



Canvas: Frequently Asked Questions & Answer Guide

Learning Technologies

03 September 2025

How to Use this Guide

This guide has been created to address frequently asked questions about using Canvas.

You can find the information you need in two ways:

- **Use the Contents list** to navigate directly to the relevant question and answer.
- **Use the Find function** on your device to search for keywords:
 - o On **Windows**: Press **Ctrl + F**
 - o On **Mac/iOS**: Press **Cmd + F**

These shortcuts will open a search bar where you can type in a word or phrase to quickly locate the information you're looking for.

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Welcome Back 25/26

With prep for the new academic year now well underway, we wanted to draw your attention to a few key considerations, resources and sources of support as you refresh and update your teaching materials and Canvas presence for 25/26.

As ever, our [Learning Technologists](#) are on hand for guidance in setting up your new Canvas courses and to offer support on how to design and deliver blended learning that is engaging and accessible.

Please see the link below for resources and some useful start of term guidance and look out for sessions for your curriculum area to help with topics like [Canvas course migration](#), [Canvas module design](#), [Creating accessible learning materials](#), [Assignments](#), [Using quizzes](#) and Universal Design for Learning.

- [Welcome back! LTA info for AY 25/26](#)

Canvas Rollover 25/26

How do I migrate course materials from 24/25 courses to 25/26 Courses

Canvas courses for 25/26 are ready for you to import the content from last terms 24/25 courses. Here are the guides on doing that:

- Video [Canvas Rollover 25/26](#)
- Guide [How do I copy content from another Canvas course using the Course Import tool](#).

These pages will give you further details on that too:

- [Canvas Update 25/26](#)

Spanning Classes

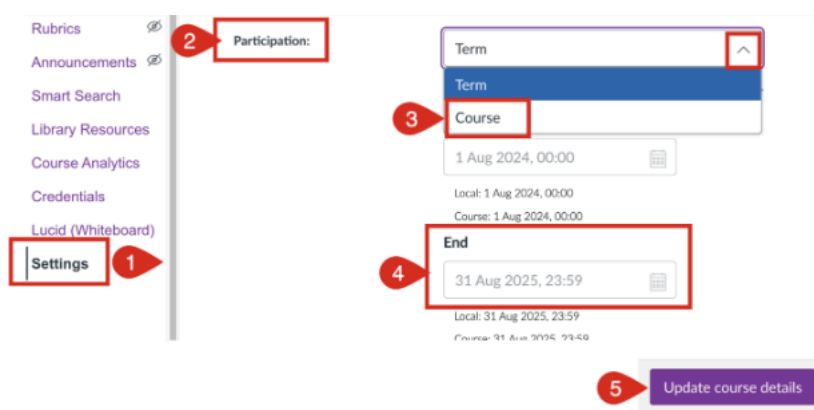
If you have spanning classes that end after the 31st of August, you must update the Course date in the Course Settings page to allow students to access the course and allow them to participate in course activities. Lecturers and CHs are required to change the course date on the Canvas course for students to be able to access, in the course page Settings - before the 31st of August, this is how to update the course settings:

- **Note:** after the 31st of August cutoff date there is no access for staff to update, you will need to contact: learningtechnologies@cityofglasgowcollege.ac.uk, to get the course date extended.

How to update the course date on a Canvas Course:

Go to the Course page

1. Click **Settings** in the Course navigation to the left
2. On the Settings page scroll down to **Participation**
3. Change the Term to **Course** from the drop-down menu
4. Change the End date as required
5. Click the **Update course details** button at the bottom of the page



Canvas Courses

Viewing and Finding Courses in Canvas

Canvas Dashboard

When you login to Canvas you land on your Canvas Dashboard, by default you can have up to 20 course cards on your Dashboard, this is where you will find your Starred/pinned courses.

Starring Courses

Star courses to make them visible on your Dashboard, this is particularly relevant at the beginning of term, when you can remove the 24/25 courses and star/pin 25/26 courses.

Past enrolments

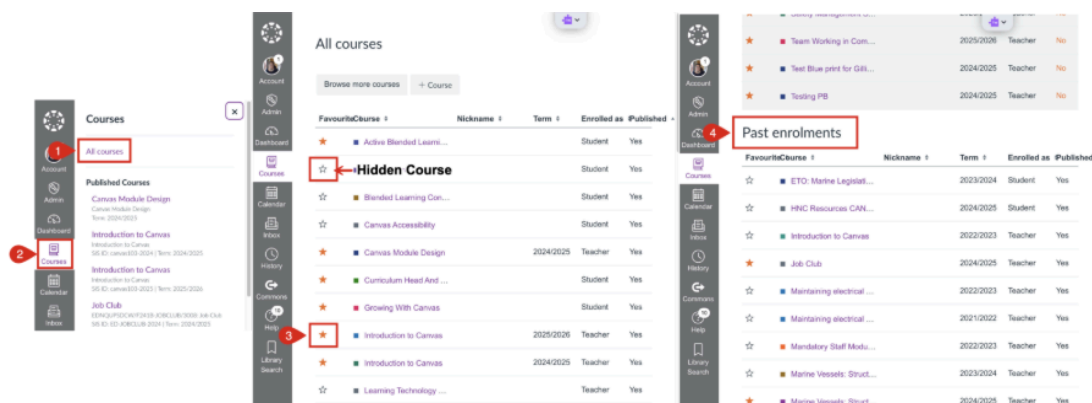
Current courses 24/25 will be Archived on the 31st of August, from the 1st of September you will find these in Courses > All Courses > scroll down to view Past enrolments.

- The above is explained in further detail in the next section.

