

Note: most of the information below does not apply to most faculty in the School of Medicine or to the School for Professional Studies.

Accessing Canvas

You may access Canvas in multiple ways:

- Go to canvas.slu.edu [LINK] and log in using your Okta-registered SLU net ID and password.
- Log into [MySLU](#) [LINK]. Click the Tools tab, then find the Canvas tile and click it. You will be prompted for a second log-in through the Okta user authentication.
- Through the Canvas Teacher app (once you've set it up).

A few things to know . . .

- **Canvas access is authenticated with Okta.** If you have not yet reset your password with Okta, you will need to do so before you can access Canvas. If you need to register for Okta, you can learn more by reading [this ITS guide](#) [LINK].
- **Only fall 2021 courses will be visible in your Dashboard.** They will be “unpublished” (meaning, students can't see them) until you “publish” them. If you are teaching next fall but do not see your fall courses/sections in Canvas, this probably means you are not yet assigned to those courses/sections in CourseLeaf. CLSS Check with your department to make sure you have been assigned to all of your fall courses in CourseLeaf CLSS.
- **Summer courses must be taught in Blackboard.** You will not see them in your Canvas Dashboard, and you may not request them to be added.
- **You should see the Growing with Canvas course and a Sandbox course in your Dashboard.** You are enrolled in Growing with Canvas as a student; this is the self-paced training course I have mentioned in prior emails. The Sandbox course is your personal space to try out things as you are learning Canvas.
- **Non-Banner “course” sites are not yet visible in your Dashboard.** See below for more information on how we are approaching non-Banner “courses.”

If You Have Trouble Accessing Canvas

We have loaded in Canvas all instructor roles associated with fall 2021 courses (i.e., anyone linked to the course through CourseLeaf CLSS), as well as anyone who has taught courses at SLU in the last three years. However, we also know there are some staff members and administrators who typically have access to the learning management system, whom we may have missed in this first round. If this applies to you, we will work as quickly as possible to get you into Canvas, so you can begin training and working on courses.

Here's what you need to know . . .

- **If you expected to have access but got a big red box with a message that “Canvas doesn't have an account” for you** when you tried to log in, please complete [this Google form](#) [LINK]. We'll be actively monitoring the submissions for this form and will get you added as quickly as possible.
- **If you tried to log into Canvas but got a different error message or it wouldn't log you in,** you may need to reset your password with Okta and/or contact the IT Service Desk (314-977-4000).

Faculty Training Opportunities

The Reinert Center has worked closely with Canvas to develop a robust schedule of offerings for live/virtual training sessions, which begin in the next couple of weeks and run through August. You can find more information about training resources and opportunities (including links to registration forms for live sessions) by going to [the Canvas page on the Reinert Center website \[LINK\]](#). Of course, none of this training is required; it's entirely up to you how you learn to use Canvas.

Getting Support While Working in Canvas

While working in Canvas, if you find that something doesn't work as expected or you can't figure out how to do something specific, you have multiple options for accessing technical support.

- **Chat with Canvas:** SLU has contracted with Canvas to provide direct support for you and for your students. There's a link to Chat with Canvas Support in the Help menu inside Canvas.
- **Call Canvas via the SLU IT Service Desk:** When you call the IT Service Desk at 314-977-4000, press option 3. Your call will be routed directly to Canvas. *Note: if Canvas determines you need support from SLU IT personnel, they will get you back to SLU without your having to wait in line again.*
- **Use the help resources from SLU ITS:** You will find [Canvas-specific resources \[LINK\]](#) on a variety of topics, like [Comparing Blackboard to Canvas \[LINK\]](#), [Exporting a Blackboard Course \[LINK\]](#), and [Importing a Blackboard Course into Canvas \[LINK\]](#). ITS will continue to add resources to this repository all summer.
- **Check out the Canvas Guides and the Canvas Community:** Canvas has a robust set of resources to support your use of the tool. For those just getting started in Canvas, the Guides and the Canvas Community can be a bit overwhelming due to how comprehensive they are. As you learn and gain experience in Canvas, you'll find these resources to be invaluable.
- **Contact the Reinert Center for pedagogical support:** Learning "how to" use a tool like Canvas is deeply tied to pedagogical questions and goals. As always, the [Reinert Center](#) team is available to help you identify the best ways to align your use of Canvas with your teaching goals. Whether you are migrating courses from Blackboard or building courses from scratch in Canvas, they are ready to assist you.

Migrating Courses from Blackboard

Faculty who want to self-migrate courses from Blackboard can begin that work any time. Faculty who want support with migrating courses from Blackboard to Canvas will have an opportunity to work with the Course Migration Assistants team in the Reinert Center. On [the Reinert Center website \[LINK\]](#), you'll find general tips related to migrating courses, as well as a link to the form for requesting assistance with migration.

Important Note about Migration Support Timeline: Supported migration will not begin until May 24. However, if you already know you will want assistance with migrating courses, we strongly recommend completing the form as soon as possible. That will get you in the queue. Requests submitted prior to August 1 will have more robust support available to them, since

much of the migration work can happen during the summer. As we get nearer to the start of the fall term, we will have less bandwidth to support these requests. Instructors who submit a request for assistance after August 1 may have to do more migration work on their own. Reminder: you can access the form from the Migration section on [this page \[LINK\]](#).

Non-Banner “Course” Sites

We have thus far prioritized formal courses in the Canvas implementation. This means, for the time being, we are not yet able to create or provide migration support for non-Banner courses. This summer, we will be conducting analysis of non-Banner “course” sites in Blackboard to determine which sites will move into Canvas. We also will be developing processes for requesting and approving non-Banner Canvas sites. We will share more information on this as we are able to do so.