respondus LockDown Browser enabled quiz.

 **Windows Users:** [Are you having trouble downloading Respondus LockDown Browser \(Windows\)?](#)

Taking an Assessment (LockDown Browser is already installed on your computer)

1. Open the **Respondus LockDown Browser**.
2. The browser will notify you if there are any programs open that need to be closed before you can take the quiz.
 1. Click **Yes** to allow Respondus to close the programs for you.
 2. Click **No** to cancel the browser so you can close the programs yourself (you may want to choose this option if you need to save work in progress). Once you have closed all other programs, you will need to re-open the LockDown Browser.

 **NOTE:** You will notice that in the Respondus Lockdown Browser there is no URL bar, and very few browser functions on the top screen. The browser will also automatically load to the Canvas @ Yale log in page. If you see another institute's log in page, you may have opened the incorrect installation.

3. Log into Canvas as normal.
4. Go to your course and navigate to the Canvas quiz that requires Respondus LockDown Browser.
5. Click on the quiz and then click the **Take Quiz** button
6. You will now be able to complete your quiz.

 For more help, please refer to the [Respondus Knowledgebase Help Articles](#). For general help, please contact canvas@yale.edu.

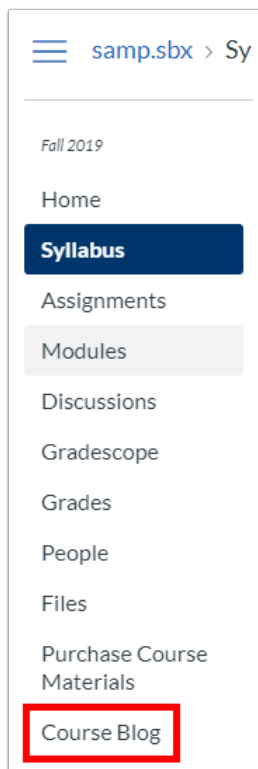
WordPress in Canvas: How to Blog

WordPress in Canvas is the integration of CampusPress into Canvas to facilitate learning between your course site and course blog.

How to access your blog

If this is your first time accessing the course blog, you will need to follow these directions in order to be added and granted the appropriate permissions to the blog

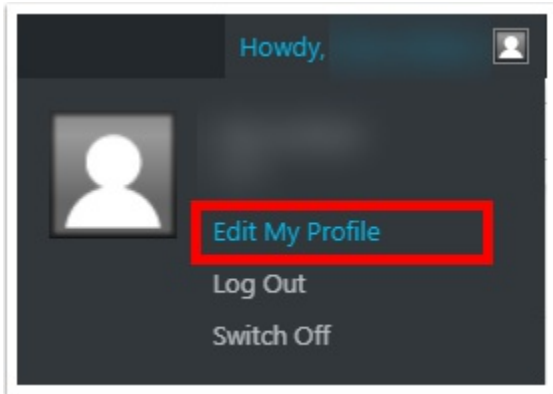
1. Log into Canvas and navigate to the course with the course blog
2. In the left hand course level navigation, click on the "Course Blog" link
3. This will open up WordPress in Canvas. It may prompt you to log in with your school information. If this is the case, use your Canvas credentials.
4. You will be taken to the home page of the course blog. From here, you can start posting!



How to change your display name.

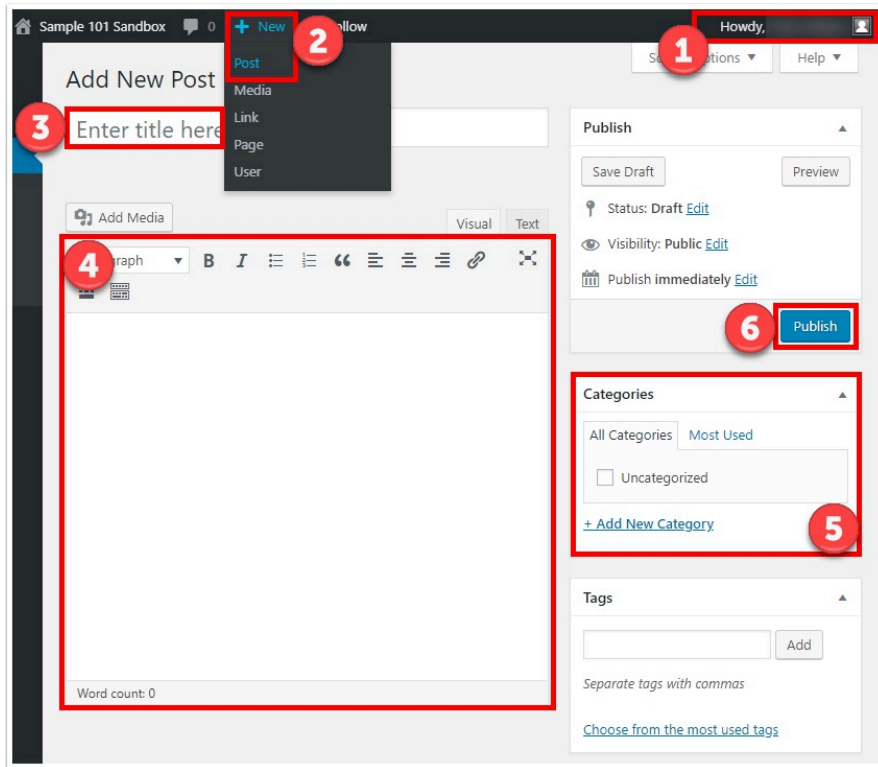
1. When you first login your display name will be your Net ID. In the top right corner you will see "Howdy, [NetID]".

2. Move your cursor over that and select “Edit My Profile”.
3. Add your first name and last name in the text boxes then choose that from the “Display Name Publicly As” drop down.
4. As you create posts your name will appear on the right menu of the blog.
5. If you click on your name, all the posts you create will be aggregated.



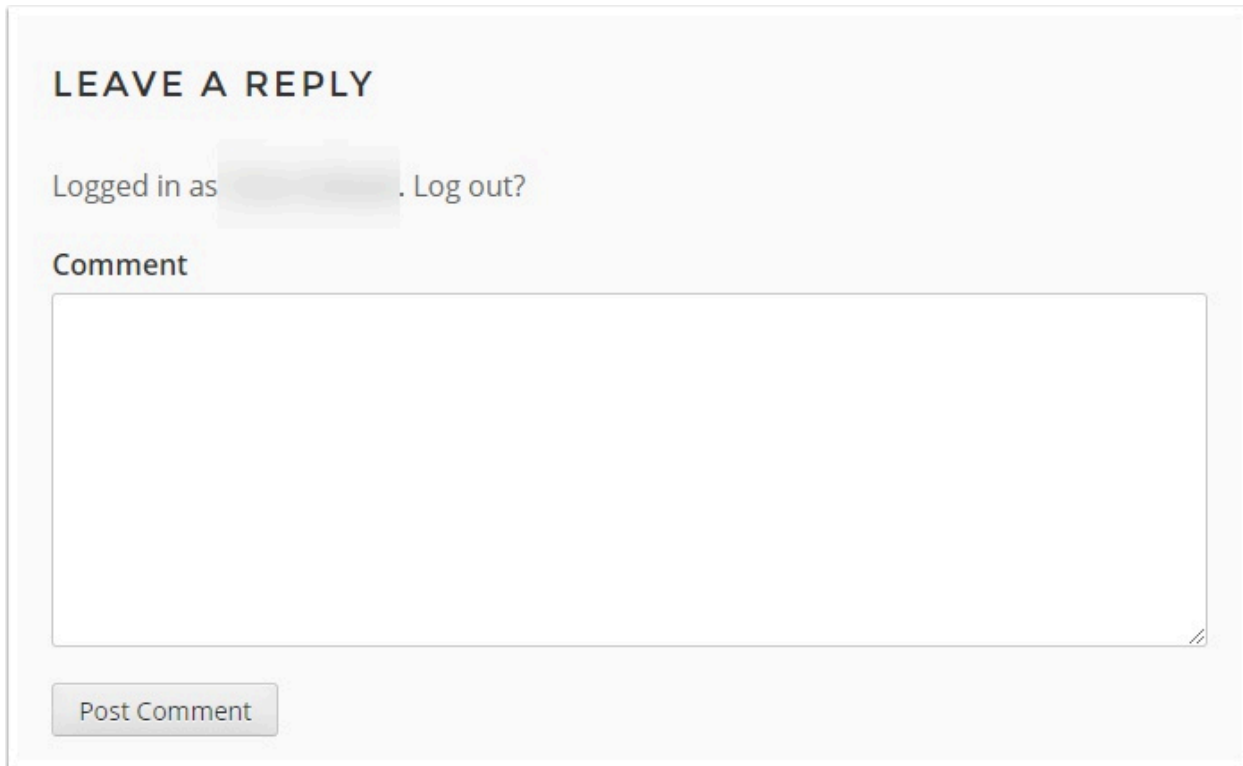
How to post

1. If you are logged in you will see a black admin bar across the top. If you don't see the bar click Login under User Tools on the right hand menu.
2. On the top admin menu hover over “+New” and select “Post”
3. Title your Blog
4. Add content in the main content area (including images, links, audio and video – see below for specific media upload information).
5. Before you publish your post, select the assignment category appropriate for the post. The category box is to the right of the main content box. This way you can click the category on the right menu of the blog and it will aggregate all posts associated with that particular assignment.
6. Click Publish on the upper right.



How to comment on a post

1. Click on the title of the post
2. Enter your comment in the "Leave a reply" text box
3. Click "Post Comment"



The screenshot shows a 'LEAVE A REPLY' section. At the top, it says 'Logged in as [redacted] . Log out?'. Below this is a 'Comment' label and a large text area for writing. At the bottom left of the text area is a 'Post Comment' button.

How to add media

The Media Library holds all uploaded images, audio or video you upload using the Add Media button in the Post editor.

Uploading an Image

- Locate an image you would like to use online.
- Right click on the image and choose "Save Image as"
- If appropriate rename the image and save to a location on your computer.
- On the course blog Post Editor window click the Add Media button and drag and drop the image into the Media Library.
- On the right, change the alignment if you want
- Be sure to cite the source for your image within the post content.

Adding images from Google Images

- Open Google images, find the image you would like to add to the blog. Click View Image.
- Copy the URL and click add media.
- Choose Add media from URL.
- Link to image URL, or to a custom URL.

Adding YouTube

- YouTube videos will be displayed as a video player on the blog within the post
- Find the video you'd like to feature


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- Copy the URL
- In the Post editor, paste the URL on it's own line (return before and after the URL).
- If you only see the URL and not a video player, it is usually because the URL is not on a line by itself.
- You can add videos from other sites such as Vimeo.

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

Mid-Semester Feedback Submission Directions

At a predetermined date around the middle of the semester, the Mid-Semester Feedback survey will be available for you to submit course feedback. All students will have one week to complete a feedback survey for each course you are taking. Feedback submitted through the Mid-Semester Feedback tool is **completely anonymous** and the submissions are only visible to the official instructor of record for your course.