I cannot see my Canvas courses on my Canvas Dashboard

How to find all your Canvas Courses, Star/Pin them to your Canvas Dashboard and view Past enrolments

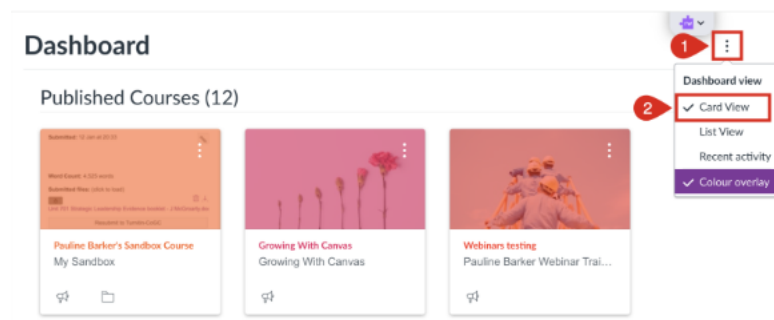
1. You can check all the courses you are enrolled on by clicking **Courses** in the left navigation menu
2. Select **All courses** from the pop-up menu, you will now be able to see all the courses you are enrolled on including your Past Enrolments
3. If you **Star** the course/s they will be available on your Canvas Dashboard. Just click the **Star** next to the course name, the star will turn orange. When you open the all-course page the ones that are starred will be visible on the dashboard, the others are hidden from view
4. To View the **Past enrolments**, scroll down the page to view



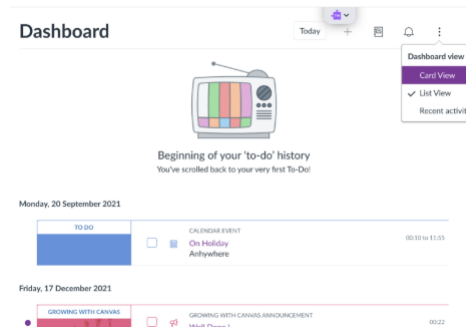
Staff – I still cannot see my Canvas course/s

If you cannot see your courses here is what to do:

- Check in **Courses > All Courses > Star** the course to embed in your Canvas Dashboard.
 - If the course is not in All courses, please speak to your CH and ask them to enrol you on the course
- If a new Canvas Course, you may not be enrolled > Speak to your CH
- Check you are in Card View – see below
 1. On your Canvas Dashboard click the **More options/3dots** top right
 2. Select the **Card View** option



- My Dashboard has changed I cannot see my Course Cards, in the image below, the Canvas Dashboard is in **List View** – use instructions in the bullet points above to return to **Card view**



- Are you on the correct course?
 - Remember **NE** class sections are enrolled on **NE** course/unit codes
 - See [Understanding Class Section Unit code instructions](#)

Staff - Students cannot see their course/s

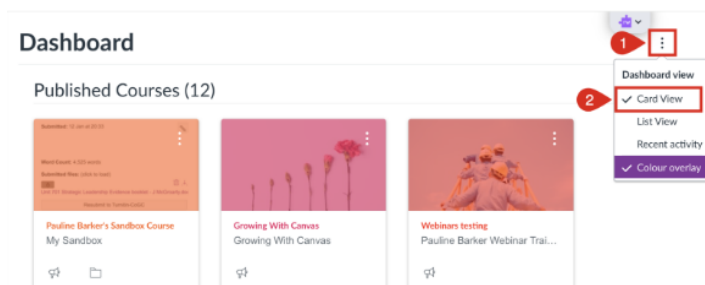
If students cannot see their courses, here are a few things to check:

- Have you **Published** the course
- Check the Class section is enrolled on the course > **Settings** > **Sections** tab, see [How do I check students are enrolled on a Course](#) for instructions

Students – I cannot see my Canvas course/s

Get students to check the following:

- Check in **Courses** > **All Courses** > **Star** courses to embed them in the Dashboard
- Check they are in **Card View** – on the Canvas Dashboard
 1. Click the More options/3 dots icon
 2. Select **Card View** from the pop-up menu, the dashboard will display a dashboard card for each course you are enrolled on



- **List view** – shows the to do history of Canvas events
- **Recent activity view** – shows up-coming activities

If they still cannot see your course/s, ask the student to please speak to their lecturer

Understanding the Canvas Course/Unit and Class Section Codes

Understanding the Course codes

This is the Canvas Course code NE-F3GB11-2025:

- **NE** - is the curriculum team, so students with class code starting NE will be enrolled to the course
- **F3GB11** - is the unit code for the course called Communications
- **2025** - is for term 25/26

Understanding the Class Section code

This is one of the class sections **NEACCMSTM1/F251C** attached to **NE-F3GB11-2025**

- **NE** is the curriculum team area the students are enrolled in
- **ACCMSTM1** is the name of the Unit/course > Access to Maritime and STEM (Pre-Cadetship)
- **F251C** - **F** = Full time, **25** = 25/26 term enrolment, **1**=first year, and **C**=is class C

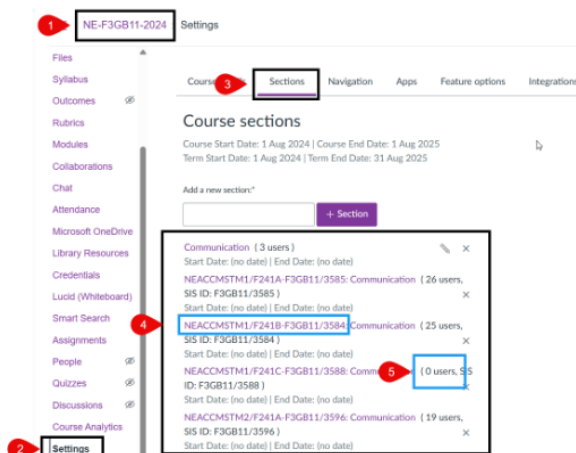
Note: Class sections are auto enrolled on the correct Canvas course via Enquirer.

