Faculty: Helpful Tips

Login

CANVAS

http://sbccd.instructure.com
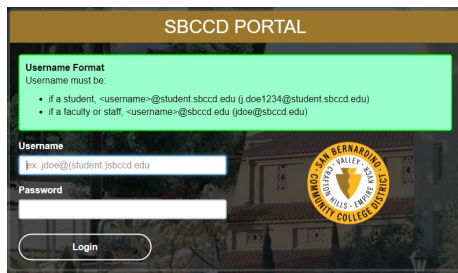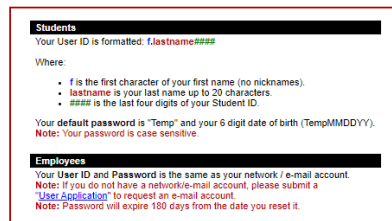
Username: **<username>@sbccd.edu (jdoe@sbccd.edu)** and **Password** (same credentials used for Webadvisor)

LOGIN TO WEBADVISOR

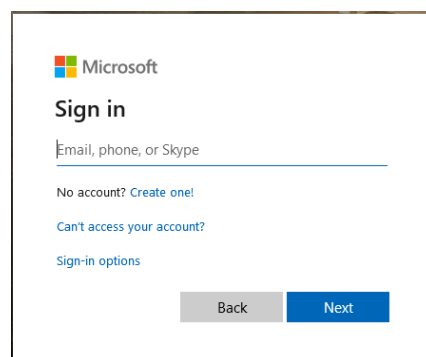Campus Website→login→Webadvisor **<username>** and **Password**

*You are required to change your password every 120 days

EMAIL OR OFFICE 365

<Username>@sbccd.cc.ca.us (jdoe@sbccd.cc.ca.us) and **Password** (same credentials used for Webadvisor)

Help Desk

FOR CANVAS HELP, FACULTY, AND STUDENTS

SEARCH THE CANVAS GUIDES

In Canvas clicking on the Help icon on the left side
Clicking on SEARCH THE CANVAS GUIDES

SUBMIT A TICKET

In Canvas clicking on the Help icon on the left side
Selecting **REPORT A PROBLEM**

AFTER HOURS CANVAS ONLY HELP (NIGHTS AND WEEKENDS)

San Bernardino Valley College- **1.844.612.7420**
Crafton Hills- **1.844.592.2204**
***Not able to assist with passwords or course enrollments**

DISTRICT-WIDE HELP DESK

Tickets can be created through **http://stac.sbccd.org** or phone call M-F from 8am-5pm **909-384-4357**

Canvas Add-Ons

PUBLISHERS CONTENT

SUBMIT A HELP DESK TICKET REQUESTING TO ADD THE PUBLISHER LTI. We must contact the vendor and they will send us technical information to put into our system and then test it out to make sure everything is connecting.

TOOLS AVAILABLE

PART OF OEI: NetTutor
Vericite- Plagiarizing detection
3CMedia-Video and file repository
ConferZoom-Video Conference solution
Starfish-Early warning detection

Student and Faculty Resources

STUDENT RESOURCES

Student Resources:
https://sbccd.instructure.com/courses/18493

ONLINE READINESS MODULE: The Online Readiness Module can be accessed by students by going directly to the course using the following link

Crafton Hills College Quest for Online Success (**https://sbccd.instructure.com/courses/3157**)

SB Valley College Quest for Online Success (**https://sbccd.instructure.com/courses/58**)

The first time students access the Quest course, they can choose **"Join this course"** on the right side to enroll. Joining will place the course directly on the student's Canvas Dashboard, keep track of the student's progress, or to access additional resources.

FACULTY RESOURCES

Faculty Resources:
https://sbccd.instructure.com/courses/20 You can also click **"Join this course"** to self-enroll and also have the course appear on your dashboard.

SELF-PACED INTRO TO CANVAS:
https://sbccd.instructure.com/courses/32

Canvas FAQ's

Q. WHEN ARE CANVAS COURSE SHELLS AVAILABLE TO VALLEY AND CRAFTON INSTRUCTORS?

A. Courses are available once the instructor of record is assigned. By default, every course section offered gets a course shell. It's up to faculty to decide whether or not to use.

Q. WHEN AFTER REGISTERING DO STUDENTS HAVE ACCESS TO CANVAS AND CAN SEE THEIR COURSES?

A. Canvas updates at every 4 hours starting at 12am. Depending on when their registration is completed it may take up to 8 hrs before they can access Canvas. Faculty must publish the course for students to have access.