 **Note:** Only users with the role of “student” or “auditor” in the course can submit feedback.

Submitting Feedback

Notes:

- Please be aware that some instructors may collect feedback using an alternative method. Instructors who do this may turn off the Mid-Semester Feedback tool in their Canvas course.
- If you are taking multiple classes, you will need to submit a separate feedback survey in each course site.
- You will only get 1 submission per course. You may want to write out your answers to the questions before you go to the survey tool to submit your comments

1. Click the “Mid-Semester Feedback” button from the course navigation.
2. On the this page, you will be able to enter your feedback. Your comments are strongly encouraged for each question, but it is not required that you complete all questions to submit.

Note:

3. When you have completed your survey, click the “Submit” button.

4. Repeat steps 2-5 for all courses you are taking in the current semester.

 **Note:**

Click

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

Piazza Account Creation and Modify Your Settings

i Piazza is two products - Piazza Q&A and Piazza Network. The Poorvu Center for Teaching and Learning only supports the use of Piazza Q&A, which is a third party online discussion board that instructors may use to facilitate learning in their courses. Piazza Network is only available to students.

This article provides guidance on creating a Piazza account and modifying your account settings to only use Piazza Q&A in coursework.

If an instructor has opted to use the *Piazza Q&A* online discussion board in your class, you will see a left menu item “Piazza” in your Canvas site. This link will bring you to the Piazza platform, and prompt you to create an account, if you do not already have one, or will pass you through automatically if you have used it before.

The screenshot shows the Piazza Setup page. On the left, there are two main sections: 'Confirm Enrollment' and 'Create Piazza Account'. The 'Confirm Enrollment' section lists details for Yale University, Piazza Demo SU20, and Piazza Class Summer 2020. The 'Create Piazza Account' section has input fields for email (ctl.tester02@yale.edu), name (CTL Tester02), role (Student), and password. A 'Continue' button is at the bottom. On the right, a 'Welcome to Piazza!' message explains the platform's purpose. The footer contains links for Company, Product, Support, and Links, along with social media icons and legal disclaimers.

If you are creating an account for the first time, it will ask you to verify additional academic information. This is **not required** to participate in the Piazza Q&A discussion board, and it is our recommendation that you think carefully about any information you share. If you do not wish to share information with Piazza, you can choose “I’m not pursuing a degree” before you continue. This will not limit your ability to use Piazza Q&A.

piazza

Please verify your Piazza Account information:

Academic Information (required)

What degree are you currently pursuing?

Graduate Program	Major	Anticipated Completion
<input type="text"/>	<input type="text" value="Enter current major..."/>	Month <input type="text"/> Year <input type="text"/>
Add Another Major Add Minor		

☒ I'm studying in grades K-12, or I'm not pursuing a degree

This information will be used for collaborative features on Piazza. We will never share your information without your permission.

[Continue](#)

Learn more about how Piazza complies with FERPA

Contact us at team@piazza.com with any questions.

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The Network
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News
Jobs

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Why Piazza Works
Features
Mobile Apps
LMS Integration
Accessibility

Support
Help
Product FAQ
Instructor FAQ
Instructor Resources
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[f](#) [t](#)

Copyright © 2019
Piazza Technologies
All Rights Reserved

Our terms changed on July 30, 2018. Please review the new Piazza Terms of Service.

If at any time you wish to verify your account settings, you can go to the gear in the top, right of the screen.

piazza ENGED 2210 [Resources](#) [Statistics](#) [Manage Class](#) Rachel Lam

hwy1 hwy2 hwy3 hwy4 logistics other

Updated

[How Post](#)

PINNED

- instr: Office hours preferences poll** 3/28/17
What times are you available to come to office hours this week? [?] Wednesday 3/29 6-7pm [?]
Wednesday 3/29 7-8pm [?]
- How to do number 40 in sec 11.17** 3/27/17
$$S(A, n) = \frac{1}{n} \frac{d}{dt} \ln \left(\frac{1}{n} \sum_{i=1}^n S_i \right)$$

I figure out if it converges or not? Do I multiply by its conjugate or
- An instructor thinks this is a good question
- Page 3 Number 40** 9/20/16
How do you know that f_{out} is constant? #pic
- Private: Search for Teammate** 9/20/16

Class at a Glance Updated: 34 seconds ago. [Refresh](#)

- 5 unread posts**
- no unanswered questions**
- 3 unresolved followups**

Student Enrollment 177 out of 200 (estimated) [Edit](#)

Download us in the app store:

Piazza Network Preferences

Piazza Network: ☐ In the Network ☒ Not in the Network

Event Digests: ☐ On ☒ Off

[Save](#)

💡 For additional assistance on how to use Piazza Q&A, please see the [Piazza Support Center](#). For general help, please contact canvas@yale.edu.

Additional How To Documentation

For more information on how to use more of the features in Piazza Q&A, please review the following guides provided by the vendor.

<https://support.piazza.com/support/solutions/48000185443>

How to create a PDF of handwritten assignments

For online assignments that require you to hand write/draw your response, you will need to create an electronic version of your completed work. If you do not have a photo copier/scanner in your home, you can use your smart phone to take pictures create PDF files for submission. This article contains instructions for recommended apps, but students should feel free to use the app of their choice.

This article will cover:

- [Scanning Tips](#)
- [Scanning handwritten assignments on iOS devices](#)
- [Scanning handwritten assignments on Android devices](#)
- [Submitting scanned PDFs to Canvas Assignments](#)
- [Submitting scanned PDFs to Canvas Quizzes](#)


Scanning Tips

Follow these tips to get the best scans:

- Use dark ink on light colored paper.
- When scanning, place your paper on a flat high contrast surface (if your paper is white, rest it on a flat, dark surface)
- Hold your phone directly above your paper as high as you can while maintaining a steady hand

Scanning handwritten assignments on iOS devices


Download an iOS Scanning App

 There are many apps that you can download that will create PDF files for you. One of our recommendations is the **Scannable** App. The instructions below are specifically tailored to this tool, but you can feel free to use any app that works for you.

1. On your iOS device, go to the **App Store**.
2. Search for and download the **Scannable** (by Evernote) app.


Scan your completed assignment

1. On your iOS device, open **Scannable**.
2. Before you scan, tap the **three dots button** from the capture screen and select **Settings > File Type > PDF**.
3. Return to the main capture screen by tapping the **back arrow > Done**
4. Hold your phone above each page and the app will automatically scan it as soon as it detects the page.
5. When you've scanned all pages, tap the **check mark** icon.
6. Scannable will attempt to optimize your scans - if needed, retake your photos. You can also refer to the tips at top of this article to ensure successful scanning.
7. Once your PDF is set, enter a name for your file by tapping on **file name** next to the PDF icon.
8. Tap the Send button to select where you want to send your file to. Your options include:
 1. Mail (email to yourself)
 2. Share - here you can save to your device or to a cloud service like Dropbox.

 For more information and detailed instructions on how use Scannable, visit the [Scannable App user guides](#).

Scanning handwritten assignments on Android devices


Download an Android Scanning App

 There are many apps that you can download that will create PDF files for you. One of our recommendations is the **Genius Scan App**. The instructions below are specifically tailored to this tool, but you can feel free to use any app that works for you.


1. On your Android device, go to the **Google Play Store**.
2. Search for and download the **Genius Scan** app.

Scan your completed assignment

1. On your Android device, open **Genius Scan**.
2. Select the **camera** icon (if you have multiple pages to scan, you can switch to **batch mode** in the top right corner).
3. Hold your phone above each page and tap the **spinning circle** icon.
4. When you've scanned all pages, tap the **check mark** icon.
5. If needed, retake your photos. You can also refer to the tips at top of this article to ensure successful scanning.
6. Select your file and tap the Share button - make sure that your format is set to PDF. Your sharing options include:
 1. Mail (email to yourself)
 2. Device Memory or
 3. A cloud service like Dropbox or Google Drive.

 For more information and detailed instructions, visit the [Genius Scan Website](#) and check out the [Genius Scan Video Tutorial](#).

Submitting scanned PDFs to Canvas Assignments

 To complete the following steps, you will need to make sure that the device/computer you are using has access to the PDF scans that you created following the steps above. If you do not have access on your current device, share the file to this device before you proceed .

1. Log into Canvas
2. Navigate to your course.
3. Click the **Assignments** button and find your assignment.
NOTE: Your instructor may use another tool, like Modules, to present your assignments - find the applicable assignment based on the organization of your instructor's course site.
4. Click on the title of the assignment you wish to submit.
5. On the next screen, click the **Submit Assignment** button.

SAMP019 01 > Assignments > Reading Assignment 1

6. Under the **File Upload** tab, click the **Browse** button and navigate to your scanned PDF.
 1. If necessary, click the **+ Add Another File [3]** button to add additional scans to your submission.
7. When you have attached all required files, click the **Submit Assignment** button.

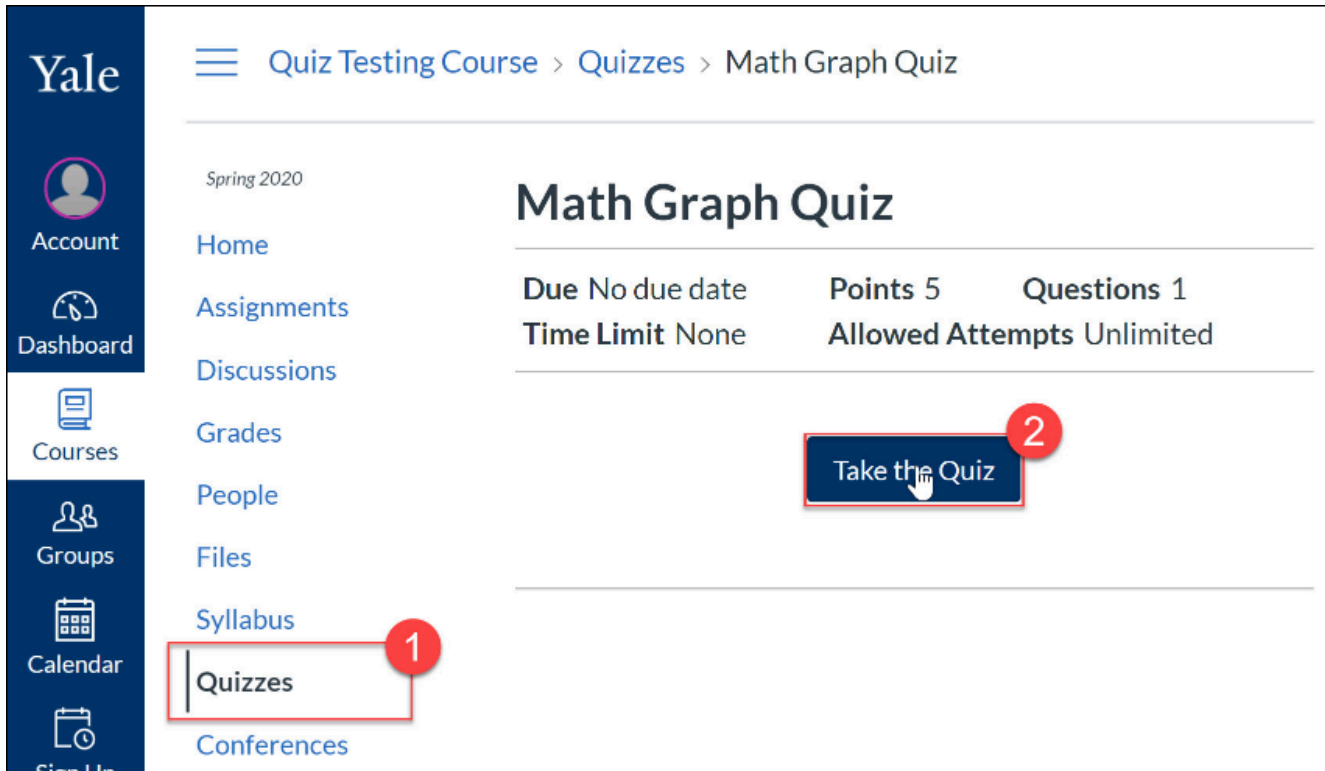
💡 For additional assistance, please email canvas@yale.edu.