How do I check if the Class section is enrolled on the Canvas course

1. Open the Canvas course required
2. Click the **Settings** option in the course navigation to the left
3. Select the **Sections tab** at the top of the page,
4. You should now be able to see all the class sections attached to the Canvas course

Class Section showing Zero Users/Students on a Course

5. **Note:** if students have **Zero users** (highlighted in blue below), this means they are not due to start this course, speak to the CH responsible and ask them to bring forward the start date for that class section in the enquirer management system. Once this has been done, the students will appear on the course.



Assignment Queries

Find below recurrent queries asked about assignments, watch this video [Top Tips for Assignments](#) or find the answer from the instructions below:

Students Cannot see their Assignment

- Is the Assignment **published** in the Modules area

In the example below the **Module** is shown as available to students – **green circle with tick identifies** that the students can see the Module header, **but all the items/assignments are hidden**, you can tell this by the no entry sign, shown below.

This means the Assignment is hidden from student view, as the assignment has not been published, to allow students to see the assignment, just need to

- click the **no entry sign/publish** button
- select the **Publish** option, for the students to see the assignment



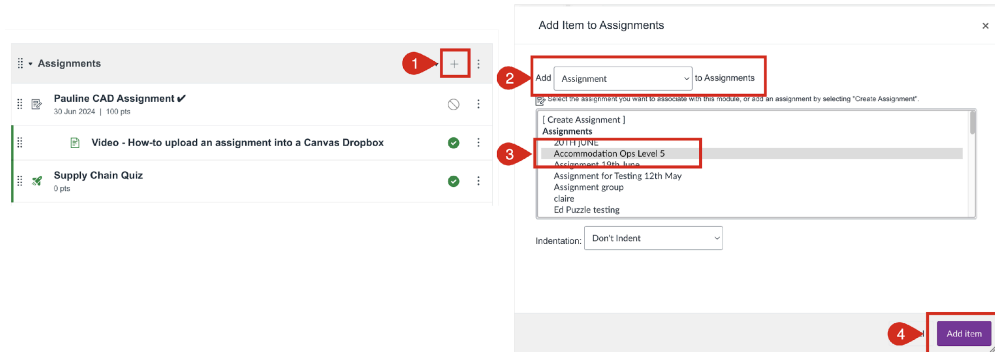
How to add an Assignment to the Modules Page

When assignments are created in the Assignment area found in the Course Navigation bar to the left, this is something only you and other lecturers can see. For students to see the Assignment you need to add it to the Module Page, the same way as adding any content.

Go to the Canvas course:

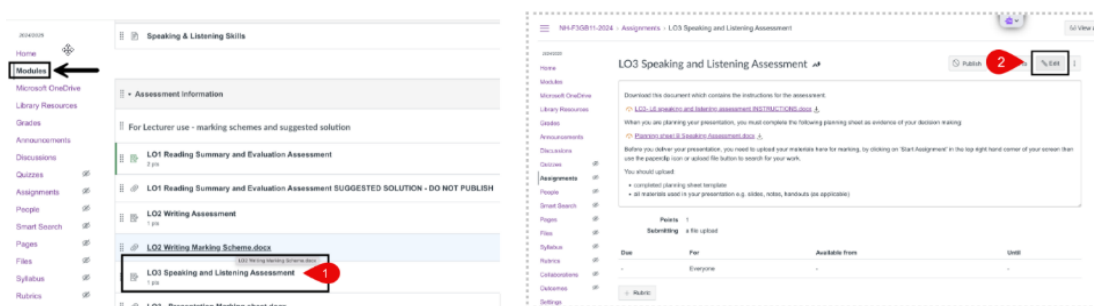
- Choose the Module where you want the Assignment to sit, Click the **+** icon to the right of the Module heading name

2. The Add Item to Assignments box will open, select **Assignment** from the drop-down menu
3. **Select the Assignment** required from the Assignment list
4. Click the **Add Item** button, the assignment will be added to the Module



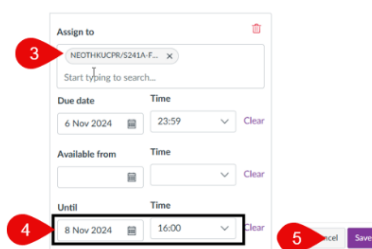
How to make sure the class section is Assigned to the assignment and check the Assignment Dates in the Assignment settings:

1. Find the **Assignment** in the Modules area > click the Assignment name to open
2. Click the **Edit** button at the top right of the page, this will open the Assignments settings page



Scroll down to the **Assign to** option, this is where you will find who is assigned to the Assignment i.e. the class sections.

3. In the **Assign to** box, check to see if the class Section is assigned, add the class section code if not already added
4. **Update the Until Date and Time** as required
5. Scroll to the bottom of the page, click the **Save** button



The student should now be able to see the assignment.

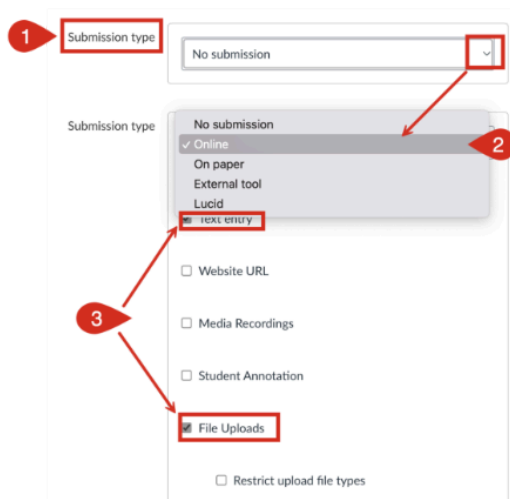
Students can't see the Assignment Submission Button

Setting the Submission Type

If students can access the Assignment but not see the Submission button, this is because the Submission settings have not been set in the Assignment settings, by default they are set to No Submission here is how to sort:

1. **Edit** the Assignment, and scroll down to the **Submission type** settings, you will see No Submission is set by default,
2. From the dropdown menu select **Online**
3. Under Online entry options select **Text entry** and **File uploads**

Remember to scroll to the bottom and **Save**.



