Strategic Communication #2
Air War College CANVAS Transition

The eSchool of Graduate PME is transitioning our learning management system from BLACKBOARD to CANVAS. Air War College Distance Learning (AWC DL) will transition to CANVAS on 6 NOV 2019. Students already in a Blackboard-based course prior to 6 Nov will continue that course in Blackboard until the course is complete. Any courses started on or after 6 Nov will be conducted on CANVAS.

We have found the best way to access Canvas is using the Chrome 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 6 November to facilitate your transition to Canvas.

Critical Steps to do before 6 November

1. Load DoD Certificates (see below)
2. Go to login page and reset password
3. Log into Canvas (see below)
4. Signup for and accomplish the Canvas 100 course (see below)
5. Backup Blackboard coursework

FAQs

6. What happens during the week of transition?
7. Do I have to transition to Canvas?
8. How do I enroll in Canvas courses?
9. If I enrolled in a September Facilitated course before 6 November what happens?
10. How is Canvas different from Blackboard?
11. Will I be taking courses in two different LMSs at the same time?
12. How does this affect my previous progress through the program?
13. Does it change the courses or course flow through the program?

Critical Steps

1. Load DoD Certificates (necessary to 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 so the browser will recognize the website as legitimate. Otherwise it will flag the website as unknown and possibly dangerous. For reference, Blackboard was hosted on a commercial website. The commercial certificates automatically download during browser installation.

The direction for loading certificates depends on which type of computer (MAC or PC) and which browser you intend to use. Use the following links to access instructions for loading certificates: https://public.cyber.mil/pki-pke/end-users/getting-started/

2. Go to the Canvas login page and reset password
   You already have a Canvas account. The email you have listed in the AU Portal is the username, but you will have to go to the Canvas website to reset the password. 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. Canvas Email Update Steps for Password Reset
   a. If you do not receive the password reset email from Canvas, please attempt the following steps to change your email address.
      ii. From the menu at the left of the AU Portal page, select “My Info” → “Canvas Info”.
      iii. Reattempt the Canvas password reset at https://lms.au.af.edu
   b. If this doesn't work then submit an AU Service Desk Request so that we can request tier 2 support which may take 3 or more business days.

4. 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 (https://auservicedesk.af.edu/sp):
      i. Correct ticket routing is critical to receiving a timely response. Once logged into AU Service Desk, Select “Student Request” -> “eSchool Request” Populate the help ticket fields as follows:
         1. Priority: High
         2. Reason: Cannot access Canvas
3. User Type: Current Student  
4. Program: (PDE, IDE-JPME 1, or SDE)  
5. Request Type Detail: Other  
6. Specific Issue: Other  
7. eSchool Course: (select course)  
8. Request Details: (describe attempted Canvas login in actions and request additional support as required. Provide a valid and accessible email address to receive Canvas password reset emails.)

5. **Signup for and accomplish the CANVAS-100 self-enrollment course**
   
   Once you have successfully logged into Canvas we need you to self-enroll into the CANVAS-100 course, which provides an orientation of the CANVAS learning management system. NOTE: enrollment into regular PME courses still takes place in AUSIS. To enroll in the Canvas 100 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 to navigate in Canvas as well as walking you through setting up your profile and notifications options.

6. **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 from Blackboard is complete then material from Blackboard will no longer be accessible nor retrievable. This primarily involves saving a copy of any papers you wrote for self-paced courses that would need to be accessible for the facilitated course.

7. **FAQs**

   **7. What happens during the week of transition?**
   
   On **4 November**, operations are identical to how they are today.

   On **5 November**, students should be blocked from enrolling into courses (please do not try to enroll on 5 November. This is to prevent students getting lost in the system.
during the transition. Students already in a Blackboard course will be able to continue normally through the course within Blackboard.

On 6 November, 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 you either complete or timeout of the course. All new courses will take place in Canvas.

8. Do I have to transition to Canvas?
Yes! Any course you are currently taking will finish in Blackboard but all new courses will be in Canvas.

9. How do I enroll in Canvas courses?
Other than the “Canvas 100” course mentioned in the Critical steps portion of this message, all course enrollments are identical to how it occurs today. Just like today, you will log into AUSIS to enroll in a course and for facilitated courses select the group (monthly offering).

10. If I enrolled in a November facilitated course before 6 November what happens?
Facilitated courses are actually generated in the LMS (Blackboard or Canvas) just prior the course start date. This means it doesn’t matter when you sign up, if the facilitated course starts after 6 November it will take place on Canvas.

11. 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 the notifications capability which allows you to tailor the type and frequency of notifications included text messages, and the modules page which provides a clear display of progress through the course and remaining items.

12. Will I be taking courses in two difference LMSs at the same time?
It is possible. If you are in a course in Blackboard on the 4th of November you will stay in Blackboard to finish that course. If you enroll in a second different course on or after the 6th, that course will be in Canvas. However, you will not be in both systems for the exact same course at the same time.

13. How does this affect my previous progress through the program?
There will be no impact on your previous progress in the course. All completed course grades are maintained in AUSIS regardless of the LMS in which they are accomplished. The only issue is that you will not have access course content or your course submissions after Blackboard goes away (See step 5 regarding backing up your paper submissions for previous courses).

14. Does it change the courses or course flow through the program?
This does not affect any future courses or course flow through the program. The only difference is the course content is on Canvas instead of Blackboard.