Submitting scanned PDFs to Canvas Quizzes

⚠️ To complete the following steps, you will need to make sure that the device/computer you are using has access to the PDF scans that you created following the steps above. If you do not have access on your current device, share the file to this device before you proceed.


1. Log into Canvas
2. Navigate to your course.
3. Click the **Quizzes** button and find your quiz.


NOTE: Your instructor may use another tool, like Modules, to present your quizzes - find the applicable quiz based on the organization of your instructor's course site.
4. Click on the title of the quiz you wish to submit.
5. On the next screen, click the **Take the Quiz** button.





6. When you come to a question that requires a file to be uploaded, you will see an Upload component in the question.
7. Click the **Choose a File** button
8. Navigate to and select your scanned PDF. Click **Open**.
9. When you are back on the Quiz, the file will upload and you should see a message saying ***Your file has been successfully uploaded.***
10. If applicable, continue with your quiz completing all other questions and click the Submit button only when you are totally done with the quiz.


Yale



Account



Dashboard



Courses


Groups


Calendar


Sign Up
BETA


Inbox
71


Help

Spring 2020

Home

Assignments

Discussions

Grades

People

Files

Syllabus

Quizzes

Conferences

Collaborations

Course Reserves

Media Library

Purchase Course Materials

Quiz Testing Course > Quizzes > Math Graph Quiz

Math Graph Quiz

Started: Mar 30 at 11:37am

Quiz Instructions

Question 1

5 pts

Please draw a graph for the following equation and then upload your drawing as a PDF to this question.

$y = x^2 + 5$

Upload

Not saved

Submit Quiz



For additional assistance, please email canvas@yale.edu.

Miscellaneous

Alternative formats of content in Canvas

Yale's Poorvu Center for Teaching and Learning has integrated [Blackboard Ally](#) in Canvas @ Yale. Ally provides more accessible formats of content shared through Canvas. To learn how to obtain alternative formats within Canvas, please see our help documentation: [Ally for More Accessible Content](#)

💡 For more information regarding the digital content available in Canvas, please see the [vendor guides](#) relating to:

- [Students](#)
- [Instructors](#)
- [Administrators](#)

Accessible Versions throughout Canvas

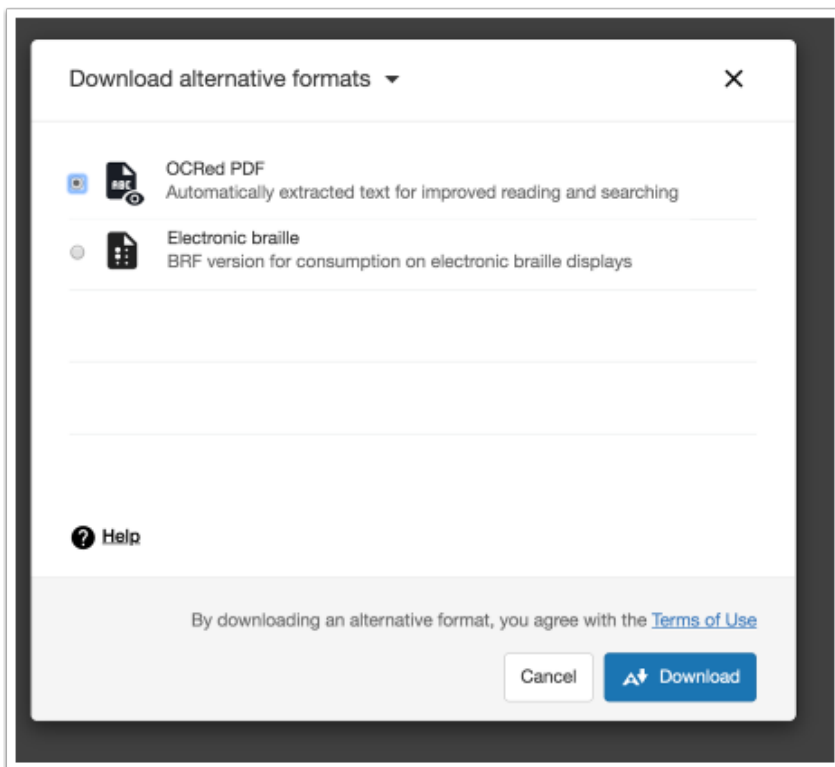
- [Syllabus](#)
- [Files](#)
- [Announcements](#)
- [Assignments](#)
- [Modules](#)
- [Discussions](#)
- [Content pages](#)

Throughout the course site, students and faculty will notice a small down arrow next to content linked to from various tools in Canvas.

Clicking on this down arrow will surface a pull down menu inviting participants to download the original file uploaded by the instructor, or to choose from one of several alternative formats for download.



Alternative formats of content are generated on demand, and downloaded to your local computer.





Accessing alternative formats in the Syllabus

If an instructor has chosen to link to a downloadable version of the syllabus, alternative formats of the file will be available through the drop down menu.

ux101 > Syllabus

[Testing](#)
[Home](#)
[Announcements](#)
[Assignments](#)
[Discussions](#)
[People](#)
[Pages](#)
[Files](#)
[Syllabus](#)

UX 101

[Syllabus template doc](#)  

[Jump to Today](#)
[Edit](#)

[View Course Stream](#)
[View Course Analytics](#)

< August 2019 >

28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

Course assignments are not





Accessing alternative formats of content in Files

When accessing content through the Files tool in Canvas, hover over the file row to the far right, and a drop down menu will appear. When available, the Alternative Formats menu will be presented.

ux101 > Files

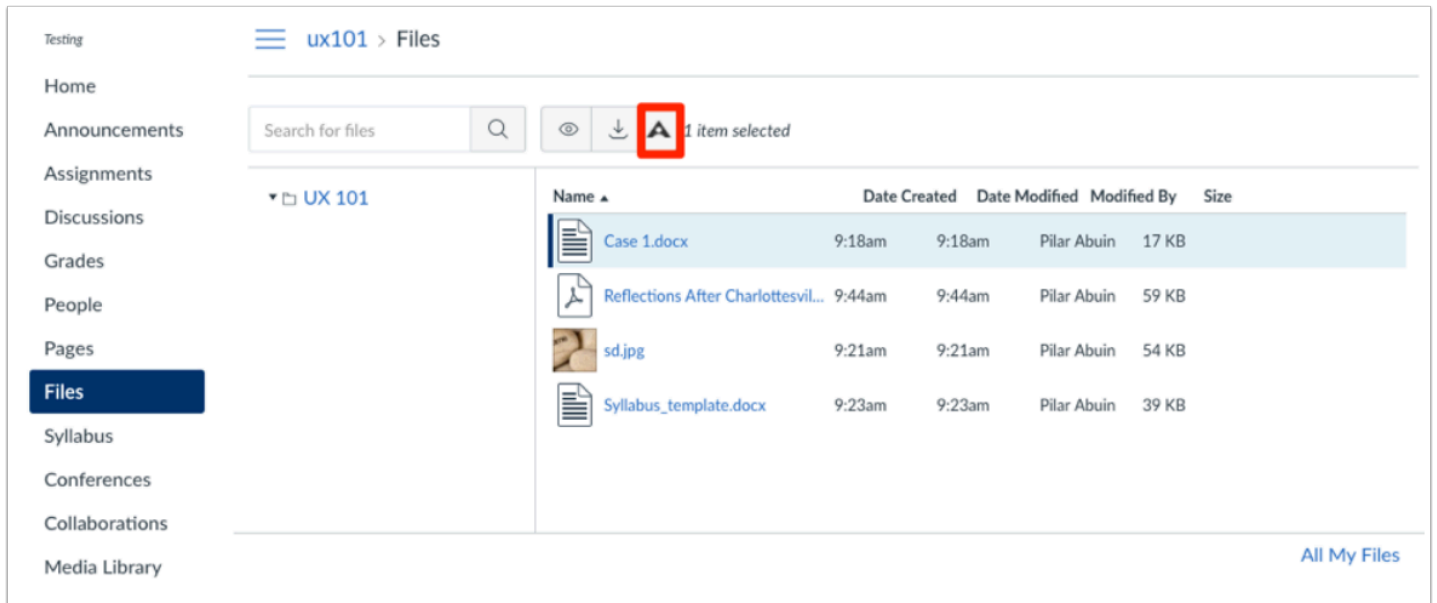
0 items selected
+ Folder
Upload

UX 101

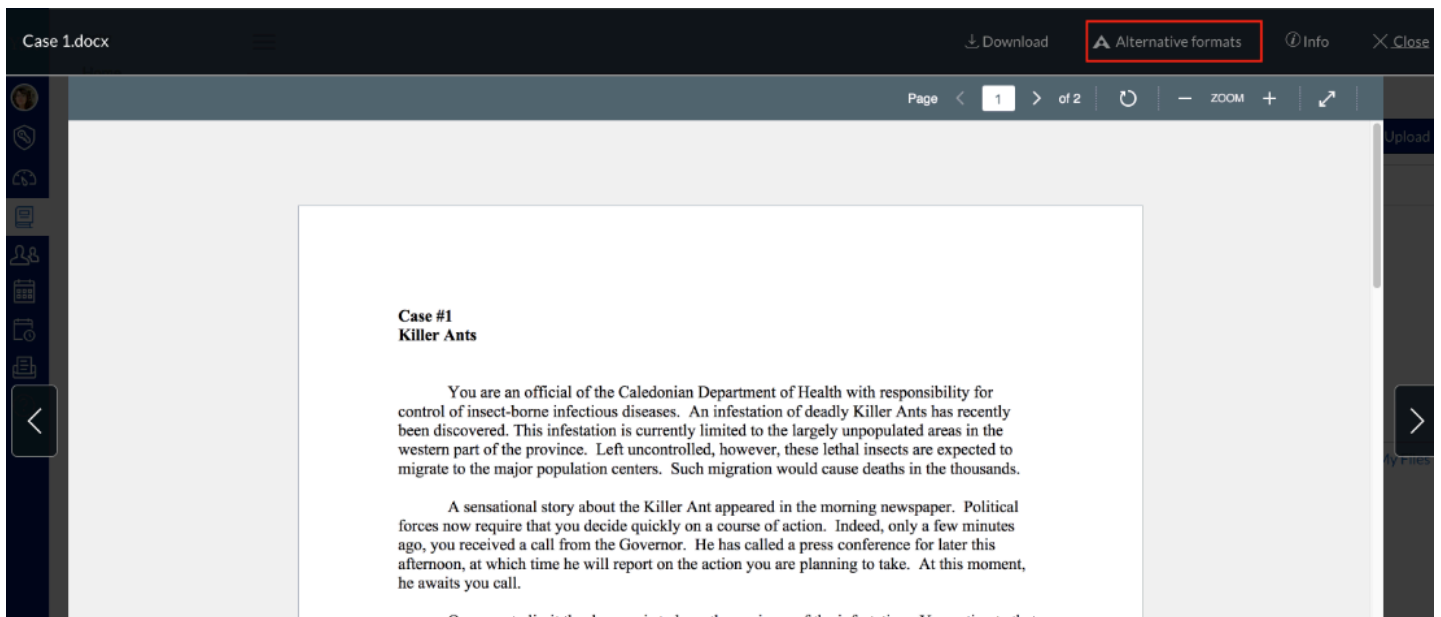
Name	Date Created	Date Modified	Modified By	Size
 Case 1.docx	Aug 24, 2017	Aug 24, 2017	Pilar Abuin	17 KB
 Reflections After Charlottesville_ Office of the ...	Aug 24, 2017	Aug 24, 2017	Pilar Abuin	59 KB
 sd.jpg	Aug 24, 2017	Aug 24, 2017	Pilar Abuin	54 KB
 Syllabus_template.docx	Aug 24, 2017	Aug 24, 2017	Pilar Abuin	39 KB