Grading

By default, when releasing grades, they are auto published to students. However, you can set up the Grade Posting Policy which hides grades from students, allowing grades to be released Manually once you have marked/graded all assignments.

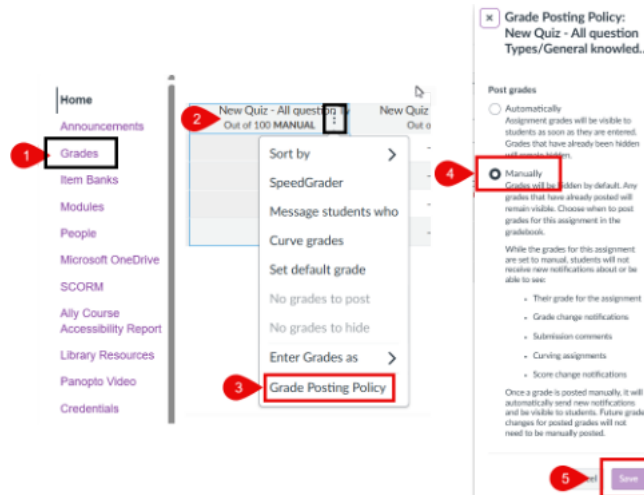
Note: The Grade Posting Policy should be set up before marking and grading any student assignments. The Grade Posting Policy is applied to all students/class sections enrolled to take the assignment.

How do I set up the Grade Posting Policy

1. Click the **Grades** option in the course navigation to the left
2. Look for the assignment and select the **3 dots/more options** next to the name
3. from the drop-down menu select **Grade Posting Policy**
4. Select **Manually** from the new menu to the right – this option is explained

5. Click **Save**

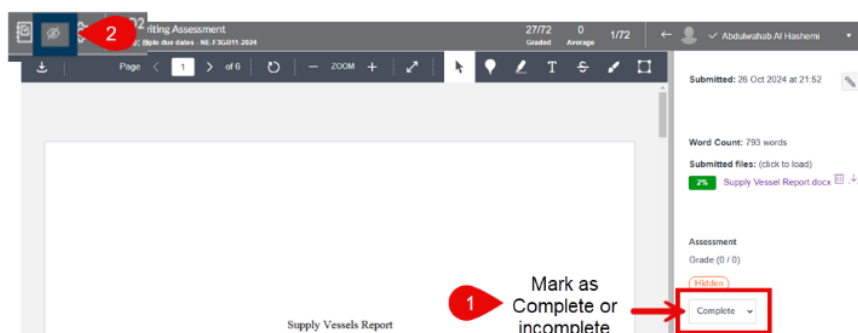
Note: when releasing the assignment grades to students you can select the Class section you wish to release the grades to, this is explained below.



How do I release a marked assignment/post grade to a single student

If you have set up the Post Grading Policy, you can release work to individual students or all students.

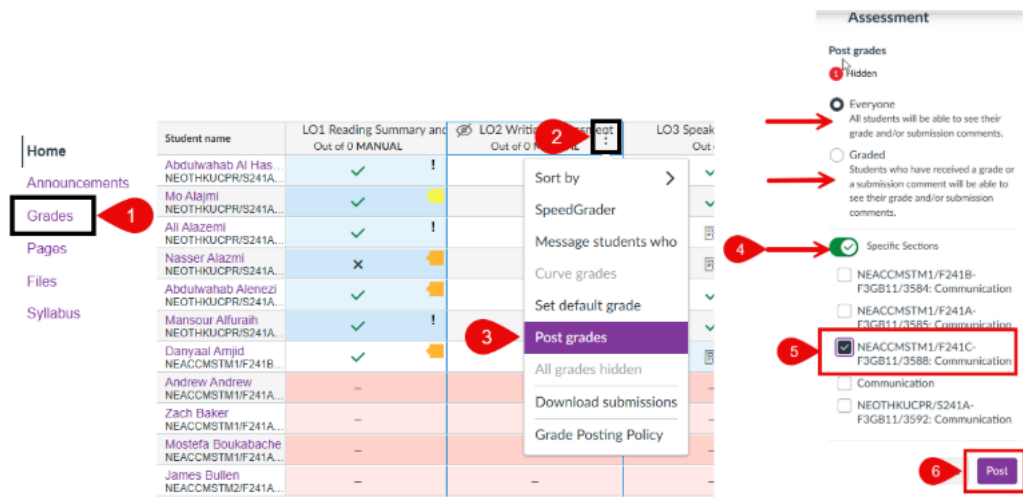
- To release to an individual student grade > Open the Students assignment in **SpeedGrader**, mark the students work, add comments, and then grade using the **Assessment grade dropdown** box down below.
- Once marked and graded click the **closed Eye button** top left, the eye will open, and the grade will be released to the student



How to release marked assignments/post grades to a Class Section

1. Go to the course page, select the **Grades** option in the course navigation
2. Find the Assignment, and select the **3 dots/more options button** in the assignment heading
3. Form the pop-up menu select **Post Grades**,
4. The Post Grades dialogue box opens, you have 3 options

