

TLC *Canvas* Tips for Students



Canvas FAQs for Students

Which browsers does Canvas support?

Canvas generally supports the latest version of every browser release. It is recommended that you run the **newest version** of whatever browser you choose to use, as well as the most up-to-date Flash plug-in.

Canvas currently supports the following browsers and plugins:

- [Firefox](#) 37 or higher (Recommended browser)
- [Chrome](#) 42 or higher (Recommended browser)
- [Internet Explorer](#) 11 or higher (turn off Compatibility View settings)
- [Safari](#) 8 or higher

Recommended plugins:

- [Flash](#) 17 or higher (if you want to use the audio/video recording or viewing feature or upload files)
- [Adobe Reader](#) 11 or higher, required to download PDF files

Notes: Flash is required when using the media recording/streaming and viewing, as well as uploading files to a course or an assignment. Other than these features, Flash is not required to use most areas of Canvas. The [Java plug-in](#) is only required for screen sharing in Conferences. It is recommended that you have the latest version of [Adobe Reader](#) installed as well. Adobe Reader allows you to download and read PDF files.

Will Canvas work on my mobile device?

Canvas functions fully on several mobile devices. Compatible devices include the iPhone/iPad/iPod Touch, Android, Palm, and Blackberry. On Android devices, the recommended browsers are Opera, Firefox and Dolphin Browser HD. However, although Canvas will run on these mobile devices, it is important to remember that some course content may not run as expected. For example, some courses contain Adobe Flash content (including Articulate Presenter content) which is not supported by most mobile devices.

When can I access my courses?

You typically will not have access to your courses in Canvas until the start of the semester. You are automatically enrolled into Canvas when you registered for a course(s). If you register on the first day of class or after that date, it may take up to one full business day before access to that course(s) is available. Brookdale updates the information on a daily basis, not instantaneously.

Why don't I see all of the courses I'm registered for listed in Canvas?

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Canvas course(s) are not accessible to students until the course is made available or "published" by the instructor. Therefore, you may not see all of your courses listed in Canvas, even at the start of the semester. Please note, with the exception of online and hybrid courses, all instructors do not use Canvas in their courses.

How do I get help with using Canvas?

You can click on the **Help** link at the top right corner of the screen while logged into Canvas to request help, or search through the Canvas support documentation. Students can also call the Help Desk at 732-224-2829. We recommend that students check out the tutorials in [Canvas' YouTube channel](#) and [information at Canvas Guides](#) **first** before contacting support.

How can I customize Canvas alerts and notifications?

By clicking on the **Settings** link in the Help Corner of the Canvas interface, and **Notifications** from the sidebar, users customize their preferences for alerts and notifications in Canvas. This will allow you to customize “how” and “when” you receive messages, notifications, and alerts from Canvas. From the **Settings** link and various sidebar links (**Files, Settings, ePortfolio**) within the settings interface users can:

- change their display name.
- add a profile photo.
- adjust notification preferences--what kinds of activities in Canvas will prompt it to send you messages, and how you prefer to receive those messages.
- upload files.
- create an ePortfolio.
- input or change phone numbers, social media information, notification preferences, and other profile information in Canvas.
- link your accounts from Facebook, Twitter, Skype, Google, LinkedIn, Diigo, and Delicious to Canvas and you can choose to receive alerts on your cell phone from Canvas.

Roll your mouse over each **Notification Preferences** to get a brief description of the type of notification. To learn more refer to the Information at Canvas Guides - “How do Notification Preferences work” or [click here](#).

Canvas Technical Issues and Workarounds

When working in Canvas, you may experience some unexpected results when attempting to view certain content types. Some issues are browser-specific. Following are some issues you may experience and some workarounds.

Videos and other linked content will not display

Some course content may include videos that are hosted outside of Canvas. These items should display linked content within a Canvas content page.

