Canvas Access Policy

Students generally have full access to their course content for one year after the end of their course. Access will then switch to Read Only, meaning assignments and discussion posts can no longer be submitted, for an additional four years, at which point the course will be deleted per UW-IT's Canvas Data Retention Policy. As a note, recordings in the Zoom tab of your course are automatically deleted after 90 days and will not be accessible after that has elapsed unless your instructor has uploaded them to the Panopto Recordings tab.

Canvas course access is dependent on having an active NetID (see UW-IT's Access Policy Timeline). In rare cases, departments or instructors may restrict course access after a course ends, so please reach out to your instructor or enroll@pce.uw.edu if you are unable to access content at the conclusion of your course.

Access Your Canvas Course - Students

Your course uses the Canvas Learning Management System, which requires you to have a UW NetID and password to login.

New Students

To set up your UW NetID and password, go to Get your UW NetID and follow the steps.

You will need your student ID number and Personal Access Code (PAC) to create a UW NetID. These are sent in two separate emails the day after you register for a course. If you do not have this information, please contact our Registration department at (206) 543-2310.

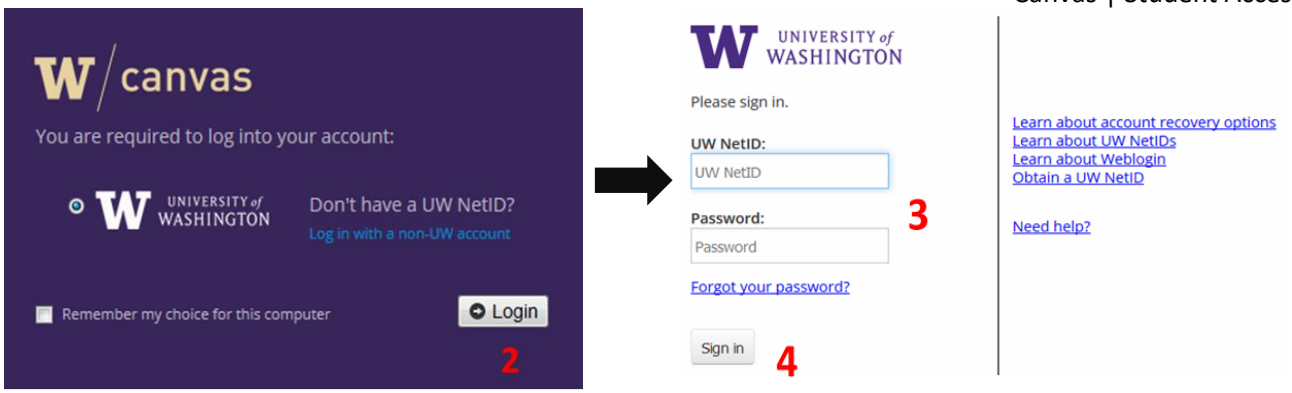
Returning Students

You can change your password or reset a forgotten password if you know your UW NetID.

- To change your NetID password, go to UW NetID Password Change.
- To reset your NetID password, go to UW NetID Recovery.
- To set up your password recovery options, go to UW NetID Recovery Options. This enables you to setup an email or phone contact to have a new password sent to you when needed.

Login to Canvas

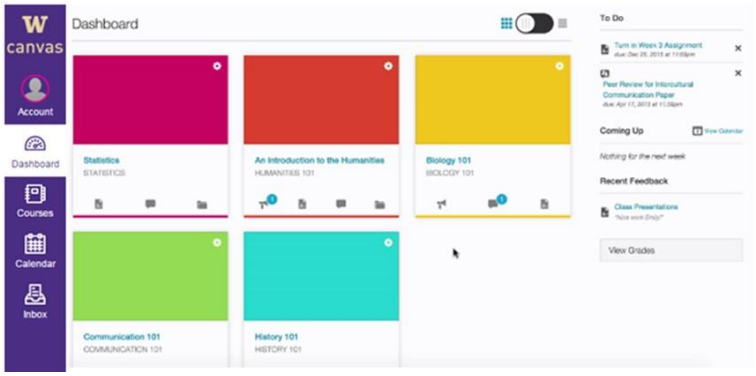
1. Go to https://canvas.uw.edu/.
2. Select the W University of Washington option and click **Login** button.
3. Enter your UW NetID and password.
4. Click the **Sign in** button to be taken to your Canvas Dashboard screen.



Login gives you 8-hour access without repeat login to UW NetID protected web resources.

