

# CANVAS FREQUENTLY ASKED QUESTIONS (FAQ)

## **HOW DO I LOGIN?**

Go to [fairfuturesny.instructure.com](https://fairfuturesny.instructure.com) and enter your agency email and your password.\*

*\*If you are a new staff member, this information will be sent to you in an email*

## **HOW DO I RESET MY PASSWORD?**

On the **Canvas dashboard** go to account>settings>edit settings

## **WHAT IF I FORGOT MY PASSWORD?**

Go to [fairfuturesny.instructure.com](https://fairfuturesny.instructure.com), enter your agency email and click **forgot password**

## **HOW DO I REGISTER FOR A SPECIFIC COURSE DAY AND TIME?**

From the **course homepage**\*, choose the date and time you would like to attend the training.

Click on the **REGISTER** link directly from the **homepage** or in the **course calendar**.

Fill out the registration form. Once complete, you will receive an email with the zoom link to save to the calendar of your choice.

*\*Workshops and Learning Community registration links can be found in the [Fair Futures Hub](#).*

## **HOW DO I KNOW WHEN I HAVE COMPLETED A COURSE?**

Find the completion requirements on the **course homepage** and in the **modules section** of the course. Once complete, you will receive an email with a **badge** and the course will appear on your **transcript**.

*\*Most courses require a post-test with a minimum required score of 90% (unlimited attempts).*

## **HOW DO I CHECK MY TRANSCRIPT?**

Go to: [fairfuturesny.catalog.instructure.com](https://fairfuturesny.catalog.instructure.com) and click on **your name** in the top right corner.

In the drop down menu, select **Student Dashboard**. Click on the **PDF Transcript** button on the top right corner to view your transcript.

## **HOW DO I ENROLL IN A COURSE?**

*You will automatically be enrolled in all of the trainings that are required for your role.*

To enroll in a course that is *not required* for your role:

Go to [fairfuturesny.catalog.instructure.com](https://fairfuturesny.catalog.instructure.com) to find the course and click "ENROLL"

## **WHO CAN I CONTACT WITH QUESTIONS ABOUT FAIR FUTURES TRAINING?**

Mary Bunn, Training Coordinator: [training@fairfuturesny.org](mailto:training@fairfuturesny.org)

## **WHO CAN I CONTACT WITH QUESTIONS ABOUT FAIR FUTURES CANVAS?**

Megan Avery, Training and Learning Systems Director: [megan@fairfuturesny.org](mailto:megan@fairfuturesny.org)