Download
Alternative formats

There are other paths to alternative formats. When a file is selected in the Files tool, a small A-shaped icon appears towards the top of the list of files. This only appears when one file is selected.



Alternatively, if you click on a file to view it in preview mode, alternative formats are made available through a button on the top of the screen.



Accessing alternative formats of content in Announcements

When content is shared directly from within an Announcement posted in a Canvas site, alternative formats of that piece of content will be found where that file is linked.

ux101 > Announcements > Welcome and Discussion Topic

The screenshot shows the Canvas interface for the 'ux101' course. The left sidebar lists navigation options: Testing, Home, Announcements (highlighted), Assignments, Discussions, Grades, People, Pages, Files, Syllabus, Modules, and Conferences. The main content area displays an announcement titled 'Welcome and Discussion Topic' by a user with a pink profile picture. The announcement text says: 'Welcome to the class. Please read the following [Note from Woodbridge Hall](#), and join the discussion thread below.' Below the text is a link for 'Reflections' and a note that the announcement is closed for comments. A search bar and 'Unread' button are at the bottom. A dropdown menu is open over the announcement, showing options: Preview, Download, and Alternative formats.

Accessing alternative versions in Assignments

Content shared in an assignment by the instructor will have alternative formats made available through the linked file drop down menu, but student submissions will NOT be scanned by Ally and will not have alternative formats made available to the faculty member or to peers during a peer review.

ux101 > Assignments > Week One Assignment

The screenshot shows the Canvas interface for the 'ux101' course, specifically the 'Assignments' section. The left sidebar lists navigation options: Testing, Home, Announcements, Assignments (highlighted), Discussions, People, Pages, Files, Syllabus, Outcomes, and Quizzes. The main content area displays an assignment titled 'Week One Assignment' with a 'Published' status and an 'Edit' button. The assignment text says: 'Please read the following [Case Study](#) by Friday.' Below the text is a dropdown menu showing options: Preview, Download, and Alternative formats. At the bottom, it shows 'Points 0' and 'Submitting Nothing'.

Accessing alternative formats of Files in Modules

When a file is linked to directly from within a Module as shown here:

ux101 > Modules

Testing

Home

Announcements

Assignments

Discussions

Grades

People

Pages

Files

Syllabus

Modules

Conferences

Collaborations

Media Library

Export Course Content

▼ Week One

Week One Assignment
Sep 1 | 0 pts

Case 1.docx

The alternative formats of the content are found within the top portion of the window after you've opened it to view.

ux101 > Files > Case 1.docx

Case 1.docx

Download Case 1.docx (16.2 KB) | Alternative formats

Page 1 of 2

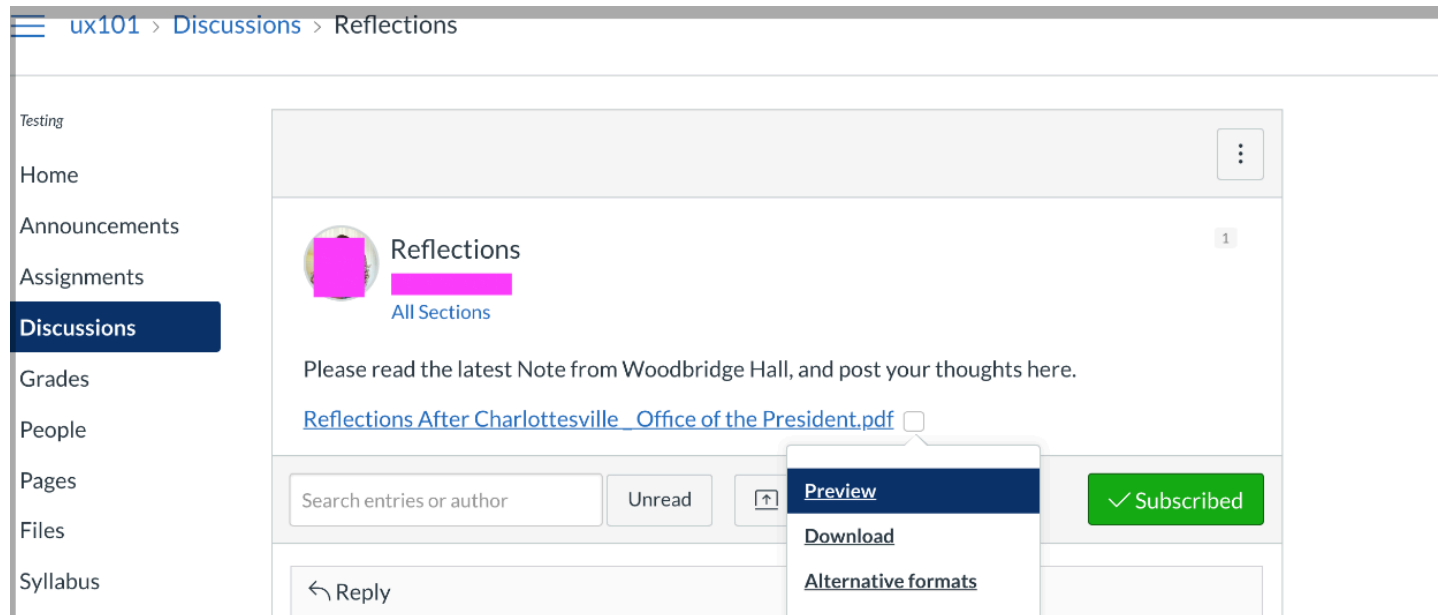
Case #1
Killer Ants

You are an official of the Caledonian Department of Health with responsibility for control of insect-borne infectious diseases. An infestation of deadly Killer Ants has recently been discovered. This infestation is currently limited to the largely unpopulated areas in the

Previous

Accessing alternative formats of content in Discussions

Content linked from discussions by the instructor will have alternative formats available. Content shared by students will NOT be scanned by Ally, and will NOT have accessible versions made available to readers.



The screenshot shows the Canvas interface for a course named 'ux101'. The left sidebar contains navigation links: Testing, Home, Announcements, Assignments, Discussions (highlighted), Grades, People, Pages, Files, and Syllabus. The main content area is titled 'ux101 > Discussions > Reflections'. It features a discussion titled 'Reflections' with a profile picture and a link to 'All Sections'. The discussion text says: 'Please read the latest Note from Woodbridge Hall, and post your thoughts here.' Below this is a link: 'Reflections After Charlottesville _ Office of the President.pdf'. A dropdown menu is open over this link, showing three options: 'Preview' (highlighted), 'Download', and 'Alternative formats'. Other elements include a search bar, an 'Unread' button, a 'Reply' button, and a 'Subscribed' button.

Accessing alternative formats of content in Pages

Content linked in Pages by the instructor will have alternative formats available via the drop down menu.

☰ ux101 > Pages > Welcome!

Testing

View All Pages

Home

Announcements

Assignments

Discussions

Grades

People

Pages

Files

Syllabus

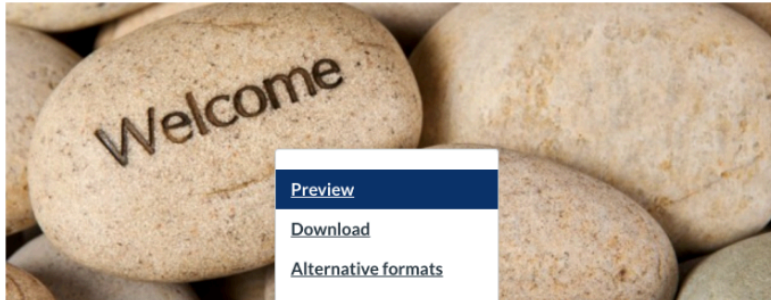
Modules

Conferences

Collaborations

Media Library

Welcome!



Welcome to class. Please [view the syllabus](#) ⬇️ and let me know if you have any questions.

💡 Other resources you may find helpful:

- [Canvas Accessibility Vendor Guide](#)
- [Yale's Usability & Web Accessibility Page](#)

💡 For more information about Yale's accessibility guidelines, please contact accessibility@yale.edu. For general help, please contact canvas@yale.edu.

Ally for More Accessible Files in Canvas

Yale's Poorvu Center for Teaching and Learning has integrated [Blackboard Ally](#), a service that provides alternative and more accessible versions of files that have been uploaded into Canvas.

Accessing more accessible, alternative formats

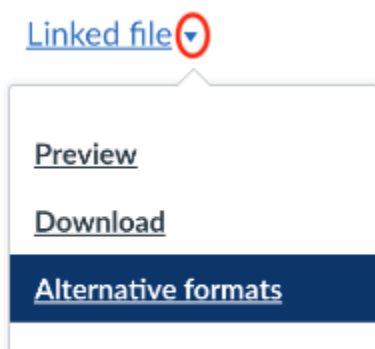
Alternative formats are formats that will be more accessible to screen readers (such as OCR'd PDF) or which offer different sensory modalities to students who may not read using vision (such as Electronic Braille).

