Student Guide - Online Learning & Canvas FAQs

Online learning and eLearning is learning using electronic technologies to access course materials, activities, and assignments outside of a traditional classroom setting. Starting Fall 2015 William Carey will use Canvas to deliver online instruction.

What Learning Management System (LMS) does William Carey Use to Deliver Online Instruction?
We use Canvas to deliver and engage our students in online learning.

How do I access my online course(s) at William Carey?
Students login to Canvas at https://wmcarey.instructure.com using their student account (leaving off @student.wmcarey.edu).

What do I do if I can’t login to Canvas with my student ID and password?
First, if the student’s ID isn’t working, access the Indigo account setup utility at https://indigo.wmcarey.edu/account. If that does not resolve the issue, they should open a student support ticket at https://indigo.wmcarey.edu/help.

What if I have questions about the Course Content?
Students with questions about the content within a course to include the location of materials, assignments, tests, and deadlines should contact their instructor. The instructor is the only person that can assist students with assignments and test resets. Instructors should be given 24 hours to respond to a request.
What if I have technical questions about Canvas?

Students with technical Canvas questions can access Help in the upper right corner of Canvas. Online help guides are available at “Search the Canvas Guides” and 24/7 Virtual Chat help can be found in the “Chat with Canvas Support”.

How should I contact my instructor about an online course question?

The best way to contact the instructor is using the Canvas Email Inbox (located in the upper right corner when you are in Canvas). Be sure to let the instructor know the class you are asking about.

Where do I start in Canvas?

(1) Canvas will provide Recent Activity, Coming Up, and Recent Feedback at initial login. (2) Your Courses can be found under Courses. (3) The Calendar can help you keep up with online assignments and requirements.
**Canvas Student Guides**

[www.wmcarey.edu/student-guides](http://www.wmcarey.edu/student-guides)

### Modules

How do I use Modules as a Student?
[https://community.canvaslms.com/docs/DOC-3162](https://community.canvaslms.com/docs/DOC-3162)

### Discussions

How do I create a Discussion as a Student?
[https://community.canvaslms.com/docs/DOC-1914](https://community.canvaslms.com/docs/DOC-1914)

How do I reply to a Discussion as a Student?
[https://community.canvaslms.com/docs/DOC-1294](https://community.canvaslms.com/docs/DOC-1294)

### Assignments

How do I submit an online assignment?
[https://community.canvaslms.com/docs/DOC-1290](https://community.canvaslms.com/docs/DOC-1290)

### Quizzes

How do I take a quiz?
[https://community.canvaslms.com/docs/DOC-3171](https://community.canvaslms.com/docs/DOC-3171)

How do I submit a quiz?
[https://community.canvaslms.com/docs/DOC-3174](https://community.canvaslms.com/docs/DOC-3174)

### Gradebook

How do I view my grades?
[https://community.canvaslms.com/docs/DOC-1291](https://community.canvaslms.com/docs/DOC-1291)

### Building Content in Canvas

What is the Rich Content Editor
[https://community.canvaslms.com/docs/DOC-1826](https://community.canvaslms.com/docs/DOC-1826)

### Email in Canvas

1. [Image]
2. [Image]

### Carey Library Resources

Library Resource for Online Learners
[http://library.wmcarey.edu/screens/distancelearners.html](http://library.wmcarey.edu/screens/distancelearners.html)