1. What is Canvas?
Canvas is your online classroom. If you have an Internet connection and a web browser you are ready to access Canvas from your desktop, laptop or mobile device. Instructors can easily distribute course content such as documents and syllabi and also use features such as discussion forums, quizzes, and assignments.

2. How do I login to Canvas?
Make sure that you’re using the correct browser; the latest versions of Firefox, Chrome and Safari are all supported. Go to the WVC webpage and click the Canvas link at the top of the page. You can go directly to our Canvas website at: https://web.wvm.edu/#/canvas We recommended that you bookmark the Canvas website in case the WVC website isn’t responding.
You can also access Canvas in WVC Portal by clicking on Canvas Single Sign On.

3. What is my Canvas login and password?
   - You can click the Canvas link at the top of the WVC webpage and select “Sign in to Canvas with My Portal” to log in with your college email address and password.
   - You can click the Canvas link at the top of the WVC webpage and select “Sign in with Id number” to log in with your College ID Number, and your eight-digit birthdate for your password (MMDDYYYY). For ex., if you were born June 5, 1990, your password would be 06051990. NOTE: this method is scheduled to be removed summer 2019.
   - If you logged into the WVC Portal with your college email address and password, you can access Canvas by clicking on “Canvas Single Sign On”.
   - If you are using the wvm.instructure.com link, then to log in to Canvas, use your College ID Number, and your eight-digit birthdate for your password (MMDDYYYY). For example, if you were born June 5, 1990, your password would be 06051990. NOTE: this method is scheduled to be removed summer 2019.

4. What is the Canvas Global Navigation?
Global Navigation is the vertical tool bar on the left of the screen. It includes Account, Dashboard, Courses, Calendar, Inbox and Help.

5. What do the icons in my Canvas Global Navigation mean?
If you see only icons (with no text) in your Global Navigation, click the arrow at the bottom of your Global Navigation to see the text for each icon.
6. How do I access Canvas support?
Click the Help (?) button in the Global Navigation menu and select the appropriate WVC Support number for the time/day you are calling. Monday through Friday, 9am - 5pm call 408-741-2627. For evening and weekend support call 844-303-8278. You can also email max.gault@westvalley.edu for help.

7. What do I do if I am having trouble taking an exam or accessing an assignment?
If you are locked out of your test, or can’t access an assignment, contact your instructor immediately. Most instructors have a policy about how they want to be contacted in their course syllabus. If you are unable to get in contact with your instructor, contact WVC Canvas Support.

8. Why can’t my instructor read my documents?
You may have submitted an unsupported file type. Canvas can read most file types with a few exceptions. Consult your instructor or WVC Canvas Support if you have this problem.

9. Where is course mail?
Canvas has its own internal messaging system known as Conversations. You can access this via the Inbox button in the Global Navigation.

10. I’m registered for the class; why can’t I access my Canvas account?
Your Canvas account is not generated by the system until you are officially enrolled in a current course. It can take up to 24 hours for changes made to your class schedule to be reflected in Canvas. If you registered over 24 hours ago and still cannot access Canvas contact WVC support for help.

11. Why don’t I see my course(s) on my Dashboard or Courses?
There are a number of reasons why this may occur:

- It has been less than 24 hours since you added the course
- The course hasn’t begun yet, by default you will not have access to your Canvas courses until 5 pm the day before the course begins.
- The course still needs to be published by your instructor (all Canvas courses require that the instructor activates the course by publishing it before students can gain access)
- You are using Favorites (found under the Courses > All Courses menu), and you need to Favorite the course by clicking the star icon in front of the course name. If it has been over 24 hours since you added the course and you still cannot access it, please contact WVC Canvas support.

12. Where can I get more information about Canvas?
Click on the Help button in the Global Navigation, then click Search the Canvas Guides.