Canvas: Access Issues

Summary

Use this if you are having Canvas login issues. Courses at Yale SOM are hosted on Canvas, a learning management system (LMS)

Step-by-step guide

If you are experiencing issues logging in to Canvas:

1. Visit the Canvas Status page to check if the issue is Canvas related

2. If there is no mention of the issue on the Canvas Status page, check the ITS System Status page to make sure there are no reported outages (Past instances of students not being able to login to Canvas was due to CAS authentication failure)

3. Most Canvas login issues stem from:
   a. Try another browser or clear your browser Cache
   b. You may have forgotten your netid/password. You can reset it at the Yale ITS site: https://veritas.its.yale.edu/netid/ForgotNetIDPassword
   do
   c. You may be at the wrong Canvas instance. Try the Canvas link: http://canvas.yale.edu/
   d. You may not have a Canvas account. Email somit@yale.edu to request one.

4. If you are a non-Yale person without a NetID and you are unable to login:
   You might have selected the wrong login access. You must select Guest:

5. As you determine the issue is not login or browser specific, escalate as follows:
   Canvas help can be the first line of support for Canvas questions:
   a. Search the Canvas Guides: https://community.canvaslms.com/community/answers/guides/
   b. Call the hotline: 1-855-308-2813 or chat live with Canvas Support (located under Global Navigation> Help> Chat with Canvas support
   c. Email somit@yale.edu to open a ticket for assistance

6. General consultations for Canvas can be made by anyone here https://calendly.com/canvas-at-yale

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