

Getting Started

Wondering how to get started using Canvas? The information below will help.

Canvas Account Creation Process

To get access to Canvas all new hires will first need to verify their A-State email account. About 24 hours after their email address is validated their Canvas account will be automatically created.

New faculty members should then be able to access some training resources and any class listed in Banner with them as the Instructor when they login to Canvas. New staff members are not automatically added to any courses or organizations. Their office needs to request that they be manually added to any resources they will need to manage.

“ **Note:** Staff members are not automatically enrolled in any Canvas courses or organizations. Their supervisor or department must submit a Canvas Access Request to ITS for manual enrollment.

Banner Integration with Canvas

Canvas access is tied to Banner. Instructors must be officially listed in Banner as the instructor of record before they can access their assigned courses in Canvas. If you do not see your course, confirm your assignment with your department and allow up to 24 hours for the system to sync.

Browser Preference

For the best Canvas experience, users should access Canvas using a desktop or laptop computer. Canvas is browser based and can be access on a Windows or Mac computer with Internet access.

Use the [Browser Checker](#) to check that your browser is set up to use Canvas.

- Users must use a recommended and supported browser, such as Firefox or Chrome.
- JavaScript must be installed and enabled on browser.
- Popups must be enabled on the browser.

[Clearing your browser's cookies and cache](#) clears up most website error messages and technical issues.

Accessing Canvas

See the page in the ITS Canvas book on [How to Log Into Canvas](#).

Canvas supports multiple user roles including Instructor, TA, Observer, and Designer. For more information on roles and permissions, see: [Managing Course Access in Canvas](#)

Canvas Beginner Training

From the Help menu in Canvas you can access the [Training Services Portal](#) where you can find an self-paced on demand Canvas Basics course.

[Canvas Basics](#)

"This comprehensive course is designed to familiarize you with the essential features and tools of the Canvas platform. This course will guide you through the fundamentals of Canvas, from setting up your user profile to creating content and assignments, as well as how to interact with your students. You'll learn how to leverage Canvas's powerful functionalities for a more effective and streamlined learning experience. By the end of this course, you will be well-prepared to utilize Canvas to its full potential. "

Troubleshooting Dashboard Visibility

If your course does not appear on the Dashboard, check the **All Courses** list and ensure it is marked as a *Favorite*. Only favorited courses appear on the Dashboard.

Learn more: [Finding and Organizing Courses](#)

Contact Information - ITS Help Desk

For technical issues, Canvas access requests, and Banner-linked course support:

Email: itshelpdesk@AState.edu

Phone: **870-972-3933**

Location: *Dean B. Ellis Library, Room 149*

Revision #9

Created 2025-06-24 21:52:59 UTC by William Murry

Updated 2026-06-08 20:14:12 UTC by William Murry