Canvas User Guide

Version 2.0

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Getting Started

• Welcome to the Canvas User Guide! This guide was developed as a resource for accessing and navigating Temple’s Canvas system, and it contains step-by-step instructions and how-to’s for using Canvas.

• There is also section on Frequently Asked Questions (FAQ’s) and Troubleshooting common issues. And, there are many options in the guide for Help Options.
Definitions

• **Canvas**
  • Canvas is a learning management system (LMS) where you will complete your training.

• **Temple AccessNet Account**
  • Temple AccessNet is the login page where you provide your Temple AccessNet Username and Password in order to gain access to Canvas.
How to Activate Your Temple University AccessNet Account

• **Temple University AccessNet** is the login page where you provide your Temple AccessNet Username and Password in order to gain access to Canvas.
• **Canvas** is a learning management system (LMS) where you will complete your training.
How to Activate Your Temple AccessNet Account

Step 1: Check your e-mail for an e-mail from Temple University

Look for an e-mail from Temple University.

Dear Jane Smith,

You are a participant in a Temple University non-credit and continuing education activity that allows you to access Temple University systems, including TMail, Canvas, TUPortal, TUSecureWireless, and onsite desktop computer access.

To access those systems, you will need to activate your AccessNet account as follows.

For reference, your TUid is 987654321. You may need to know this TUid in order to activate your account.

https://accounts.temple.edu/cgi-bin/accounts.cgi?action=createLogin&TUID=915911755

If you have any questions regarding your Temple University systems access, or have difficulty activating your AccessNet account, please contact the IT Services Help Desk at help@temple.edu or (215) 204-8000. If you have questions about your non-credit or continuing education course, please contact destiny1@temple.edu or (215) 204-4666.

Sincerely,

Continuing Education Systems
Temple University
noncredit.temple.edu

* Note: If you cannot find this e-mail, make sure you check your spam and junk folders as it may have been directed to that location.
How to Activate Your Temple AccessNet Account

Step 2: Verify and note important information in the e-mail

Temple University System Access Instructions

cesystems@temple.edu
to maragdel6

Dear Jane Smith,

You are a participant in a Temple University non-credit and continuing education activity that allows you to access Temple University systems, including TMail, Canvas, TUPortal, TUSecureWireless, and onsite desktop computer access.

To access these systems, you will need to activate your AccessNet account at the link below. For reference, your TUID is 987654321. You may need to know your TUID in order to activate your AccessNet Account.

To activate your AccessNet Account, you will need to click on this link which will open in a new web browser tab.

Verify that your first and last name are spelled correctly.

Safeguard & take note of your unique, nine-digit TUID. You will need your TUID to activate your AccessNet Account and to request help, if needed.

https://accounts.temple.edu/cgi-bin/accounts.pl?action=createLogin&TUID-

If you have any questions regarding your Temple University systems access or have difficulty activating your AccessNet account, please contact the Computer Services Help Desk at help@temple.edu or (215) 204-6020. If you have questions about your non-credit or continuing education course, please contact destiny1@temple.edu or (215) 204-4666.

Sincerely,

Continuing Education Systems
Temple University
noncredit.temple.edu

To activate your AccessNet Account, you will need to click on this link which will open in a new web browser tab.
How to Activate Your Temple AccessNet Account
Step 3: Enter your last name, nine-digit TUID, and date of birth

Enter your last name exactly as it appears in the Temple e-mail you received.

Enter your nine-digit TUID exactly as it appears in the Temple e-mail you received.

Enter your date of birth in this format.

When you are finished, click SUBMIT.
How to Activate Your Temple AccessNet Account
Step 4: Safeguard & Take Note of Your AccessNet Username

Your AccessNet username is: tun123456

This is your AccessNet Username. It will appear here.

Safeguard & take note of your AccessNet Username for future reference.

When you are finished, click CONTINUE.
How to Activate Your Temple AccessNet Account

Step 5: Read and Acknowledge Temple’s Technology Resource Policies

Read the Temple University User Agreement.

Scroll through the entire User Agreement.

Click Here & Here to Acknowledge.

When you are finished, click I AGREE.

* Note: If you do not click on “I AGREE” and agree to the terms defined, you will NOT be able to access the training. You must accept the terms.
How to Activate Your Temple AccessNet Account

Step 6: Create Security Questions & Answers

Create your security questions

You are required to establish answers to three security questions.