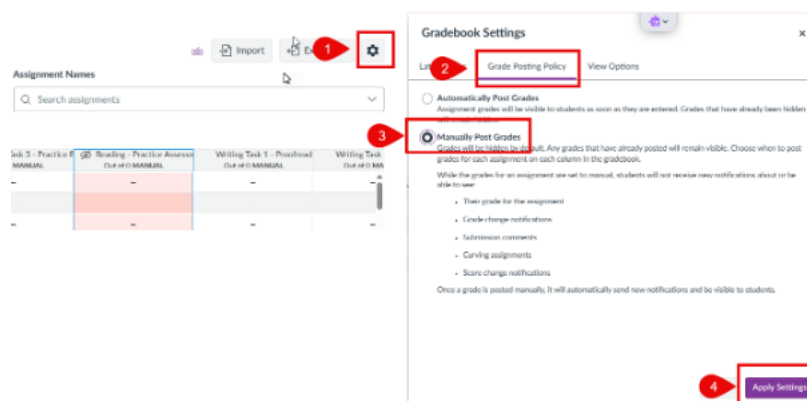
- Post to Everyone – releases all marked assignments to everyone
 - Post only those Grades
 - Specific Sections
5. Turn on the **Specific Sections** option
 6. Select the **Class section/s** you wish to release the grades to
 7. Click the **Save** button, the marked assignments will be released to the selected students



Note: if you manually release the grades, it is important to remember to **re-set the Grading Posting Policy**, otherwise any graded assignments will auto release to the students.

Re-setting the Manual Posting policy

1. On the Grades page select the **Settings/cog icon** top right
2. On the Gradebook settings dialogue box, select the **Grade Posting Policy** tab
3. Tick the **Manually Post Grades** option
4. Click the **Apply Settings** button



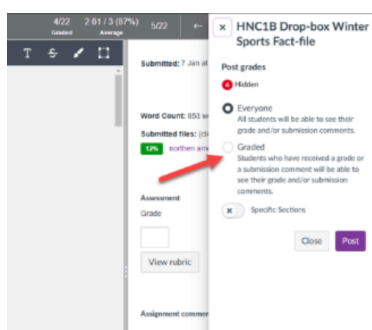
Manual Posting Policy applied after marking

Manual release 2nd/3rd time marking

If the **Manual Posting option** for Assignments was assigned after students have uploaded assignments to the drop box, this changes how you release the grades if marking a student's assignment for a 2nd/3rd time, this is how to release the grades

- With **manual grade posting enabled**, once you click the **Post grades in Speedgrader** button a tray will appear on the right side of the screen.
- Select the required option - either release all grades or only the ones that have been graded, see my attached screenshot for an example. If you release only the graded submissions, you can then go back and release other submissions later.

Note: The **Specific Sections** toggle that is present on the grade release tray. Once toggled, this will allow you to release only the grades of selected classes.



I do not want my Formative Assignments to appear in Gradebook

This option allows you to create a dropbox and grade assignments, but this type of assignment will not appear in Gradebook.

How to set up a Non-Graded Assignment - Settings

Here are the settings for setting a **non-graded assignment**, if you set with these settings they will not appear in the Grades/grade book area.

- Firstly, you will need to set up an Assignment group called Practice assignments in the Assignments area in the Course Navigation, here is the guide explaining [How to Create a Practice Assignment Group](#)

Then you set the following in the assignment settings:

- Points - Set the **Points** to **Zero**
- **Assignment Group** – make sure you set up the Assignment group called Practice Assignments using the linked guide above – Select **Practice Assignments** from the dropdown menu

- **Display grades as** – Set to **Not Graded** from the dropdown menu

The Non-Graded assignments will not appear in the Grades/gradebook area, only graded assignments will appear.

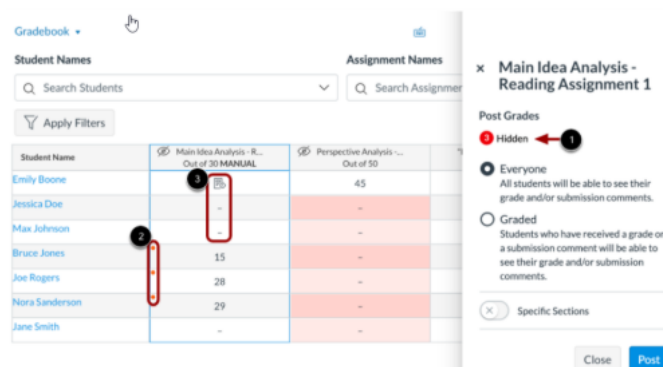
Points

Assignment group

Display grade as

How do I View Hidden Grades

Grades for anonymous and moderated assignments are hidden by default. Moderated assignments grades and submission comments cannot be unhidden until final grades have been posted.



- Guide - [How do I hide or post assignment grades in SpeedGrader?](#)

How to Restore a Concluded Student

If you manually [conclude an enrolment](#) in your course, you can restore the enrolment at any time before the course concludes via term, course, or section end date.

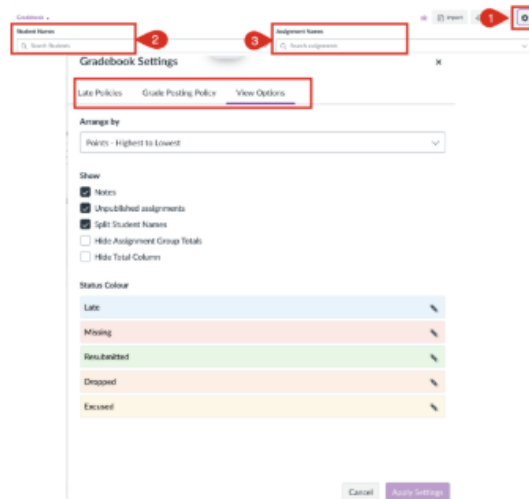
- [How do I Restore a Concluded Enrolment in a Course](#)