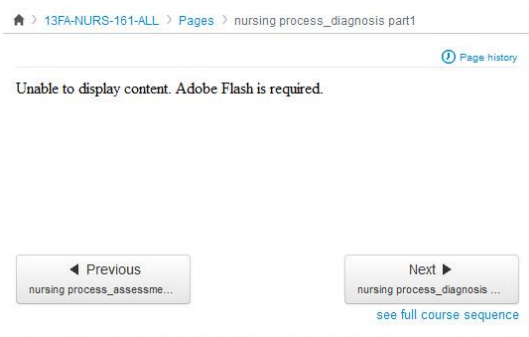
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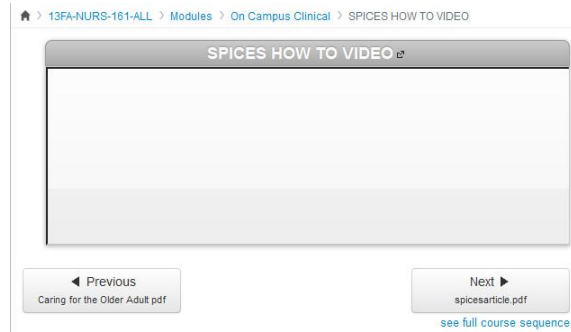


Linked content

However, you may experience a blank framed page or a message that Adobe Flash is required where it is already installed.

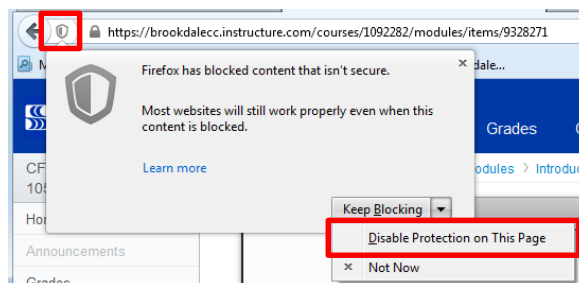


Adobe Flash message



Blank framed page

Firefox solution: Click on the shield icon to the left of the address bar. In the resulting drop-down menu, click *Disable Protection on This Page*. The page content should now display correctly.

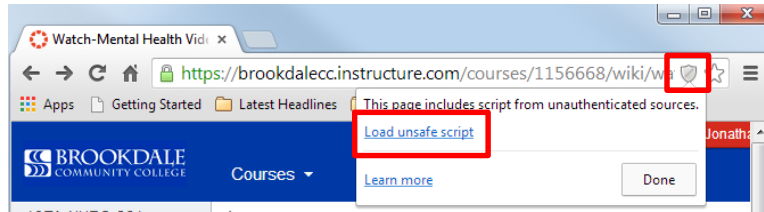


Disable Protection on This Page

Chrome solution: Click on the shield icon in the far right of the address bar. In the resulting drop-down menu, click *Load unsafe script*. The page content should now display correctly.

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Load Unsafe Script

Note: Clicking *Load unsafe script* allows the content hosted outside of Canvas to run. It is not actually loading a harmful script nor is it downloading any files to your computer. Chrome is simply displaying a warning that content from another server will be displayed in the Canvas page.

Embedded documents do not display

Canvas features the ability for faculty members to embed documents of various types (Word, PowerPoint, PDF, etc.) within a Canvas content page. However, this content may not always display as expected. If this occurs, you may still view the content by downloading it. At the top of these pages, a download link appears. **This links to the exact same file that should display in the Canvas page.**

The Nature of Anthropology.pdf

[Download The Nature of Anthropology.pdf](#) (41.9 KB)

Download link

You can then view the document on your computer. If a Microsoft Office application is required (such as Word, Excel, or PowerPoint) and you don't have Office, you can download the appropriate free viewer here:

<http://www.microsoft.com/en-us/download/confirmation.aspx?id=27106>

If you need to view a PDF, you may download the free Adobe Reader here:

<http://get.adobe.com/reader/>

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