

Strategic Communication #2

SOS CANVAS Transition

The eSchool of Graduate PME is transitioning our learning management system from BLACKBOARD to CANVAS. Squadron Officer School Distance Learning (SOS DL) will be the first eSchool program to transition to the new Canvas system.

SOS DL will transition to Canvas on 7 AUG 2019. Students already in a Blackboard-based course prior to 7 AUG will continue that course in Blackboard until the course is complete. Any courses started on or after 7 AUG will be conducted in Canvas.

We have found the best way to access Canvas is using the Chrome internet browser on a non-NIPRNET computer. Other systems will work, but the likelihood of encountering problems increases.

Please accomplish the steps below any time before 7 AUG to facilitate your smooth transition to Canvas.

Critical Steps to do before 6 AUG, 2359 CST

1. [Load DoD Certificates \(see below\)](#)
2. [Go to Canvas login page and reset password \(see below\)](#)
3. [Log into Canvas \(see below\)](#)
4. [Signup for and accomplish the Canvas 100 familiarization course \(see below\)](#)
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Critical Steps

1. Load DoD Certificates (necessary for all non-NIPRNET computers)

Background: Personnel who access CANVAS from personal devices via the internet must manually add the DOD Certificates and Certification Authority to their PCs. This is not

a technical issue with Canvas; it is a DoD access requirement. Canvas is hosted on a DoD website just like the AF Portal, webmail, etc. which requires DoD certificates to be loaded onto your computer in order for the browser to recognize the website as legitimate. Otherwise the website will flag as unknown and possibly dangerous. For reference, Blackboard was hosted on a commercial website and thus DoD certificates were not required. The commercial certificates automatically download during browser installation.

Instructions: If you have not already loaded certificates on your computer and the browser you intend to use, then you need to do so. Click the hyperlink corresponding to your computer ([MAC](#) or [PC](#)) for detailed instructions on loading certificates.

2. Go to Canvas login page and reset password

Your email listed in the AU Portal is your Canvas username. However, use the password reset function to gain initial access to your account.

Please accomplish the following steps:

- a. Go to our Canvas website (<https://lms.au.af.edu/login/canvas>)
- b. ENTER your AU Portal email as the Username
- c. SELECT the “Forgot Password?” link and complete the information
- d. An email will be sent to the email account listed in the AU Portal. Check for the email (it may be in your junk mail folder). CLICK on link in the email to reset your password.

3. Log into Canvas

- a. Go to our Canvas website (<https://lms.au.af.edu/login/canvas>)
- b. Login using your username (AU Portal email) and the password you just created
- c. Review the announcements
- d. If you have trouble logging into Canvas, submit a help ticket via the AU Service Desk. NOTE: **These procedures are for Canvas account issues only.**

(<https://auservicedesk.af.edu/sp>):

- i. Correct ticket routing is critical to receiving a timely response. Once logged into AU Service Desk, SELECT “**Technical Support**” -> “**AIS Admin Support**”
 - ii. Populate the help ticket fields as follows:
 1. Urgency: High
 2. Reason: Cannot access CANVAS
 3. Product: CANVAS
 4. Component: Student Account Creation
 5. Environment: Production
 6. Summary: (student provided)
 7. Description: (student provided)
- e. For issues other than Canvas accounts issues**
- i. SELECT “**Student Request**” -> “**eSchool**”
 - ii. Populate ticket as appropriate

4. Signup for and accomplish the CANVAS-100 familiarization course

Once you have successfully logged into Canvas, we need you to self-enroll into the CANVAS-100 familiarization course, which provides an overview of the CANVAS learning management system.

NOTE: Enrollment into regular PME courses still takes place in AUSIS.

To enroll in the Canvas 100 familiarization course:

- i. LOGIN to Canvas
- ii. SELECT Help & Support button on the left side vertical menu
- iii. SELECT “Welcome to Canvas”
- iv. SELECT the “Enroll Now” button next to “Canvas 100: Introduction to Canvas for Students”

The course is designed to take approximately 30 minutes. It covers how to navigate Canvas as well as setting up your profile and notification options.

5. Backup Blackboard coursework

We strongly recommend you save a copy of all previously submitted coursework (papers) from Blackboard onto your personal computer. Once the transition to Canvas is complete then material from Blackboard will no longer be accessible nor retrievable. Ensure you have saved a copy of any papers you wrote for self-paced courses that will be used in facilitated courses.

FAQs

6. What happens during the week of transition?

On **5 August**, operations are unchanged.

On **6 August**, students will be blocked from enrolling into courses (please do not try to enroll on 6 August). This is to prevent students from becoming lost during the system transition. Students already in an active Blackboard course will continue through completion of that course within Blackboard.

On **7 August**, AUSIS will be unlocked and students can begin enrolling in courses again. At this point, every new course enrollment will go to Canvas. All courses that were previously in Blackboard will still be in Blackboard until complete or timed out. All new courses will take place in Canvas.

7. Must I transition to Canvas?

Yes! Any course you are currently taking will finish in Blackboard, but all future courses will be in Canvas.

8. How do I enroll in Canvas courses?

Other than the “Canvas 100” course mentioned in the Critical steps portion of this message, all course enrollment actions remain identical to current operations. Just log into AUSIS to enroll in a course and select a group, when applicable (only applicable when enrolling in facilitated courses).

9. If I enrolled in a September facilitated course before 7 August what happens?

Facilitated courses are generated in the LMS (Blackboard or Canvas) immediately prior to the course start date. This means it doesn't matter when you sign up, if the facilitated course starts after 6 August it will take place on Canvas.

10. How is Canvas different from Blackboard?

Canvas is different and in many ways better than the version of Blackboard we are currently using. The Canvas 100 course is designed to inform you about the differences and minimize the learning curve for the new system. Two significant improvements are 1) the notifications capability which allows you to tailor the type and frequency of notifications via email and/or text message and 2) the modules page which provides a clear display of course progression and remaining items.

11. Will I be taking courses in two different LMS's at the same time?

It is possible. If you are in a Blackboard course on 6 August you will stay in Blackboard to finish that course. If you enroll in another course on or after 7 August, this course will be in Canvas. However, you will not utilize both LMS systems for a single course, it will be one or the other.

12. How does this affect my previous progress through the program?

There will be no impact on your previous progress in the program. All completed course grades are maintained in AUSIS regardless of the LMS utilized. The only issue is that course content and your submissions will not be accessible after Blackboard goes away (See step 5 regarding backing up your paper submissions for previous courses).

13. Does it change the courses or course flow through the program?

No, the only difference is that course content is now on Canvas instead of Blackboard.