Grades/Gradebook

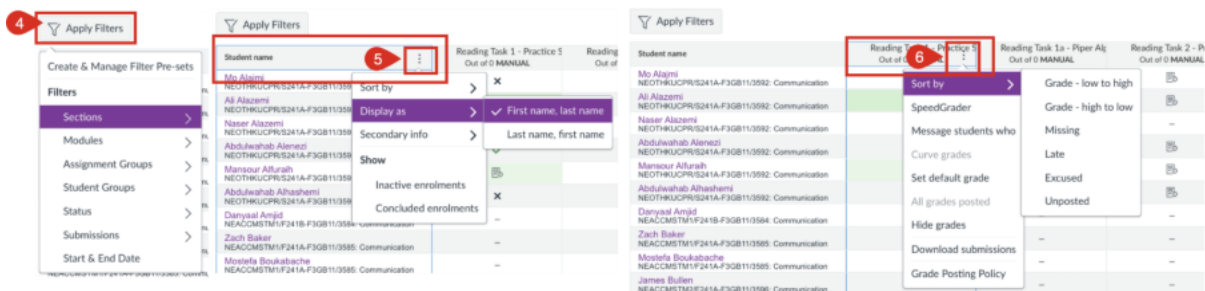
Grade Filters

There are several filter options in the Canvas Gradebook area:

1. **Gradebook** Settings/Cog
2. Filter by Student Name
3. Filter by Assignment Name



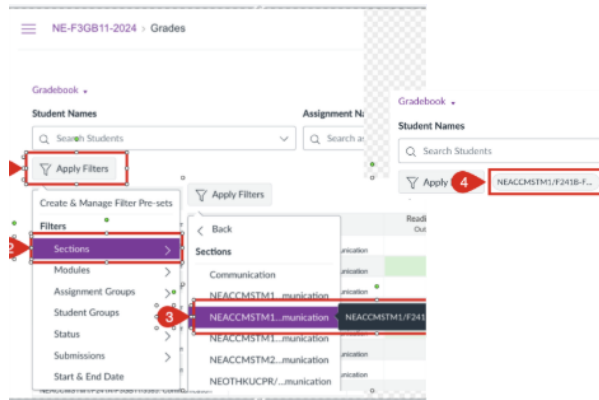
4. The **Apply Filters** button
5. Student Name **3 dots/More options**
6. Assignment Name **3 dots/More options** on each Assignment



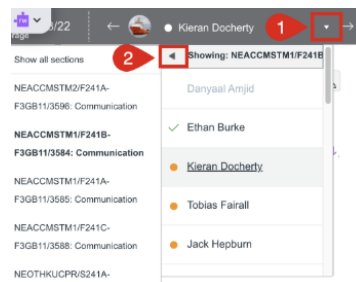
View a Class Section in Grades

There are two ways to filter and view selected Class Sections

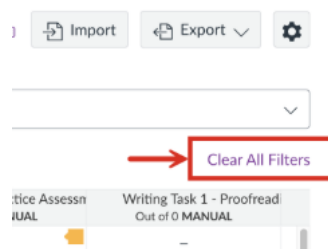
1. In Gradebook you can turn on the Filters to view One. two or more sections at any one time.
 - Click the **Apply Filters** button
 - Select the **Sections** from the dropdown menu
 - You will now see a list of the Class Sections enrolled on the course, hover over the section name/s to see the Class Section full name, **click the required section** to select
 - The name of the class section will appear next to the Apply filters button



2. The second option to is filter to by Class section by opening the Assignment in Speed grader:
 - Where it has the student's names if you click the drop-down arrow, shown below
 - there is a part that says **showing: all sections**, hover over the text and it will open a pop-up menu showing all the sections, select the required section to view only that class.

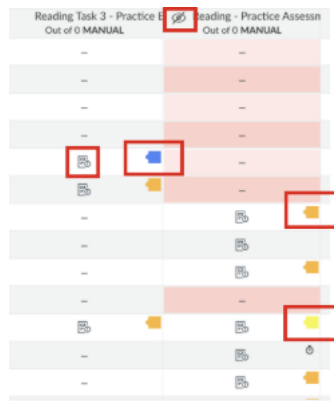


Note: When you apply filters, these stay on by default, you must remember to remove any filters you set, by click the **Clear All Filters** option to the right above the Assignment names table.



What are the Icons and Coloured tabs in Gradebook

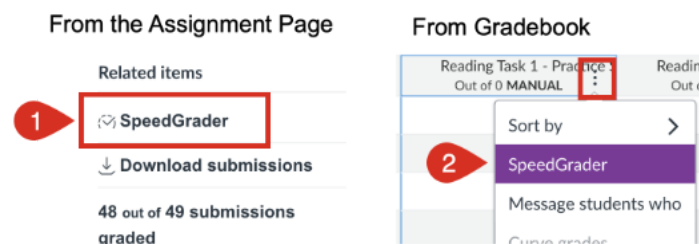
Gradebook icons are indicators for grading and the coloured tabs are the Turnitin Similarity report scores, this [Canvas guide explains the icons and colours in Gradebook](#).



How can I find and open SpeedGrader

There are 2 ways of opening SpeedGrader:

1. **Open the Assignment**, then click the **SpeedGrader** option to the right
2. In **Gradebook** > select the **more options/3 dots** in the **Assignment name** > select **SpeedGrader** from the drop-down menu



Assignment Turnitin Settings

Turnitin Fix

Unfortunately, there is a limitation when using Turnitin in Canvas Assignments (this excludes Quizzes and Discussions). Turnitin does not allow instructors to only set assignments for individual class section, for Turnitin to work properly all students on the course must be assigned to the Assignment first before setting for individual class sections.