Security Questions (Pick one question from each list):

Question 1: 
In what hospital were you born?

Answer 1:

Question 2: 
From what high school did you graduate?

Answer 2:

Question 3: 
In what city were you born?

Answer 3:

Note and safeguard your answers to each of the three (3) security questions that you choose.

If you forget your AccessNet Password, you can reset it by answering these security questions.

Remember, however, that you must supply the exact same answers that you are entering now.

* Note: You can not use the same answers for all three security questions.

* Note: All of the security questions are case-sensitive. So “Erie” is NOT the same as “erie”.

When you are finished, click SUBMIT.
How to Activate Your Temple AccessNet Account

Step 7: Create a Password

Verify your AccessNet Username. It will appear here.

Note these important IT security rules when creating your password.

Enter your password here.

Re-enter your password here.

* Note: Every six months your password will expire from the original date of creation. You will need to establish a new password every six months.

Shorter passwords (8-11 characters) require a greater combination of these elements.

Longer passwords (20 or more characters) require fewer.

When you are finished, click SUBMIT.
How to Activate Your Temple AccessNet Account

Step 8: Wait for Confirmation Message

- Enter your password here

Look for the word “Confirmation”.

* Note: It may take a few moments for your new AccessNet Password to become available to use in Canvas.

When you are finished, click EXIT.

Your Password has been successfully set. It may take a few moments for it to replicate to all applications.

Please log out of Outlook (or any other Exchange mail client) so that its cached password does not automatically lock your account.
How to Access Canvas and the Training Courses

• **Canvas** is a learning management system (LMS) where you will complete your training.

• **Temple University AccessNet** is the login page where you provide your Temple AccessNet Username and Password in order to gain access to Canvas.
How to Access Canvas and the Training Courses

Step 1: Ensure that your PC or Macintosh system meets the minimum technical requirements

Canvas supports the following web browser minimums:

- Chrome 77 and 78 (Windows & Macintosh)
- Firefox 69 and 70 (Windows & Macintosh)
- Microsoft Edge 44 (Windows only)
- Safari 12 and 13 (Macintosh only)

* Note: Do not disable or block updates to your web browser. If you do, you may miss important security patches, technical fixes, and software updates needed by Canvas to run properly.
How to Access Canvas and the Training Courses
Step 2: On your computer, open a new web browser

Chrome 77 and 78 (for Windows & Macintosh)

Firefox 69 and 70 (for Windows & Macintosh)

Microsoft Edge 44 (for Windows only)

Safari 12 and 13 (for Macintosh only)
How to Access Canvas and the Training Courses
Step 3: Navigate to Temple’s Canvas site

Type canvas.temple.edu here and then press “enter” on your keyboard.

Enter your AccessNet Username.

Enter the AccessNet Password you created.

When you are finished, click LOGIN.
Step 4: Click on the Course “Tile” to Begin the Training

When you are ready to begin the training, click on the appropriate Course “Tile”.

To return to this screen at any time, click on “Dashboard”.
How to Access Canvas and the Training Courses

Step 5: Complete the Training

Click on the Syllabus, the Course Modules, Test, and other course materials.

* Note: Information about training and testing is contained in the Syllabus. All course materials need to be completed in the order in which they appear.
How to Access Canvas and the Training Courses
Step 6: When You are Finished, Logout of Canvas

To Logout of Canvas, Click on “Account”, and then Click “Logout”.

Click “Logout”.
Recovering your Temple AccessNet Username

- **Canvas** is a learning management system (LMS) where you will complete your training.
- **Temple University AccessNet** is the login page where you provide your Temple AccessNet Username and Password in order to gain access to Canvas.
How to recover your Temple AccessNet Username
Step 1: Go to Temple’s Canvas site (canvas.temple.edu)

Type canvas.temple.edu here and then press “enter” on your keyboard.

Click on “Login Help”.

How to recover your Temple AccessNet Username

Step 2: Click “NO”, I do not know my AccessNet Username.
How to recover your Temple AccessNet Username
Step 3: Enter your last name and nine-digit TUID

Enter your last name exactly as it appears in the Temple e-mail you received.
Enter your nine-digit TUID exactly as it appears in the Temple e-mail you received.
When you are finished, click SUBMIT.
How to recover your Temple AccessNet Username

Step 4: Safeguard & take note of your AccessNet Username

When you are finished, click EXIT.

