

Macomb Canvas FAQs for Faculty and Staff

Starting out with Canvas

Q: Where do students and faculty go for help with using Canvas?

- **Macomb Online Support** (faculty & student technical support)
 - M-F (8am-8pm); Sat (9am-6pm)
 - onlinesupport@macomb.edu
 - 877.362.2662 (877.eMacomb)
 - www.macomb.edu/online
- **Center for Teaching & Learning** (faculty teaching support)
 - M-Th (9am-6pm); F (9am-5pm)
 - ctlsupport@macomb.edu
 - 586.226.4774
 - www.emacomb.com

Q: How do users login to Canvas?

- **Through My Macomb:** After logging into My Macomb, students can click on the Canvas link on the left side and enter their My Macomb credentials.
- **Directly:** Go to <https://online.macomb.edu> and enter your My Macomb login information.
 - Your login information is:
 - **Username:** Your My Macomb User ID.
 - **Password:** Your My Macomb Password

Q: What is the Canvas username and password?

- **Username:** Your My Macomb User ID
- **Password:** Your My Macomb Password

Q: What training is required before students and faculty begin using Canvas and where do they find it?

- **Faculty** are required to complete the ANGEL to Canvas migration training before offering courses using Canvas.
 - Register for **ANGEL to Canvas training** at <http://bit.ly/CanvasTraining>
 - Sign-up for an optional **Canvas Open Labs** at <http://bit.ly/CanvasLabs>
 - Request **Canvas or ANGEL shells** at <http://macomblms.com/CourseForms>
- **Students** are required to complete an Introduction to ANGEL before their ANGEL course begins.
- **Students** will be provided a link to the Introduction to Canvas before their Canvas course begins.
 - Students will receive an email invitation to the course if their professor is using Canvas.
 - Students will not be required to complete the Introduction to Canvas (as of right now), but if they are taking courses in ANGEL they will still be required to take the Introduction to ANGEL.

Q: Which browsers does Canvas support?

- Internet Explorer 10 and 11
- Chrome 43 and 44
- Safari 7 and 8
- Firefox 38 and 39
- College computer may be running previous versions.

Canvas or ANGEL?

Q: How do I know a course is offered on Canvas or ANGEL?

- Students with courses on Canvas will receive notification by email.
- Students can check the [LMS Lookup Page \(http://macoblms.com/LMSLookup/\)](http://macoblms.com/LMSLookup/) to find out what system their faculty has chosen to use.
- A general announcement will be posted at the beginning of the term notifying students to check both systems.
- If a student's course is offered on Canvas and they attempt to access it on ANGEL, they will be presented with a message that says this course is offered on Canvas.

Q: How do users login to Canvas and ANGEL?

- Both sites use the My Macomb username and password and can access within My Macomb.
- Direct links
 - Canvas: <https://online.macomb.edu/>
 - ANGEL: <https://macomb.angellearning.com>

Q: So are classes going to use both Canvas and ANGEL?

For the next year, it will be up to your instructors to decide whether they will use ANGEL or Canvas for your courses. **You may end up taking some classes in ANGEL and some classes in Canvas during the same semester.** After the Winter 2016 semester, Macomb will no longer be using ANGEL.

MOBILE

Q: Can Canvas be used on a mobile device?

Canvas can be accessed via most mobile browsers as well as the Canvas Mobile Application. However, it is not recommended that mobile access take the place of a Desktop/Laptop as your main point of access. Mobile devices should be used as a supplement only. <http://guides.instructure.com/m/4152/l/196070-will-canvas-work-on-my-mobile-device>

- Mobile Apps
 - Apple: <https://itunes.apple.com/us/app/canvas-by-instructure/id480883488>
 - Android: <https://play.google.com/store/apps/developer?id=Instructure>

Q: Will Canvas send notifications through a cellphone?

- Canvas allows users to setup a variety of notification options.
- <http://guides.instructure.com/m/4152/l/40323-how-do-notification-preferences-work>

Q: With Canvas text-message alerts, who has access to the phone numbers?

While Canvas has text-messaging functionality, it is not active unless someone adds their phone number into the system. Other faculty or students will not have access to that phone number entered for notification.

Additional Resources

- **Technical FAQs** can be found on My Macomb > Academics > Online Learning
- Introduction to Canvas: <https://online.macomb.edu/enroll/NFR7YP>
- Student video – Canvas Overview: <https://vimeo.com/74677642>