1. Wherever a file is linked or uploaded in Canvas, there will be a small down arrow icon to the right of the link.

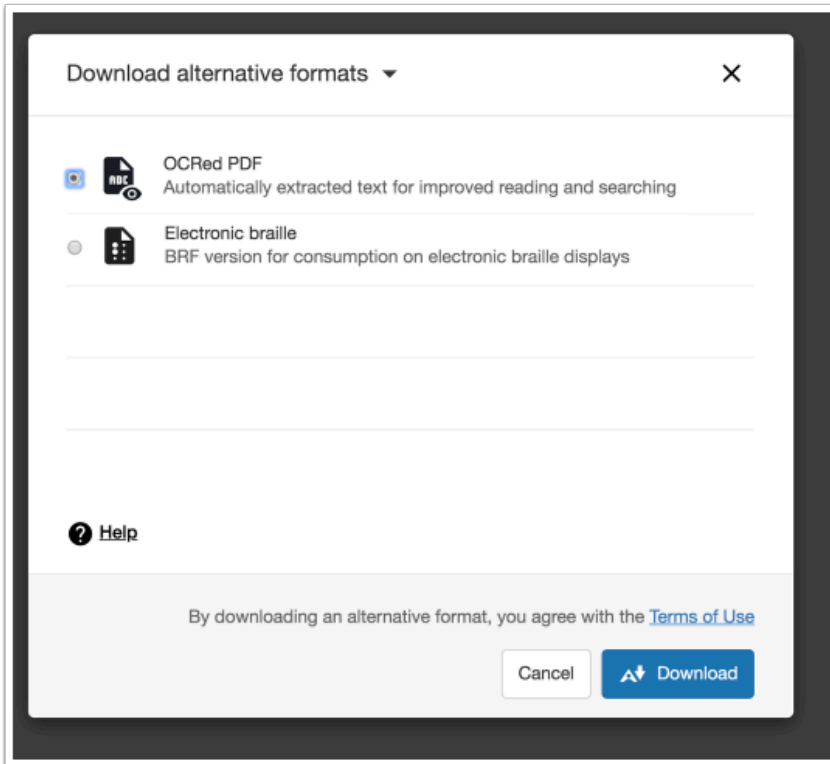


2. Click on this arrow to reveal three options:

- "Download" which will give you the original file
- "Preview" to view the file in the browser;
- "Alternative formats" which are the Ally-produced alternatives.



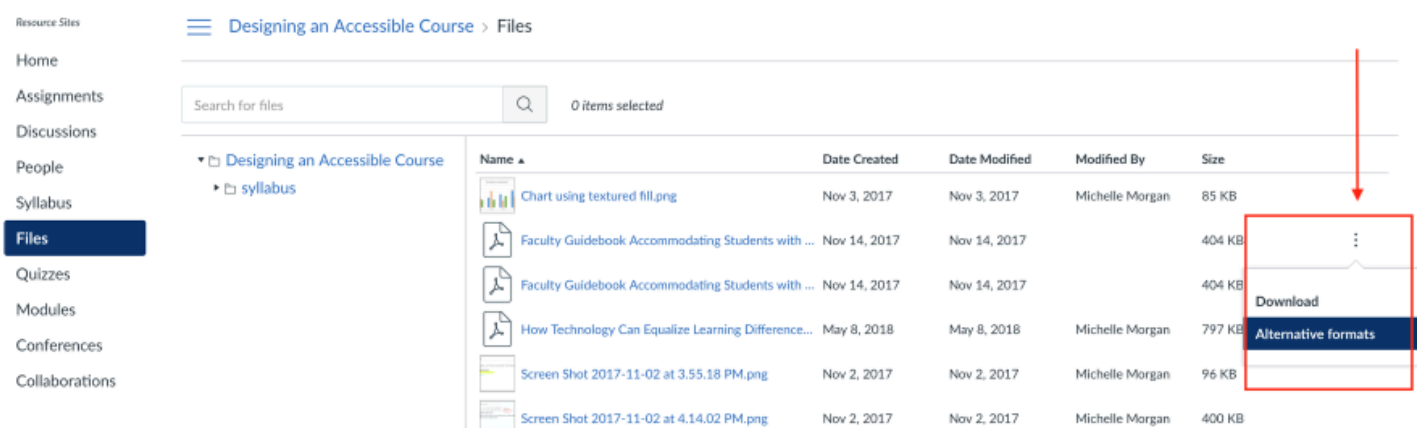
3. Choose "Alternative formats" to select the file format you prefer, then click "Download":



Files

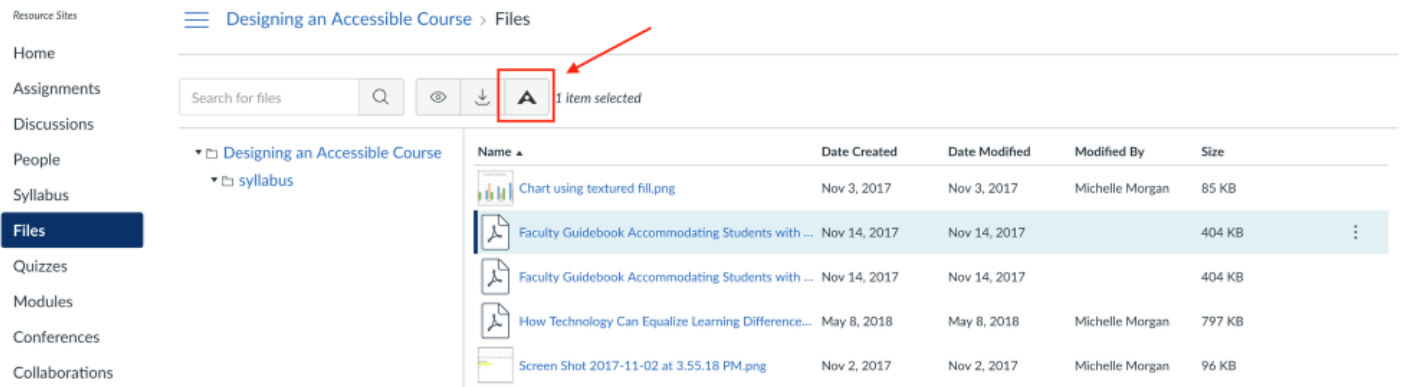
There are three ways to get alternative versions of materials uploaded in the Canvas Files area.

Method 1: From the main Files window, locate the file and navigate to the far right of that row, to access the “Actions” options (3 vertical dots). Open the options menu, and select “Alternative formats”:

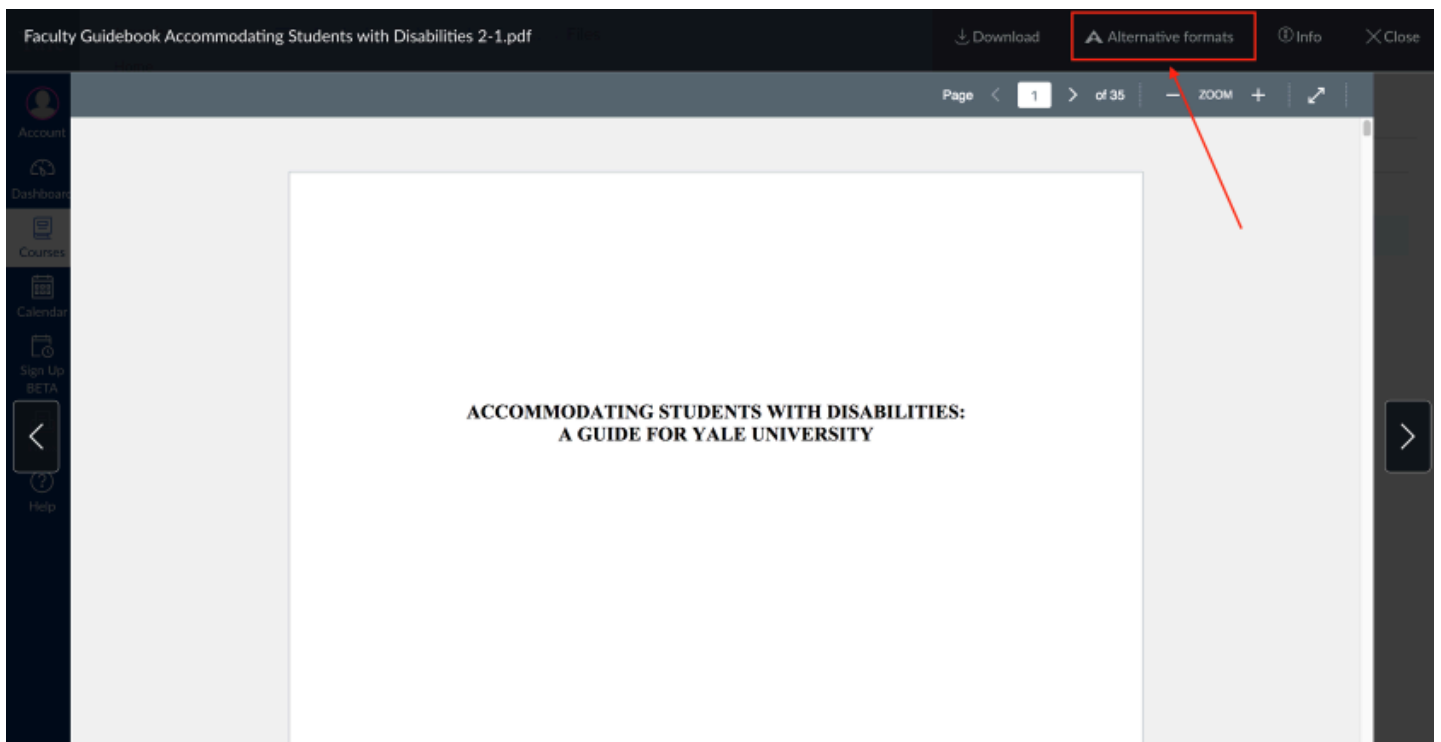


Method 2: From the main Files window, select the row where your file’s name appears (don’t click on the file name itself). With the row highlighted, locate and click the Ally “A” icon near the top of the page.

Canvas @ Yale



Method 3: When you click on the file name in Files, Canvas opens the file within your browser. At the top of the preview screen, there is an option for “A” with the Ally “A” icon.



Note: This same method applies for files included in Modules, Assignments, Discussions, Announcements, and more: click on the file name or the drop down arrow, and select the “Alternative Formats” option from either the drop down menu or at the top of the file preview screen.

If you discover that an Ally alternative file does not work well with your screen reader, please email accessibility@yale.edu with information about the file that is causing problems.

💡 For more information about Yale's accessibility guidelines, please contact accessibility@yale.edu. For general help, please contact canvas@yale.edu.

How to Reserve a Time Slot in Sign-up Tool?

This article will show you how to use the Sign-Up Tool to reserve or unreserve a time within an appointment group.

Note: Sign-Up Tool is currently within a beta release. This means that there could be additional changes made based on the feedback received from those who are using the tool. If you are using the tool and would like to provide us with feedback, please fill out the following Google Form: [Sign-Up Tool Beta Release Feedback](#).

How to Reserve a Time Slot

1. Click on Sign-Up Tool (Beta) from your global navigation.



2. Click on the name of the appointment group you want to reserve time for.

Click on the appointment group.

3. Once within the appointment group, click on the reserve icon to reserve the time slot.

Click the reserve icon

4. If applicable, type in any comments you will like the instructor to see with your reservation.

5. Click "Reserve".

Enter Comments and click Reserve

How to Unreserve a Time Slot


1. To cancel, go back to the time slot you reserved (indicated under the status) and click the unreserve icon.

Click the unreserve icon.