Your AccessNet Username will appear here.

Safeguard & take note of your AccessNet Username for future reference.

Your AccessNet Username is: tun123456
How to recover your Temple AccessNet Username
Step 5: Wait for the Successful Logout Message

Look for the “Successful Logout” message.
How to recover your Temple AccessNet Username

Step 7: Go to Temple’s Canvas site (canvas.temple.edu)

Type canvas.temple.edu and then press “enter” on your keyboard.

Enter your AccessNet Username.

Enter the AccessNet Password you created.

When you are finished, click LOGIN.

* Note: Upon retrieving your Temple AccessNet Username, you must go back to this login page. Log back in to make sure your recovered Temple AccessNet Username works and allows you to access Canvas.
Recovering your Temple AccessNet Password

- **Canvas** is a learning management system (LMS) where you will complete your training.
- **Temple University AccessNet** is the login page where you provide your Temple AccessNet Username and Password in order to gain access to Canvas.
How to recover your Temple AccessNet Password

Step 1: Go to Temple’s Canvas site (canvas.temple.edu)

Type canvas.temple.edu here and then press “enter” on your keyboard.

Click on “Login Help”.

Type canvas.temple.edu here and then press “enter” on your keyboard.
How to recover your Temple AccessNet Password

Step 2: Click “YES”, I do know my AccessNet Username.
How to recover your Temple AccessNet Password

Step 3: Click “NO”, I do not remember my AccessNet Password.
How to recover your Temple AccessNet Password

Step 4: Enter your AccessNet Username

When you are finished, click SUBMIT.
How to recover your Temple AccessNet Password

Step 5: Enter your nine-digit TUID and your date of birth

Enter your nine-digit TUID exactly as it appears in the Temple e-mail you received.

Enter your date of birth in this format.

When you are finished, click SUBMIT.
How to recover your Temple AccessNet Password

Step 6: Answer the Security Questions

Provide the answers to each of the three security questions that you submitted when you activated your Temple AccessNet Account.

Remember that you must supply the exact same answers that you submitted when you activated your Temple AccessNet Account.

If you have forgotten the answers to your security questions, you can call Temple’s Help Desk at (215) 204-8000 for assistance. When you call, you will need your AccessNet Username, nine-digit TUID, and date of birth.

* Note: All of the security questions are case-sensitive. So “Erie” is NOT the same as “erie”.

When you are finished, click SUBMIT.
How to recover your Temple AccessNet Password
Step 7: Read and Acknowledge Temple’s Technology Resource Policies

Read the Temple University User Agreement.

Click Here & Here to Acknowledge.

When you are finished, click I AGREE.

* Note: If you do not click on “I AGREE” and agree to the terms defined, you will NOT be able to access the training. You must accept the terms.
How to recover your Temple AccessNet Password

Step 8: Create a New Password

When you are finished, click SUBMIT.

<table>
<thead>
<tr>
<th>Length</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>8 to 11</td>
<td>upper-case, lower-case, numbers, symbols</td>
</tr>
<tr>
<td>12 to 15</td>
<td>upper-case letters, lower-case letters, numbers</td>
</tr>
<tr>
<td>16 to 19</td>
<td>upper-case letters, lower-case letters</td>
</tr>
<tr>
<td>20 or more</td>
<td>any combination of US keyboard characters</td>
</tr>
</tbody>
</table>

Note these important IT security rules when creating your AccessNet Password.

* Note: Every six months your password will expire from the original date of creation. You will need to establish a new password every six months.

Shorter passwords (8-11 characters) require a greater combination of these elements.

Longer passwords (20 or more characters) require fewer.
How to recover your Temple AccessNet Password

Step 9: Wait for Confirmation Message

Look for the "Confirmation" message.

* Note: It may take a few moments for your new AccessNet Password to become available to use in Canvas.

When you are finished, click EXIT.
How to recover your Temple AccessNet Password

Step 10: Wait for the Successful Logout Message

Look for the “Successful Logout” message.
How to recover your Temple AccessNet Password

Step 11: Go to Temple’s Canvas site (canvas.temple.edu)

Type canvas.temple.edu and then press “enter” on your keyboard.

Enter your AccessNet Username.

Enter the AccessNet Password you created.

When you are finished, click LOGIN.

