

Strategic Communication

OLMP CANVAS Transition

The eSchool of Graduate PME is transitioning our learning management system from Blackboard to Canvas. The Online Masters Program (OLMP) will transition to Canvas in mid-December to prepare for the Spring A 2020 term beginning 6 January 2020. Students will complete Fall B courses in Blackboard.

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 January to facilitate your transition to Canvas.

Critical Steps to do before 6 November

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

FAQs

7. [What happens during the week of transition?](#)
8. [Do I have to transition to Canvas?](#)
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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 download automatically.

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://www.airuniversity.af.edu/eSchool/Certificates/>

2. Go to the 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.
 - i. Go to the AU Portal
(<https://www.my.af.mil/aurepmprod/auportal/ausso/cac/login.AirUniversity?portalAction=caclogin>)
 - 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: (OLMP)
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: registration for regular OLMP courses still takes place in AU portal. 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 how 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 the material from Blackboard will no longer be accessible nor retrievable. This primarily involves saving a copy of any papers you wrote.

FAQs

7. [What happens during the actual transition?](#)

There will be no impact to students during the transition. You will still sign up for courses in the exact same manner as before. You will just log in to Canvas once the course starts.

8. [Do I have to transition to Canvas?](#)

Yes! Any course you are currently taking for Fall B will finish in Blackboard but all new Spring A 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 the AU Portal to register for a course.

10. If I registered for a Spring A course before mid-December what happens?

Courses are actually generated in the LMS (Blackboard or Canvas) a few weeks prior the course start date. This means it doesn't matter when you sign up, if the course starts after mid-December 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 including 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 different LMSs at the same time?

No. All Fall B courses will be completed in Blackboard. Spring A courses will be in Canvas.

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

There will be no impact on your previous progress through the curriculum. All completed course grades are maintained in SRIS regardless of the LMS in which they are accomplished. The only issue is that you will not have access to 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.