2. Enter in your reason for cancellation

3. Click "Unreserve".

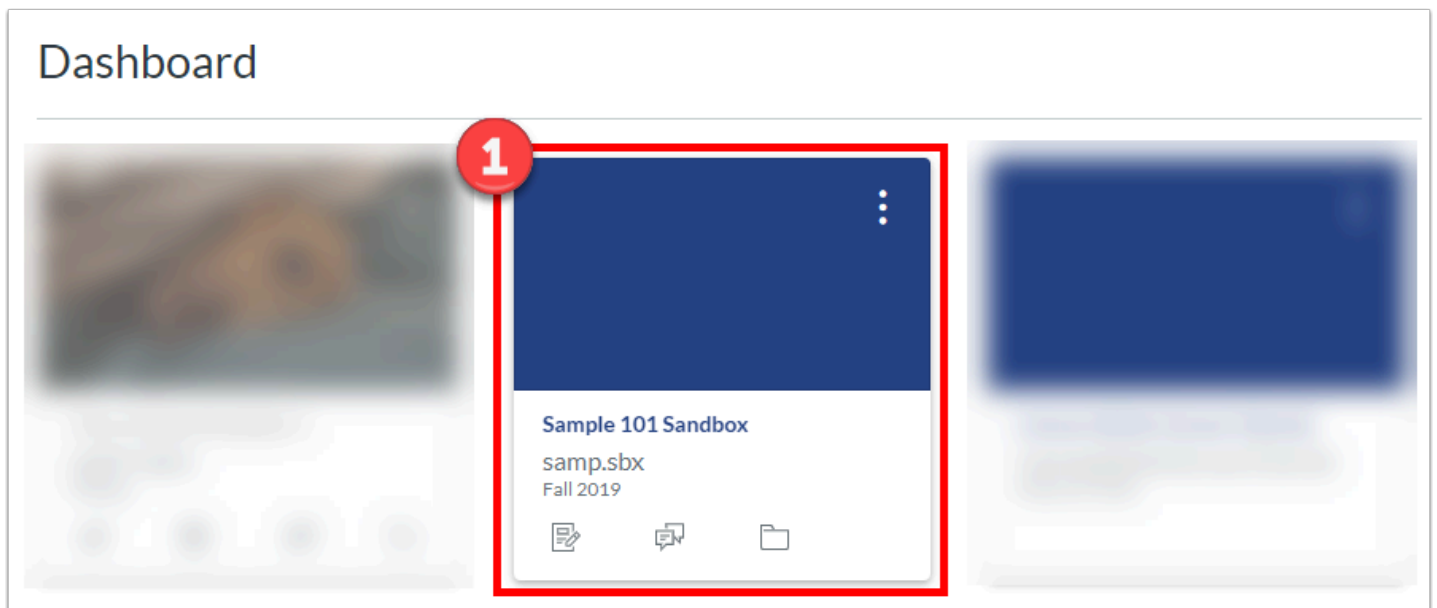
Enter cancellation reason and click unreserve.

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

Linking Canvas to the Yale University Official Bookstore


These directions are for students setting up a first time cross-over from Canvas to the Yale University Official Bookstore.

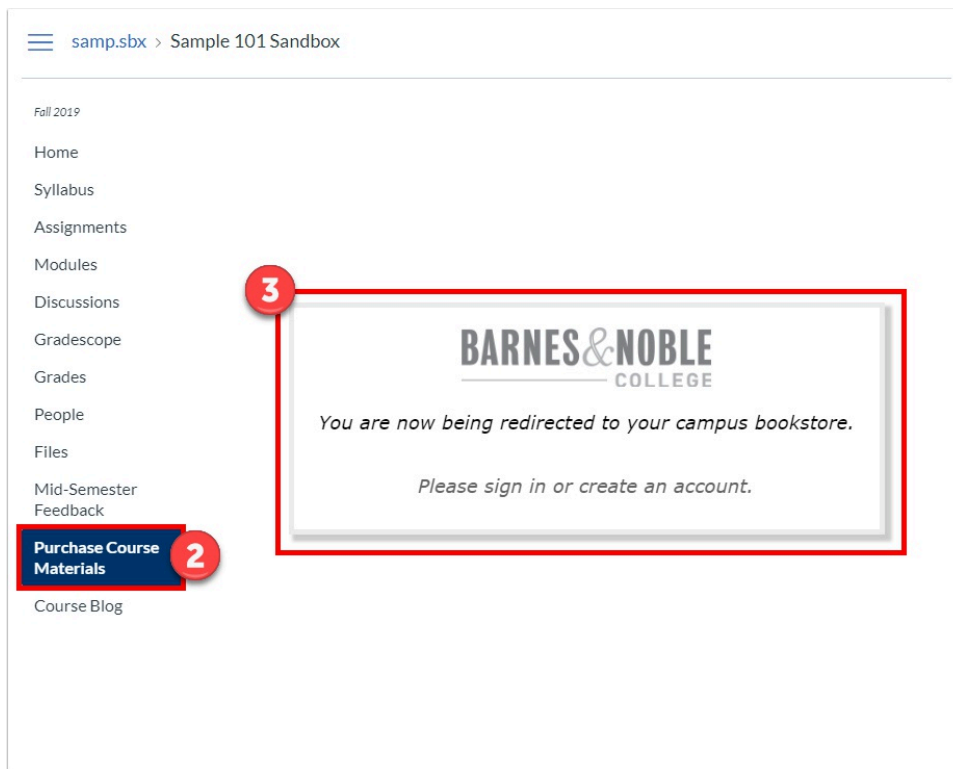
1. Choose your course from your dashboard.



2. Click on "Purchase Course Materials" from the left-hand navigation bar. Clicking this link will open a new window, where you will be prompted to sign in or create an account for the bookstore website. Your account will be paired to Canvas, and you will not be required to sign in after the initial login.

3. You will now be redirected to the Yale University Official Bookstore website. Your course information will auto-populate to match the course you selected in Canvas, and your course materials will appear here in all the available formats (new, used, rental, digital).

 **Note:** If a new window does not open, check your pop up blocker settings, as they may have prevented this from opening.



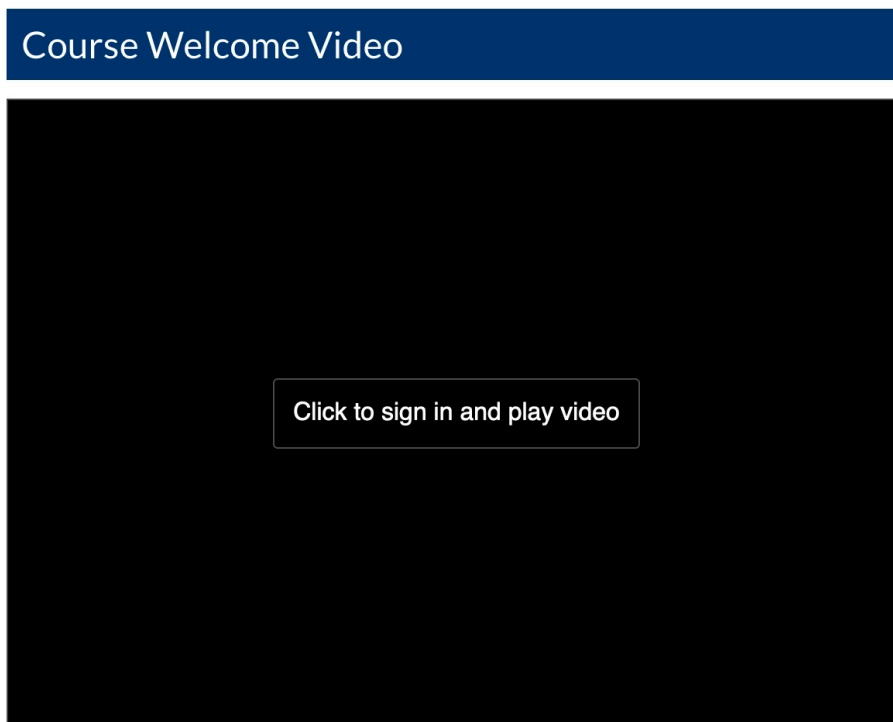
4. Your Canvas account is now paired with the bookstore website. When you use the Purchase Course Materials link in the future, you will be sent directly to your course materials.

💡 For more help if the integration link goes down, or if there is a technical error, please contact the Barnes & Nobles home office at LTIsupport@bncollege.com. If you are an instructor, or your instructor has questions about FacultyEnlight, please contact the Yale Bookstore staff at GM321@bncollege.com or use their [online form](#). For general help, please contact canvas@yale.edu.

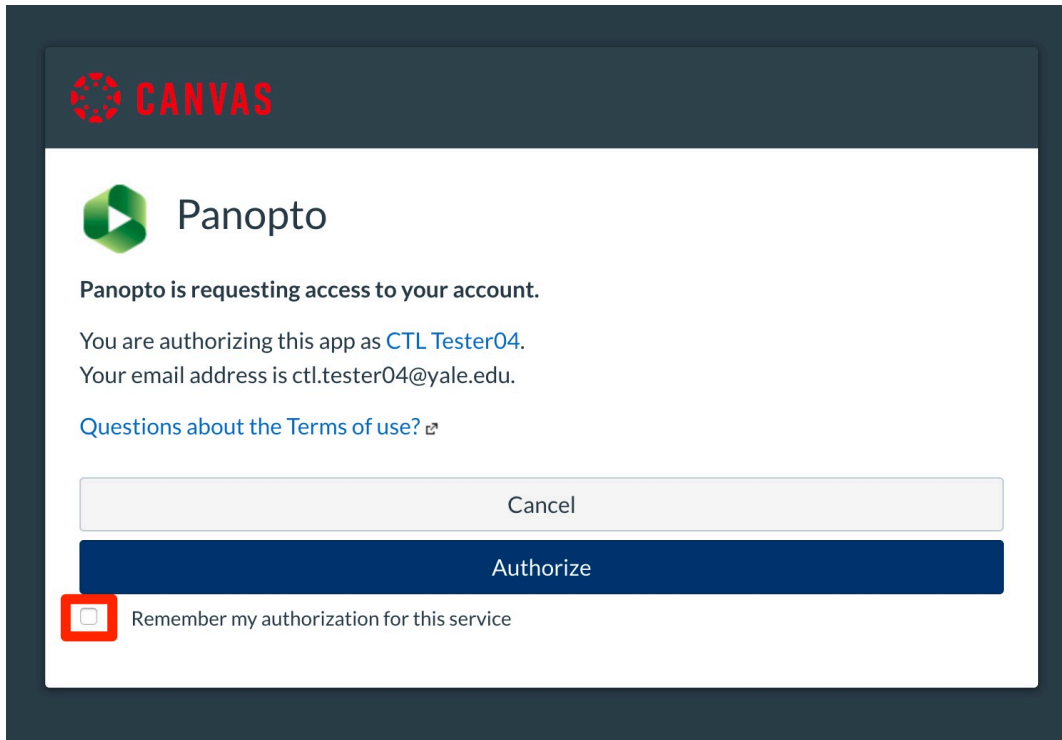
Welcome Videos - Click to sign in and play video message

Understanding the Click to sign in and play video message

If you see the following message when reviewing a welcome video, or any Media Library video embedded into a page in Canvas, it is because you have not yet authorized Panopto (Media Library) to play content for you.