* Note: Upon retrieving your Temple AccessNet Password, you must go back to this log-in page. Log back in to make sure your recovered Temple AccessNet Password works and allows you to access Canvas.
Help Options
Live Help Options During Business Hours

Monday to Friday, 8:00am-1:00pm
• Criminal Justice Training Programs Help Desk
  Tel.# (267) 468-8605
cjtp@temple.edu
  • Note: When calling, you will need the following available: your full name, date of birth, and nine-digit TUID.
  • The Help Desk will provide you with a ticket number. You should be sure to make note of the ticket number you are assigned. If you need to check the status of the call, you will be expected to provide the ticket number.

Important Notes
• Nights & Weekends
  • Calls & e-mails received by the Criminal Justice Training Programs Help Desk outside of posted business hours (nights & weekends) will be returned within two (2) business days in the order they were received.
• Official University Holidays
  • The Criminal Justice Training Programs Help Desk and Staff will NOT be available on the following days:
    • New Year’s Day
    • Memorial Day
    • Fourth of July
    • Labor Day
    • Thanksgiving & The Day After Thanksgiving
    • Christmas Eve and Christmas Day
Live Help Options on Nights & Weekends

**Sunday to Saturday**
- Temple’s Main Help Desk
  Tel.# (215) 204-8000
  help@temple.edu
  https://tuhelp.temple.edu/
  - Note: When calling, you will need the following available: your full name, date of birth, and nine-digit TUID.
  - The Help Desk will provide you with a ticket number. You should be sure to make note of the ticket number your are assigned. If you need to check the status of the call, you will be expected to provide the ticket number.

**Important Notes:**
- Night & weekend hours vary by semester and are posted online: https://its.temple.edu/technical-support
- For 24-hour System Status Information is posted online: https://its.temple.edu/system-status
  - Note: This website provides information on Canvas function. If Temple is having problems with Canvas, or if Canvas is not functioning correctly, this site will provide that information.

**Note:** DO NOT use the “Chat” feature to request help.
Self Help Options

https://tuhelp.temple.edu/
• For Help with Canvas, AccessNet Accounts, and Passwords

https://accounts.temple.edu/
• For Help with AccessNet Accounts and Passwords

https://its.temple.edu/system-status
• 24-hour System Status Information
• Note: This website provides information on Canvas function. If Temple is having problems with Canvas, or if Canvas is not functioning correctly, this site will provide that information.

Note: DO NOT use the “Chat” feature to request help.
For Constables

• For Constables: You can contact Program Staff for any questions regarding liability insurance, training, certification or Keystone Login issues.
  
  • Sherry Leffler
    • sleffler@pa.gov
    • (717) 265-8554
  
  • Tracy Beaver
    • trabeaver@pa.gov
    • (717) 265-8552

For Sheriffs & Deputy Sheriffs

• For Sheriffs & Deputy Sheriffs: You can contact Program Staff for any questions regarding Keystone/SDSIS Login issues. Any issues relating to your employment information/status or class registration should be addressed with your sheriff’s office training officer or command staff.

  • Donald Numer
    • dnumer@pa.gov
    • (717) 265-8555

  • Doug Hummel
    • dohummel@pa.gov
    • (717) 265-8550
Frequently Asked Questions (FAQs) and Troubleshooting
FAQ’s

FAQ #1
• Q: What is an AccessNet Account?
• A: To access Temple’s Learning Management System, called “Canvas”, you need an AccessNet Username and Password. Temple AccessNet is the login page where you provide your Temple AccessNet Username and Password in order to gain access to Canvas.

FAQ #2
• Q: What information will I need to activate my AccessNet Account?
• A: The information needed will be located in the AccessNet Account activation e-mail you received from Temple. You will be asked to enter your Last Name, Date of Birth, and your nine-digit TUID. If you have not already activated your AccessNet Account, you can do so by going to https://accounts.temple.edu/ and clicking on the link for “Activate AccessNet account.”
  • **Constables**: You can also find your nine-digit TUID listed in your personal profile page in CCETS (Constables’ Certification Education and Training System).
  • **Sheriffs/Deputy Sheriffs**: You can also find your nine-digit TUID listed in your personal profile page in SDSIS (Sheriffs & Deputy Sheriffs’ Information System).
FAQ’s

FAQ #3
• Q: What happens if I lose or cannot locate the AccessNet Account activation e-mail needed to activate my AccessNet Account?
• A: You should call Temple’s Help Desk at 215-204-8000. You will need your full name, date of birth, and nine-digit TUID number when you call.

