



DIVISION OF INFORMATION TECHNOLOGY
NEW STUDENT ORIENTATION

WHAT IS CANVAS

Hampton University's Learning Management System



What can **YOU** do on Canvas?

- **Access content** for courses, such as your course syllabus and lectures
- Submit **assignments** and take online **exams**
- Participate in **online discussions** with your instructors and classmates
- View **grades** and **comments** from your instructors
- Create and manage educational **ePortfolios**
- Join course related **groups** for peer collaborations

HOW TO ACCESS CANVAS

1

HAMPTON
UNIVERSITY

Email

2

Password

3

☐ Stay signed in

[Forgot Password?](#)

Log In

[Help](#) [Privacy Policy](#) [Cookie Notice](#) [Acceptable Use Policy](#)

[Facebook](#) [X.com](#)

 INSTRUCTURE

Meet the Instructure Learning Platform:

[Canvas LMS](#) [Mastery Connect](#) [Elevate Analytics](#) [Impact](#)

ACCESS using HamptonU CANVAS INSTANCE:

1. Access Canvas site: **hamptonu.instructure.com**
2. Username/Email: HamptonU Email Address
3. Password: [first initial of first name (lowercase)] + [first initial of last name (lowercase)] + [8- digit HamptonU ID] + [two exclamation points]

Example:

- Student Name: John Doe
- Student HamptonU ID: 00123456
- Email: john.doe@my.hamptonu.edu
- Password: jd00123456!!

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ACCESS using HamptonU WEBSITE:

1. Access HamptonU Website: **home.hamptonu.edu**
2. Click current Students: Enter The HamptonU Experience, click the Canvas card
3. Password: [first initial of first name (lowercase)] + [first initial of last name (lowercase)] + [8- digit HamptonU ID] + [two exclamation points]

Example:

- Student Name: John Doe
- Student HamptonU ID: 00123456
- Email: john.doe@my.hamptonu.edu
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ACCESS using HamptonU EXPERIENCE:

1. From HamptonU EXPERIENCE Dashboard
2. Locate the Canvas card, then click
3. Password: [first initial of first name (lowercase)] + [first initial of last name (lowercase)] + [8- digit HamptonU ID] + [two exclamation points]

Example:

- Student Name: John Doe
- Student HamptonU ID: 00123456
- Email: john.doe@my.hamptonu.edu
- Password: jd00123456!!

CAN'T LOG INTO CANVAS OR ACCESS YOUR COURSE(S)

All Courses

Favorite	Course	Nickname	Term	Enrolled as	Published
☆	Intro to Computers Test Course			Student	Yes

Future Enrollments

Favorite	Course	Nickname	Term	Enrolled as	Published
☆	Canvas Training Test Course			Student	No
☆	Individual & Life (Honors)			Student	No

My Groups

Group	Course	Term
Test Group 2	Intro to Computers Test Course	

1. You are using Canvas' supported browsers:

- Chrome [versions 126 | 127] • Edge [versions: 126 | 127]
- Firefox [versions: 127 | 128] • Safari [versions: 16 | 17]

2. You are officially registered for courses:

- You will **NOT** gain access to Canvas until you have officially registered for courses.

3. Your instructor has officially published the course(s):

- You will **NOT** be able to access your course(s) until your instructor(s) has published the course(s) (*typically 1st day of class*). The course(s) will still appear in your course list but will be marked as not published.

4. Manage Dashboard course(s):

- If you do not see your enrolled course on your Dashboard, click on the Courses tab and click All Courses. Then, click the star icon next to the course name to add it to your Dashboard.

FIRST LOOK – HAMPTONU CANVAS

The screenshot displays the HamptonU Canvas user interface. A red box highlights the left sidebar (labeled 1), which contains navigation links: Account, History, Studio, My Materials, and Help. Another red box highlights the main dashboard area (labeled 2), showing a 'Dashboard' header, a 'W' icon, and a course card for 'Intro to Computers Test Course CSC-120-35-U23'. A third red box highlights the right sidebar (labeled 3), which includes 'To Do' (Nothing for now), 'Recent Feedback' (Nothing for now), and a 'View Grades' button. The bottom of the interface shows the Hampton University logo, the word 'INSTRUCTURE', and links for Privacy Policy, Cookie Notice, Acceptable Use Policy, Facebook, and X.com.