Click the button that says **Click to sign in and play video** and the following window will open.



To avoid seeing this message each time you load a video, select the **Remember my authorization for this service** check box before selecting Authorize.

The video will now load for you back in Canvas.

Student FAQ

Why are the courses I registered for not showing up in Canvas?

💡 Official academic course sites are created in Canvas automatically and enrollments in the sites are managed by the official enrollment data in the registration system (Banner). Official enrollments (Instructors/Students/Auditors) are all managed by the registration system and can only be modified by a school/departmental registrar in Banner.

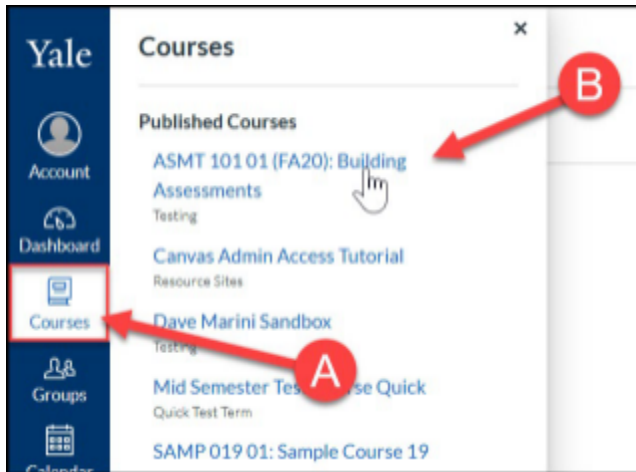
⚠️ Changes made to enrollments in the registration system (Banner) will be synchronized to Canvas every 2 hours - so expected at least a 2 hour delay before changes are reflected in Canvas.

Courses for the Current Semester:

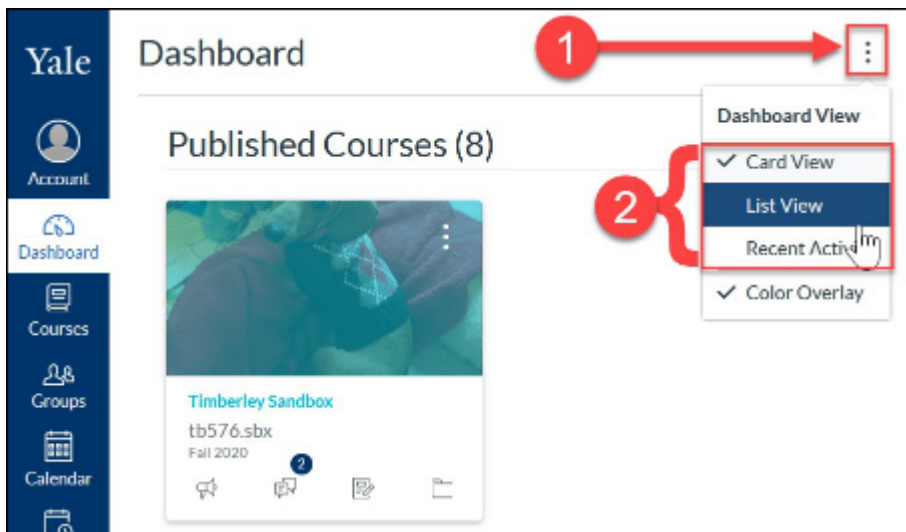
Solution: Check to see what Dashboard View you are using.

The Canvas Dashboard page has three different views you can choose from. The most common view is **Card View** which displays your courses as "cards" that you can click on.

The other 2 views (**List View** and **Recent Activity**) do not show your courses on the Dashboard, so if you choose one of these views, you will need to click the **Courses button [A]** in your left side navigation menu and click on your the Canvas Courses in the **pop-out drawer [B]**. No matter what view you use on your Dashboard or where you are within Canvas, the Courses button is always available in the left-side global navigation bar.



You can change between views by clicking on the **3-dot menu [1]** on the Dashboard page and selecting an alternate view **[2]**.



Solution: Check to see if you are using course "favorites".

Users can use the Canvas "favorites" option to keep their Dashboard clean. Visit our help article on [How to Favorite your Course](#) to see how you can view and update which courses appear on your Dashboard page.

Solution: Check to see if the instructor has not published the course yet.

Unpublished course sites will not appear on your Dashboard page. Visit our help article on [How do I find my courses](#) to see how you can check the status courses you are enrolled in. If you see that the course is listed but not published, you can reach out to your instructor to ask if they plan to use Canvas for their course.

Solution: Check back in 2 hours.

Changes made by a registrar are not immediately processed into Canvas. Canvas is updated every 2 hours.

Solution: Verify that you have registered for the course.

Students must add a course to their OCS worksheet (or Yale Course Search Primary Worksheet)** in order to be enrolled in the course's Canvas site. If you have not added the course yet, do so and your **enrollment will be processed in up to 2 hours**. Check back after 2 hours to ensure that the course is listed on your Dashboard page.

For courses that require instructor permission, you will need to work with the instructor and the departmental registrar to register for the course.

*** Some departments/schools (like School of Management and Law School) may use other methods for registering for courses - reach out to the departmental/school registrar or support team for assistance.*

I did not register for the course and am not able to add the course to my Primary Worksheet - what do I do?

Solution: Make sure you have not reached the maximum allowed courses for shopping.

Yale Course Search's Primary Worksheet and OCS restrict students from adding more than 10 courses to their worksheet - make sure that you have not reached the maximum course load before you add the course.

Solution: Make sure that you did not seal your worksheet / Make sure that course selection period has not ended.

If you are trying to add the course after you seal your worksheet/schedule or you are trying to add after course selection period has ended, contact your departmental registrar for assistance modifying your courses.

I have registered for the course and waited 2 hours and am still not enrolled in the course - what do I do now?

Contact canvas@yale.edu for further assistance. Make sure that you include your name, NetID, and the courses that you are registered for that are not appearing on your dashboard page.

What if I need access right now - what should I do?

Contact your instructor or departmental registrar and ask them to manually add you to your course site with the Guest Student role until the your enrollment has been resolved in the registration system.


Courses for the Past Semester

If you are looking for a course that was taught during a term in the past, please check out our help article on [Courses in Past Terms - How to View Courses in Past Term](#).

Why am I not getting copies of my notifications in my Yale email account?

 Each user has control over what notifications they will receive. Check out our help article on [Student Notification Recommendations](#).

SOLUTION: Verify your Notification Preferences

 In Canvas, all users have the ability to set their default Account-Level Notification Preferences as well as modify their Course-Level Notification Preferences. Course Level Notifications Preferences are inherited from the Account-Level Notification Preferences settings, but any changes made at the Course-Level will over-ride the Account-Level settings.

Updating your Account-Level Notification Preferences

Your Account-Level Notifications Preferences will set your default settings for all courses. In the list of available notifications, make sure that you have set the appropriate frequency for the notifications you want to receive.

Check out our help article on [how to update your notification preferences](#).

Yale

Teri Hamilton > Notification Preferences

Account

Dashboard

Courses

Groups

Calendar

Sign Up BETA

Inbox

Help

Notifications

Profile

Files

Settings

ePortfolios

Shared Content

Content Migrations

QR for Mobile Login

Global Announcements

Notification Preferences

✓ Notify me right away ⌚ Send daily summary 📅 Send weekly summary ✕ Do not send me anything

☐ Show name of observed students in notifications.

Course Activities

Due Date

Grading Policies

Course Content

Files

Announcement

Announcement Created By You

Grading

☐ Include scores when alerting about grades. If your email is not an institution email this means sensitive content will be sent outside of the institution.

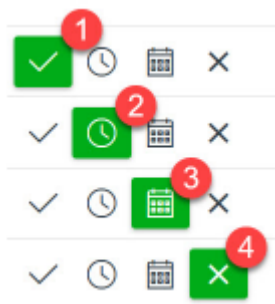
Email Address

timi_1979@hotmail.com

What are the account-level notification frequency options?

For each preference listed, your notification frequency options are:

- [1] - Immediately (check mark icon)
- [2] - A summary at the end of the day (clock icon)
- [3] - A summary at the end of the week (calendar icon)
- [4] - Do not receive (X icon)



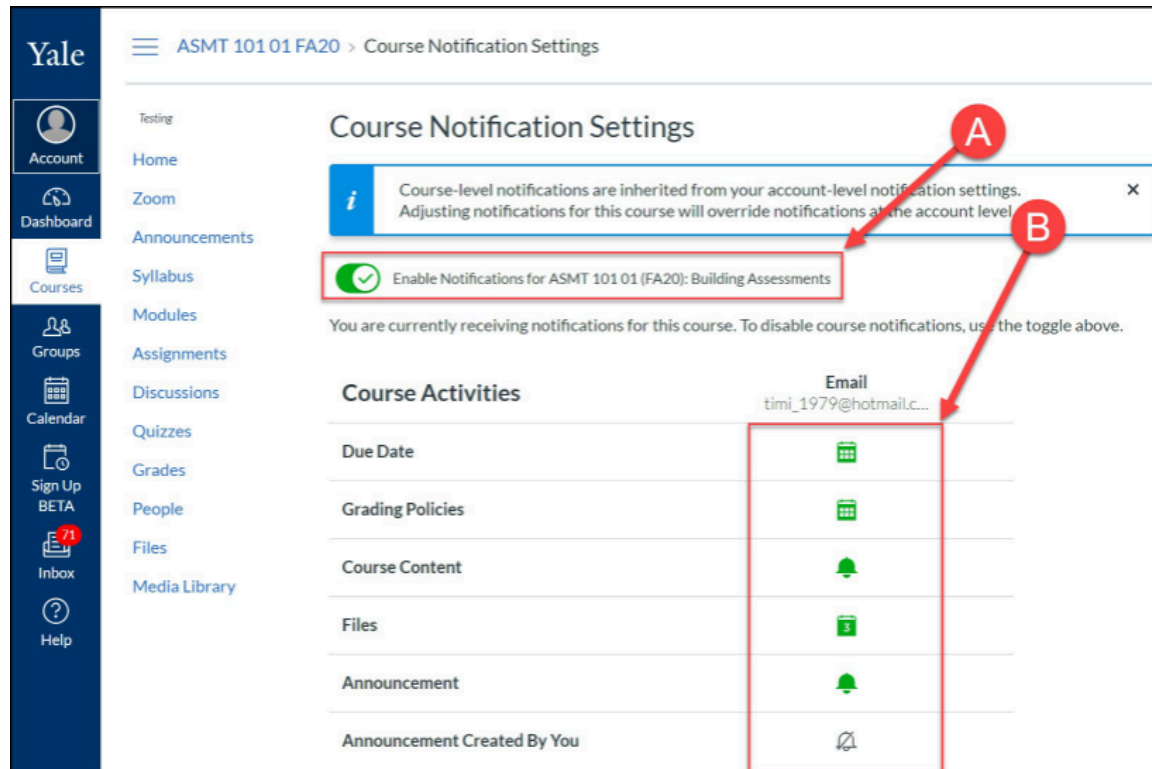
Updating your Course-Level Notification Preferences

You can change your notification preferences for each course you are enrolled in. The default Course-Level Notifications Preferences are inherited from the Account-Level settings, but any changes you make at the Course-Level will override your default Account-Level settings.