FAQ #4
• Q: When I activate my AccessNet Account, where can I locate my AccessNet Username? (i.e., tun123456)
• A: It will be generated & presented on your screen immediately after you activate your AccessNet Account. If you need to look up your AccessNet Username in the future, you can do so by going to https://accounts.temple.edu/ and clicking on the link for “I cannot log in.” You will be asked to enter your Last Name and your nine-digit TUID.

FAQ #5
• Q: Where can I locate my nine-digit TUID? (i.e., 987654321)
• A: It will be located in the AccessNet Account activation e-mail you received from Temple. For Constables: your nine-digit TUID number can also be found in CCETS. For Sheriffs and Deputy Sheriffs: your nine-digit TUID number can be found in SDSIS.
FAQ’s

FAQ #6
• Q: What happens if I lose or forget my AccessNet Username?
• A: You can call Temple’s Main Help Desk at 215-204-8000. Or, you can obtain your AccessNet Username by going to https://accounts.temple.edu/ and clicking on the link for “I cannot log in.”
  • * Note: You must have your full name, date of birth, and nine-digit TUID number when calling Temple’s Help Desk.

FAQ #7
• Q: What happens if I lock myself out of my AccessNet Account?
• A: You can call Temple’s Main Help Desk at 215-204-8000. Or, you can obtain access to your AccessNet Account by going to https://accounts.temple.edu/ and clicking on the link for “I cannot log in.”
  • * Note: You must have your full name, date of birth, and nine-digit TUID number when calling Temple’s Help Desk.

FAQ #8
• Q: What information will I need to have available for Temple’s Main Help Desk to help me change/reset my AccessNet Password?
• A: You will need your nine-digit TUID or your AccessNet Username when you call. The Help Desk will verify your first and last name prior to taking the information about the issue. The Help Desk will provide you with a ticket number. You should be sure to make note of the ticket number you are assigned. If you need to check the status of the call, you will be expected to provide the ticket number.
FAQ’s

FAQ #9
• Q: Does my AccessNet Password ever expire?
• A: Yes, for IT security purposes you will be required to reset your AccessNet Password approximately **every six months**. You will receive e-mail reminders from Temple as the deadline approaches. Until you reset your password, you will not be able to Access Canvas. To reset your AccessNet Password (even if the deadline has passed), you can go to [https://accounts.temple.edu/](https://accounts.temple.edu/) using your AccessNet Username and current Password.
  • * Note: If you activate your Temple AccessNet Account in January, and then try to access Canvas in October you will be required to reset your AccessNet Password because over six months has passed.

FAQ #10
• Q: How can I check on the system status of Temple’s network and Canvas?
• A: For 24-hour system status information, you can go to [https://its.temple.edu/system-status](https://its.temple.edu/system-status)
FAQ’s

FAQ #11
• Q: How do I access Canvas in order to take the training course(s)?
• A: To access Canvas, type in your web browser [https://canvas.temple.edu/](https://canvas.temple.edu/). Then, enter your AccessNet Username and Password to log in to Canvas.

FAQ #12
• Q: What are the minimum web browser requirements necessary for Canvas?
• A: Canvas supports the following web browser minimums:
  • Chrome 77 and 78 (Windows & Macintosh)
  • Firefox 69 and 70 (Windows & Macintosh)
  • Microsoft Edge 44 (Windows only)
  • Safari 12 and 13 (Macintosh only)
FAQ’s

FAQ #13
• Q: Okay, I’m logged into Canvas, how do I begin the training course(s)?
• A: After logging into Canvas using your Accessnet Username and Password, look for the “Tile” icon(s) with the name(s) of the training course(s) in which you are enrolled. Click on the “Tile” icon to enter the course.

FAQ #14
• Q: Should I update my web browser periodically?
• A: Yes! If you disable or block updates to your web browser, you may miss important security patches, technical fixes, and software updates needed by Canvas to run properly.
FAQ’s

• FAQ #15

• Q: If I exit the training in the middle of a presentation, will I be able to pick up where I left off when I return?

• A: It is STRONGLY suggested that all presentations be watched from beginning to end. If a user leaves training in the middle of a presentation, there is NO guarantee that the user will be able to resume at the point where they left upon return.