Access Your Course(s)

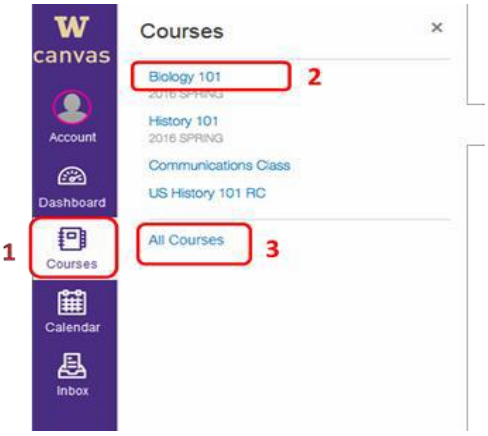
Once you successfully login to Canvas, you will see your Dashboard. The Dashboard gives you a quick overview to what is happening in all your courses. Here is a brief video of the Canvas User Interface and Dashboard, Canvas Overview video.



To access a course, click on course card on Dashboard or:

1. Click the **Courses** link on the Global Navigation to view course list.
2. Click on the **name** of the course to access the course content.
3. Click the **All Courses** link if you do not find a course listed.

TIP: You can customize your course list for favorites to display on your Dashboard.



Can't Find Your Course?

If you have registered for a course, but do not have access to your course information, then one or more of the following reasons may apply:

Course may be hidden.	Click on **Courses** on global navigation, then **All Courses** and star course as a favorite to show on Dashboard.
You recently registered.	It can take up to a full business day for your account and enrollment information to be sent to all systems.
You recently created your UW NetID.	It can take two business days to transfer your information from the UW campus system to Canvas.
Your course materials are not yet available.	For **online students**, access to your online course begins seven (7) calendar days before the course start date unless otherwise specified. This is to ensure you can access your course and work out any technical requirements needed for Canvas. For **classroom students**, the instructor will let you know when the course materials are available.

System Requirements for Canvas

Canvas runs on Windows, Mac, Linux, iOS, Android or any other device with a modern web browser. Check the list of basic computer specifications for Canvas.

Supported Browsers

Canvas supports the last two versions of every browser release: Chrome, Firefox, Edge and Safari. We highly recommend updating to the **most current version** of your preferred browser. Check the current list of Supported Browsers.

Windows 10 only: users on Windows 10 using IE 11 or Edge browsers need to download the Windows 10 Anniversary Update to submit Canvas assignments. The alternative to downloading the update would be to use a different browser, i.e., Chrome or Firefox.

Mobile

You can access Canvas on most smart-phones and tablets, but be aware that some content (like Flash videos) may not display correctly. There is a mobile version of Canvas; go to the Mobile Guides - Students for Android and iOS devices.

While you can access your courses on a mobile device, we **RECOMMEND** using the full, computer-based site for submitting discussion posts, online assignments and tests to ensure the full course experience.

Required Components

Java Plug-In

Java plug-In is a program that enables screen sharing during conferences in Canvas. To download, go to Java.

PDF Reader

Some course content includes PDF files which require Adobe Reader or Apple Preview (Mac only) to access. To download, go to Adobe Reader. If you are a Mac user, Apple Preview is pre-installed with the operating system.

Canvas Support

Canvas Resources for Students

There is a range of support materials to help you with Canvas:

- Canvas Orientation for Students: online, self-paced course and open to all
- Canvas Student Guides
- Canvas Video Guides
- UW Canvas Help for Students

UW PCE Technical Support

Phone Support for Canvas:
(206) 221-1393

Monday - Friday | 8:00 a.m. - 5:00 p.m. Pacific Time | excluding UW Holidays
Extended hours Mon – Fri | 8:00 a.m. - 10:00 p.m. | first two weeks of each term
Extended hours Saturday | 10:00 a.m. - 7:00 p.m. | the Saturday prior to term start and first two Saturdays of each term

Email Support for Canvas:
ctnmhelp@uw.edu

UW Online Dashboard:

Use this Dashboard to see Current Status of our systems, our Twitter feed and Test Your Tech to ensure you have the best technology experience.

UW eOutage Alert:

UW-IT will post information when there are major service disruptions that impact campus communications, computing, network and power. Join the eOutage mailing list to receive outage postings via email.

Know the Rules

You are encouraged to use the computer services provided by the University, but you must adhere to UW software copyright policy and be ethical in your computer use. It is your responsibility to know the rules and guidelines. Inappropriate use of UW computing resources can result in a loss of access to them. A complete list of the guidelines and laws regarding computer and network use is available at https://itconnect.uw.edu/work/appropriate-use/#students