You will want to check:

- A. That notifications are enabled for the course **[A]** (by default, your notifications should be on by default in all courses)
- B. In the list of available notifications, make sure that you have set the appropriate frequency for the notifications you want to receive. **[B]**

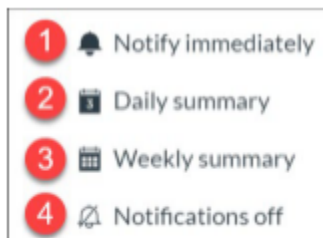
Check out our help article on [how to update your course-level notification preferences](#).



What are the course-level notification frequency options?

For each preference listed, your course notification frequency options are:

- [1] - Notify Immediately (solid bell)
- [2] - A summary at the end of the day (calendar with number)
- [3] - A summary at the end of the week (calendar with date boxes)
- [4] - Notifications off (clear bell with slash)



SOLUTION: Check your spam messages / White list notifications from Canvas

Check the spam folder for your email client. If you find that your notification emails are going to your spam folder, you will need to white list the email address from which notification messages are sent. The sender email address all notifications is:

notifications@instructure.com

💡 In your inbox, notification emails will likely show the sender as "**Course Name <notifications@instructure.com>**" or "**User Name <notifications@instructure.com>**".

Different email clients have different settings, permissions, and processes - so you will want to look up what is appropriate for the tool you use to manage your email. Below are the 2 most common tools:

- **Outlook**
 - [How to review messages marked as spam/junk](#)
 - How to block/unblock senders
 - [Outlook Web - how to block/unblock senders](#)
 - [Outlook for PC Desktop - how to block/unblock senders](#)
 - [Outlook for Mac Desktop - how to block/unblock senders](#)
- **Gmail**
 - [Mark/unmark Spam](#)

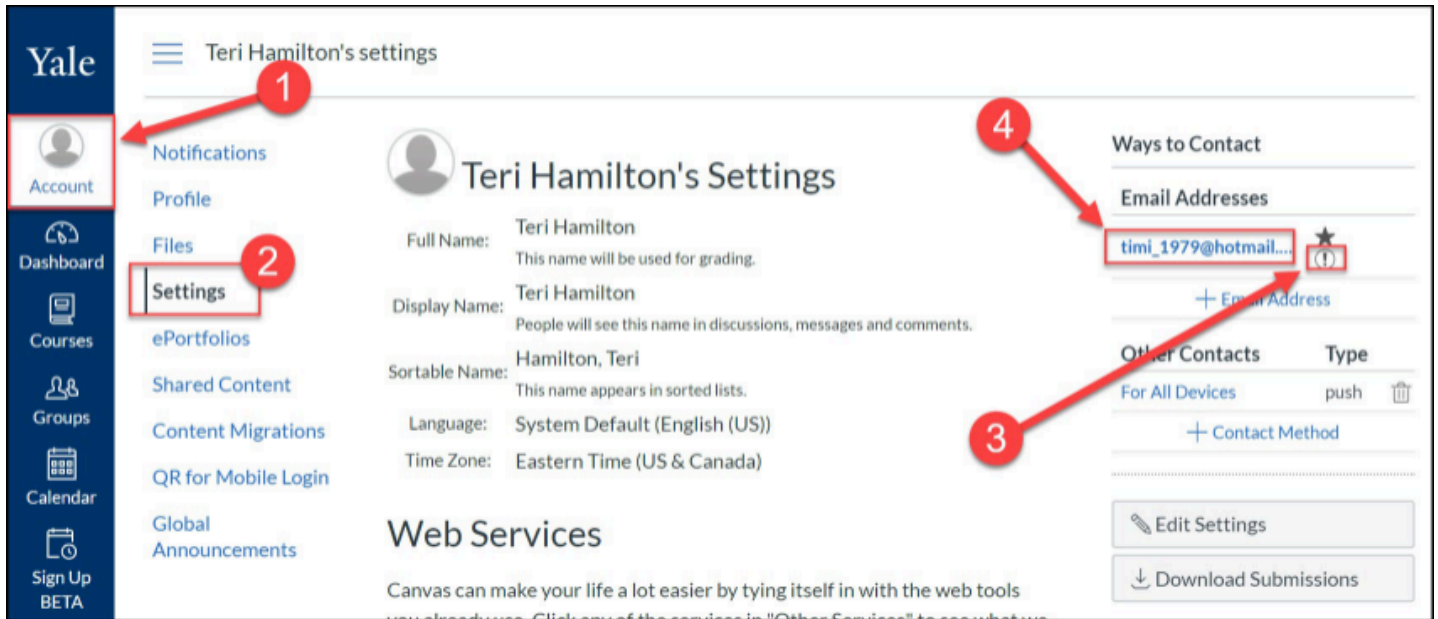
SOLUTION: Verify that your email address is confirmed

For some users, their email address gets into an "unconfirmed" state when Canvas tries to send a notification and receives a bounce-back email. This can happen if you have an email address that is inaccurately entered in Canvas or sometimes it can happen due to an email server issue out of your control.

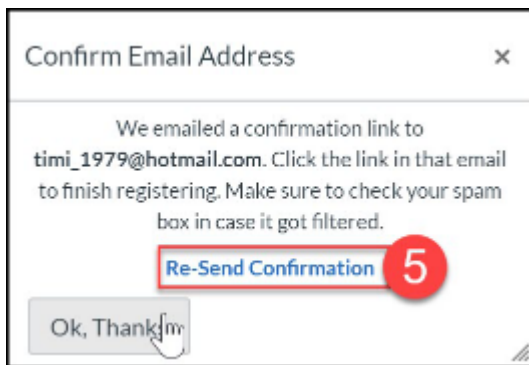
To check the status of your email:

1. Go to the **Account [1]**.
2. Click on **Settings [2]**.
3. Look at your default email address - if you see a **! indicator [3]**, your email address is currently not confirmed.
4. Click on the **unconfirmed email address [4]**.

Canvas @ Yale

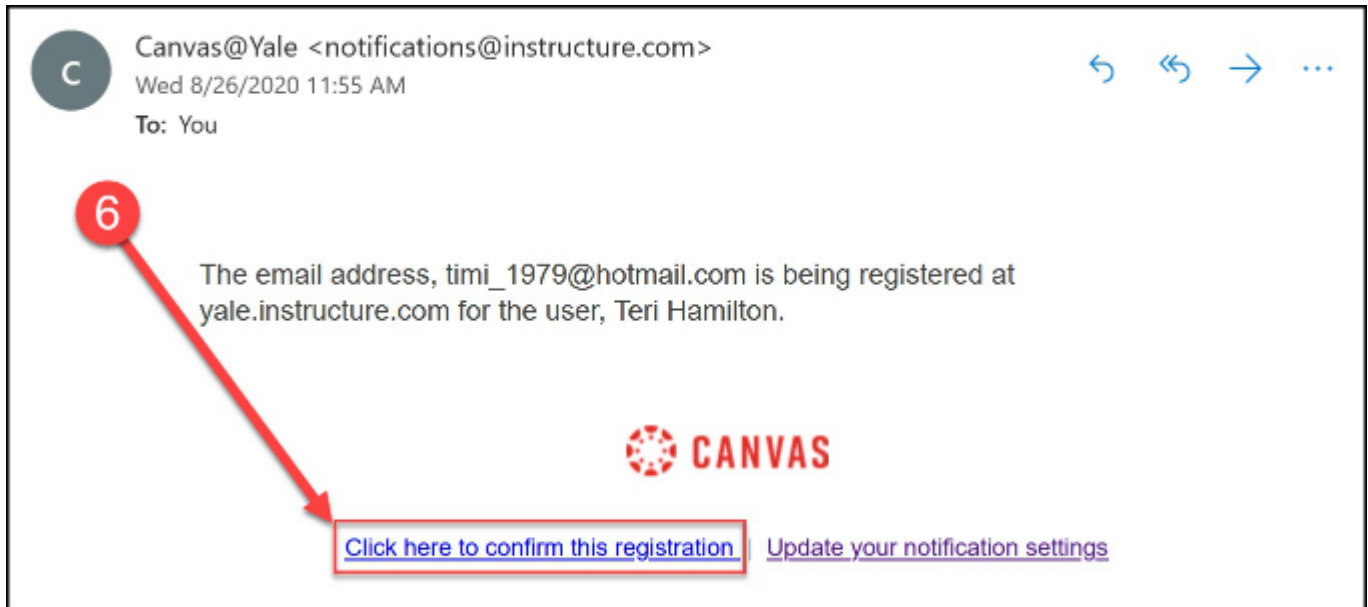


5. In the pop-up, click the **Re-send Confirmation link** [5].




6. Go to your email account and find/open the confirmation email.

7. In the email, click the **Click here to confirm this registration link** [6].

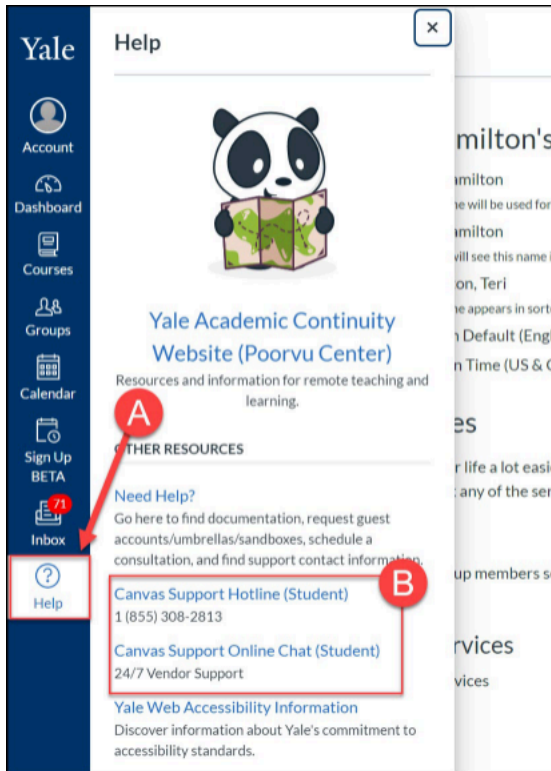


If you do not receive the confirmation email or your email continues to say unconfirmed...

Contact Instructure Support for assistance by clicking the Help button [A] in the global navigation menu and then either call the phone hotline number provided or use the online chat option.

 **NOTE:** This issue cannot be resolved by the Canvas @ Yale Support staff - you will need to contact the Instructure (vendor) support for assistance.

Canvas @ Yale



💡 For help with your email, please [contact the ITS Help Desk](#). For general Canvas help, please contact canvas@yale.edu.