HamptonU Canvas Navigation

1. Global Navigation
2. Dashboard
3. Sidebar

CANVAS GUIDES & HAMPTONU STUDENT TRAINING VIDEO



Help

Account

Dashboard

Courses

Groups

Calendar

Inbox

History

Studio

My Materials

1  Help

Little lost? Try here first! 2

Search the Canvas Guides

Find answers to common questions

OTHER RESOURCES

Chat with Canvas Support (Student)

Live Chat with Canvas Support!

Canvas Support Hotline

+1(855)414-0778

Ask Your Instructor a Question

Questions are submitted to your instructor

Report a Problem

If Canvas misbehaves, tell us about it

Video Conferencing Guides for Remote Classrooms

Get help on how to use and configure conferences in canvas.



1 home.hamptonu.edu/doit/academic-technology/canvas-training/

<https://home.hamptonu.edu/doit/academic-technology/canvas-training/>

DoIT Home About Departments Training Resources Guides Co

Canvas Training

Welcome to our Canvas LMS training website, your gateway to mastering one of the most powerful learning management systems available. Here, you find comprehensive resources and hands-on guidance to help you effectively navigate and utilize Canvas for a seamless educational experience.

2 [Student Training](#)

VIDEO TUTORIAL



Students: Intro to Canvas

Join us as we take a dive into the basics of using Canvas LMS! You will learn how to access the Canvas website, log in using your credentials, take a first glance at the Canvas window, and get additional information including help with Canvas.

Watch

RESPONDUS LOCKDOWN BROWSER & MONITOR



Respondus Monitor:

- Utilizes Lockdown Browser & webcam
- Requires a functional webcam
- Records both video and audio by default

Respondus Lockdown Browser:

- Installs on your device
- Locks down testing environment
- Prevents outside actions
 - Printing
 - Copying
 - Accessing outside content

WHAT IS INFOBASE



Infobase:

- The cloud-based educational solutions database
- Video tutorials on commonly used software and apps
- Webinar workshops
- Technology integration projects
- 24/7 access from campus or home
- Flexible learning opportunities

BEST PRACTICES

Use Google Chrome

Ensure reliable and consistent internet connection

Verify assignments and assessments are submitted successfully

Keep lines of communication open

NEED ASSISTANCE



CANVAS SUPPORT

CANVAS 24/7 HOTLINE
[Direct & Preferred Method]

Phone: 1-855-414-0778

Email: guides.instructure.com (click file a ticket)

**HAMPTONU CANVAS
SUPPORT**

Email: hucanvashelp@hamptonu.edu
[Give 24 to 48 hours for response.]

Phone: 757-728-5290

[Phone Support: Monday–Friday 8:00 AM – 5:00 PM]

HAMPTONU TECHNICAL SUPPORT

For technical questions and accessing HamptonU Experience

CTS Help Desk

Email: helpdesk@hamptonu.edu

Phone: 757-728-6931

CLIENT TECHNOLOGY SERVICES (HELPDESK)



HamptonU TECHNICAL SUPPORT

- Resetting passwords
- Accessing the HamptonU Experience
- Accessing email
- Using MFA (Microsoft Authenticator)
- Applications/Service Access
- Portal Issues

CTS Help Desk

Email: helpdesk@hamptonu.edu

Phone: 757-728-6931

Mon- Thurs

8 am – 12 am

Friday

8 am – 5 pm

Saturday

9 am – 5 pm

Sunday

2 pm – 12 am

*** Having issues with your PIN contact the Registrar at 757-727-5324 Mon- Fri 9am to 5pm for assistance.**