

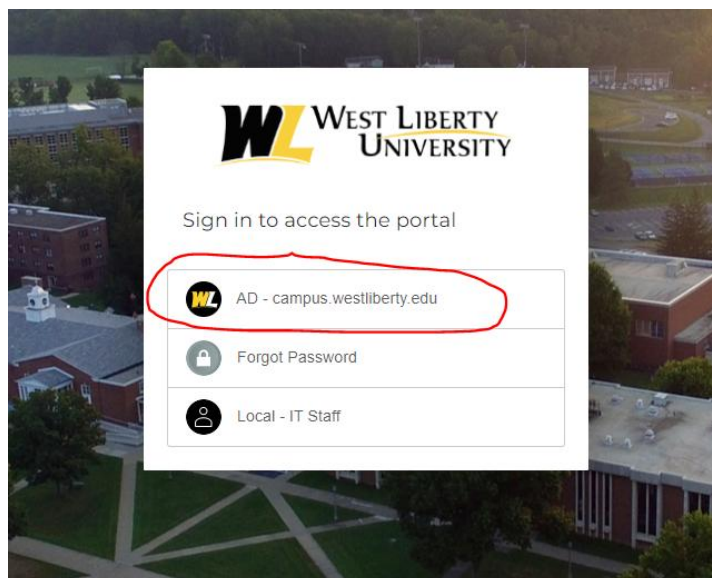
Every course at WLU has a course site in Canvas, the university's learning management system (LMS). While online courses are delivered fully via Canvas, all classroom-based and hybrid courses will utilize the LMS to some extent. For example, your instructor may have you obtain your syllabus, take your tests, submit your assignments, access learning materials, and/or see your grades online. Your instructor determines how much they want to use Canvas for each course they teach.

- **You will not see your courses in Canvas until the Thursday before each term begins.**
- **Schedule changes in Canvas are processed twice daily, Noon and 8 PM. Therefore, you will not have instantaneous access to new courses.**

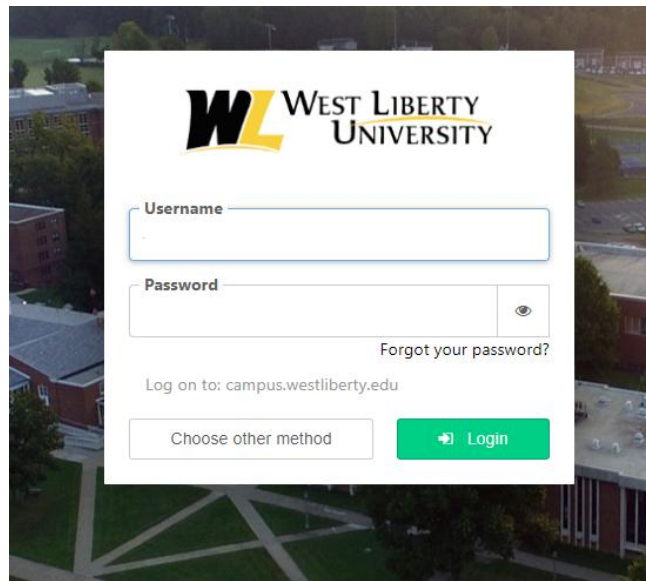
Because it's built using web standards, Canvas will run on Windows, Mac, Linux, iOS, Android, or any other device with a modern web browser. For best performance, Canvas should be used on the current or previous major releases of Chrome, Firefox, Edge, or Safari. Canvas is optimized for desktop displays. However, if you are using a mobile device, you can access Canvas using a mobile application (app) or mobile browser. See the section on page 4 about the Canvas Student app.

Accessing Canvas

1. Go to <https://westliberty.edu/go-wlu/>
2. Click the **WLU - Single Sign-On** button. This button will redirect you to the university's Single Sign-On (SSO) portal.
3. Select **AD - campus.westliberty.edu**