- Find out more from [Turnitin's guidance](#), this date must be set for collusion checking to occur on assignments (step 9 +10):

Here is the work around for Turnitin to work properly:

1. When setting up a Canvas Assignment for the first time set up as you would normally do in the assignment settings, **adding the Turnitin** option

- When you get to the **Assign Access** option, in the **Assign to** box select the **Everyone** option from the drop-down menu

Note: The **Everyone** option, must be set as the default, and not removed from the Assign to option, for Turnitin to work properly

- Set the **Available from** and **Until** options for **that day's date**, for a 1-minute period, see below – for settings
- You can then **Assign to** the Class section required

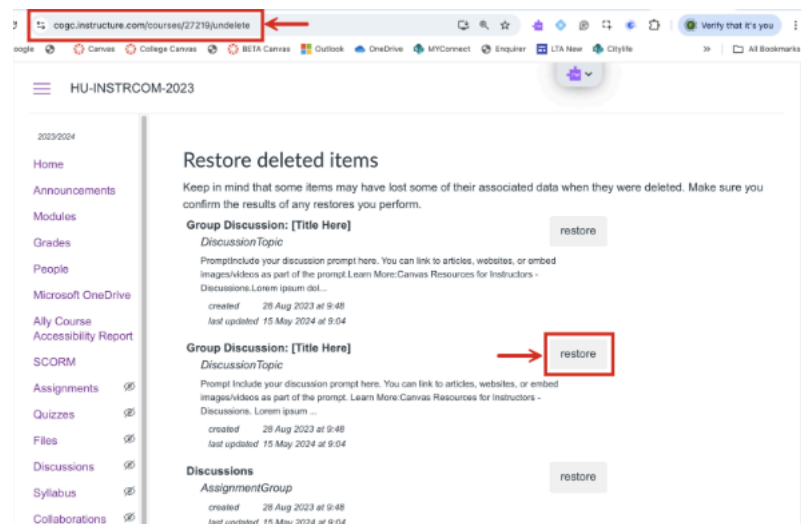
This minute setting is so that students do not have access to the assignment, this registers the assignment for similarity detection for all classes. Once that is done, you can then Assign to the individual Class sections as required, only then will the students have access to the assignment.

Items have been deleted from my Canvas Course

How to Undelete items in a Canvas Course

There is an undelete feature in Canvas, if you take the URL of your Course and add **/undelete** at the end - example below, then hit the enter button, it will let you see everything that has been deleted from that course, can then be **restored** it by clicking the **restore button** to the right of the item name, as shown below..

- <https://cogc.instructure.com/courses/27219/undelete>



How to Set the Home Page on a Canvas Course

A Canvas Course Home page is usually a welcome information page about the course for students. You must firstly create a **Front page** in the Pages area, then set it as the Home page for the course.

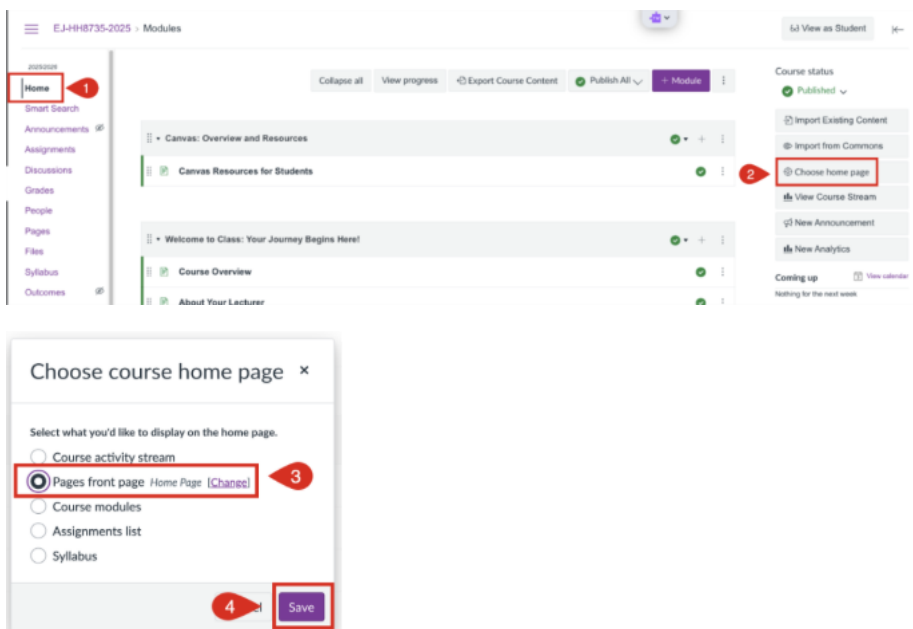
How to set a Front page

- Guide - [How do I set a Front Page in a course?](#)

Once you have created and set up your Front page, you can then set it as the **Home page**, in the image example below, the Home page has been set as the Modules page

Here is how to set the Front page as the Home page:

1. In the course navigation on the left, select the **Home** option
2. On the right click the **Choose home page** option
3. In the Choose course home page dialogue box, tick the option **Pages front page**
Home page
4. Click **Save**, your home page should be set.

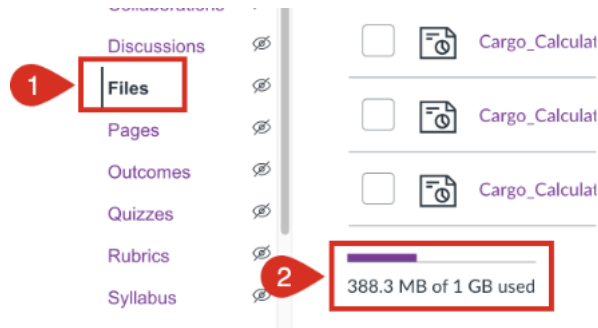


I cannot Upload Files to a Canvas Course

How to Check the Canvas Course File Storage

You can upload up to 1GB of data. You should not upload video files to Canvas as they can take up quite a lot of space, the files area is for **Files only** – word, excel, ppt's and Pdf's.

1. In the Course Navigation to the left select **Files**
2. Scroll to the bottom left in the files area and you will see how much space there is available, 1GB per course for file uploads.



