Getting Started with the "Canvas Student" App

There are **five** main things students need to know to use the mobile app to access Canvas, the York Online study space:

1. How do I get the App?

The "Canvas Student" app is available in app stores on iOS and Android mobile devices:

2. How do I log in and get started?

Logging in:

- Log in guides: Android log in tips / iOS log in tips.
- Enter **University of York** (not "York University", that's in Canada!) into the **What's your school's name** field.
- Login using your short username (eg. abc123) and the **password** that you use for your University email.

Getting started:

- Help with navigating within the app: Android navigation tips / iOS navigation tips.
- Making sure your Course (Module) is visible on the app dashboard: Android dashboard tips / iOS dashboard tips.

3. What **does** work well in the Canvas app?

1. Quickly checking Course (Module) **content**: Android content tips / iOS content tips.
2. Checking **Announcements** that have been added by staff: Android announcement tips / iOS announcement tips.
3. Reading and responding to **Discussions**: Android discussion tips / iOS discussion tips.

4. What **doesn't** work well in the Canvas app?

1. **Assessments** - Checking due dates, assignment details or grades/feedback, taking tests or submitting assignments. **We strongly advise against using the Canvas app for *any* form of assessment activity**.
   a. To learn more about why you shouldn't use mobile apps for assessment activity please read E-Assessment and the Canvas app.
2. **Reading Lists** - Access these via Chrome or Firefox web browser instead.
3. **Videos in the iOS and Android Canvas app** - Unfortunately videos do not display in the Canvas app. Instead, use:
   a. A web browser when accessing videos on a mobile device (preferably Google Chrome), and use the relevant following guide if the videos don't work via your mobile web browser:
      i. Help: Viewing videos view browser on an Android device
      ii. Help: Viewing videos on an iPhone or iPad
   b. Or instead use the Panopto app.
      IMPORTANT: select the option "York Canvas (York Online)" when logging in to the video platform.
   c. Kanopy video content can also need special consideration and action on mobile.

4. **ePortfolios** - There is no direct link to ePortfolios in Canvas via the app. We recommend accessing your ePortfolio via a web browser on a PC or Mac instead.
5. **Opening some PDFs** - Certain PDFs don't seem to open via the Canvas app. If this happens to you, we would suggest trying your mobile browser instead.
6. **Calendars** - Ensure that your module has been added as a favourite in the dashboard for the calendar to be visible via the app.

5. Where can I find further help?

- Learn more about the Canvas student app by reading the Mobile Guide.
- If something isn't displaying properly in the app try accessing it via a web browser on your mobile instead (eg. Chrome, Edge or Firefox). If it **still** doesn't display properly try using a web browser on a PC or Mac.
  - Contact the Programme Design and Learning Technology Team at vle-support@york.ac.uk from your UoY email address if you experience issues with functionality that you cannot work around by accessing the relevant VLE site within a web browser on a PC or Mac. Before you contact us please ensure you've followed sections one and two of our Getting Started with Canvas one pager guide.