4. Login using your active directory (AD) credentials. Your AD credentials are provided to you by the IT department.

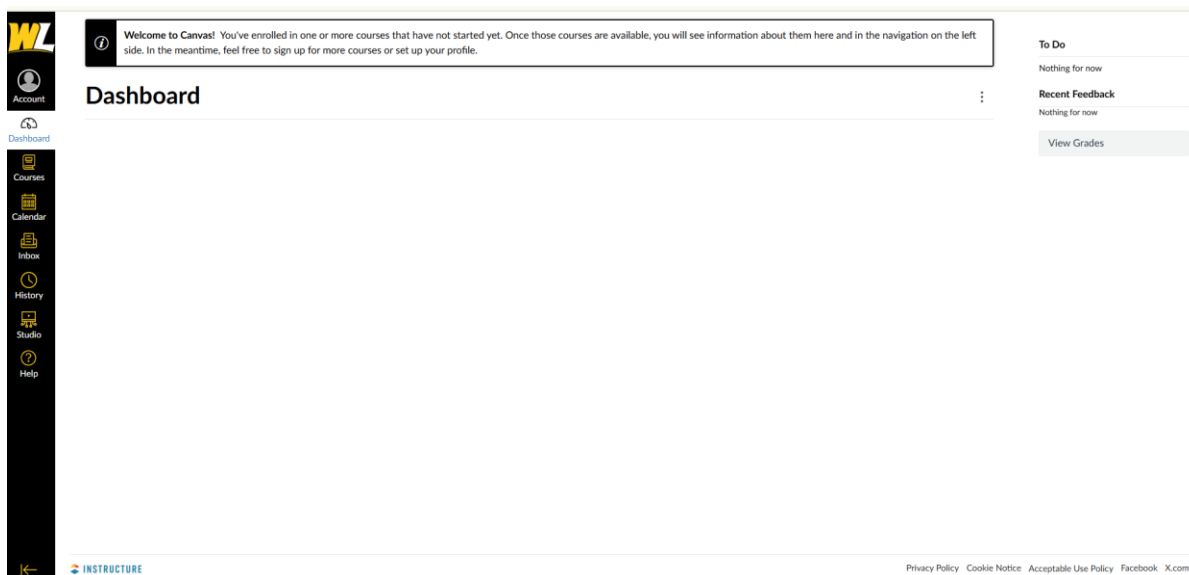


IMPORTANT: When you login to SSO for first time, please follow the instructions found in the HelloID SSO Guide found at <https://westliberty.edu/it/helloid-sso-guide/>. If you need assistance with these tasks, please submit an [IT Help Ticket](#).

5. From the list of available applications, select **Canvas**.



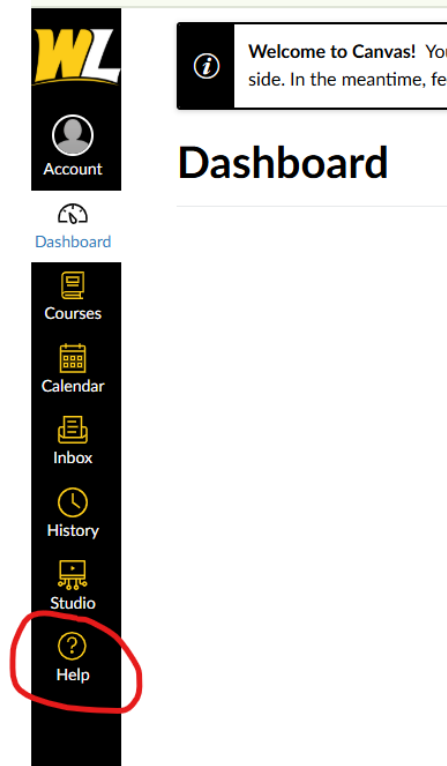
6. A new browser window will open, and the SSO portal will have logged you into Canvas. You will be on your Dashboard.



Remember, you will not see courses on your Dashboard until the Thursday before courses begin in August.

Canvas Help

Instructure, the maker of Canvas, provides 24/7 user support to WLU students, faculty, and staff. To obtain assistance while using Canvas, select the Help button on the Global Navigation Menu found on your Dashboard in Canvas.



Login Issues Including Password Help

Please submit an [IT Help Ticket](#) to receive assistance with login issues. Instructure as well as WLU's Center for Teaching, Learning, and Online Education are unable to assist with login issues.

If you forget your password or decide you want to change it, you will use WLU's Self Service Reset Password Management (SSRPM) System. **You must register for this system using the SSRPM link inside the WLU - Single Sign-On portal.** For detailed instructions on this task, visit <https://westliberty.edu/it/helloid-sso-guide/>. If you need further assistance, please submit an [IT Help Ticket](#).

Canvas Training

Passport to Canvas is a training resource designed to help you learn how to effectively use Canvas. By completing the modules, you'll gain the skills to navigate courses, submit assignments, check grades, and communicate with instructors and classmates within Canvas. The course is available at <https://westliberty.instructure.com/courses/145>. It isn't graded, and you can stop and start as needed. Since it's a public course, you do not need to login via SSO to access it.

Canvas Student App

The Canvas Student app provides mobile access to your Canvas courses on your phone or tablet, allowing you to view grades, assignments, announcements, and course content on the go. It helps you stay connected and organized with your learning, receiving notifications for important updates and enabling quick communication with your instructors and classmates. Instructions on how to download and use the app are included in Module 9 of the Passport to Canvas course.

Orientation to Online Learning

You will participate in an orientation to online learning as part of The Hilltop Experience course this fall. This orientation will cover topics such as:

- Basic technology requirements
- Appropriate online learning communication
- Resources for help with online learning
- Time management in online learning
- Determining personal readiness for online learning
- Using Canvas tools

Center for Teaching, Learning, and Online Education

The Center for Teaching, Learning, and Online Education (CTLOE), located in the East wing of Main Hall, supports the design, development, and delivery of online courses and programs for students who need or want to learn without the barriers of time or place. In addition to providing instructional design services and professional development for faculty, the Center for Teaching, Learning, and Online Education serves as WLU's LMS administrator.

24/7 Canvas Support: Select the Help button on the Global Navigation Menu found on your Dashboard in Canvas.

Other Questions: Submit a [CTLOE Help Ticket](#) from the GO WLU page.

Website: <https://westliberty.edu/ctloe/>

Email: CTLOE@westliberty.edu

The Center for Teaching, Learning, and Online Education is unable to assist with email, WINS, and Microsoft 365 issues. If you need assistance with these products, please submit an [IT Help Ticket](#). Student Learning & Licensure issues should be directed to the [Office of University Effectiveness](#). For Degree Works issues, please submit a help ticket to the [Registrar's Office](#).