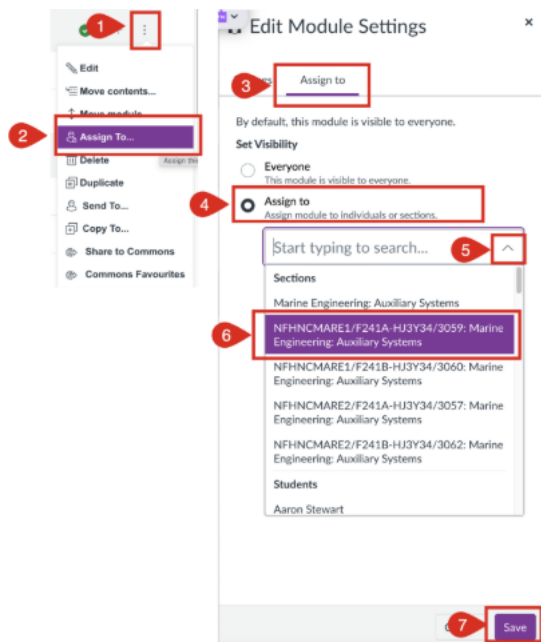
How can I Assign Work to Class Sections

If you have several class sections on your course, you can better manage your classes by **Assigning a Class Section to an individual Module**, this means students will only see their Assigned information.

How to Assign a Module to a Class section

Open the course and go to the **Module** area:

1. At the top of the Module to the right of the module name, select the **More option/3 dots** icon
2. In the pop-up menu select **Assign To...**
3. On the Edit Module Settings pop-up menu, select the **Assign to** tab at the top
4. Under **Set Visibility** select the **Assign to** option by clicking the radio button
5. Click the arrow to the right in the Start typing to search box, to view all the class sections
6. **Select the Class section** required from the drop-down menu
7. Click the **Save** button at the bottom – see image below



Also see the official [Canvas Assign to Guide](#) for more information.

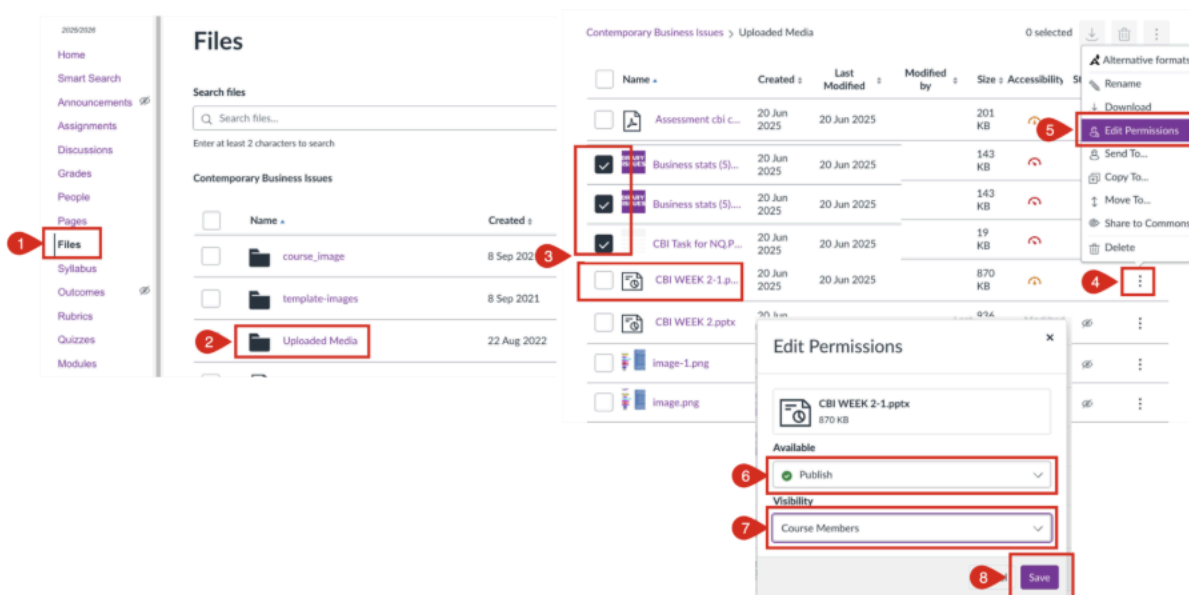
Files are showing "only available to students with the link", with the red closed eye.

How do I make the Files available to Students

Here is how to sort in the files area:

1. Click the **Files** option in the course navigation
2. You can find your files by **clicking the Uploaded Media** folder
3. **Look for the file/s** you want published (if you **tick the tick box next to each file** you should be able to change the permissions in one go)
4. Click the **More options/3 dots icon** to the right of the name
5. Select **Edit Permissions** from the pop-up menu
6. In the Edit Permission Dialogue box, change the Available to **Publish**
7. Change the Visible to **Course Members**
8. Click the **Save** button, see image below

Check your Modules page to ensure the files are now visible to students.

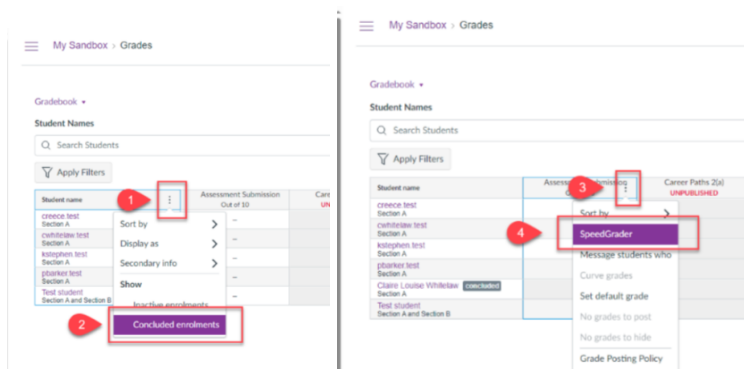


Concluded Students

How do I view student's assignments if they have been Withdrawn/Concluded

Some students may have been concluded which means on Enquirer they have either been put into a state of left/withdrawn/completed, on Canvas they are still on the course for marking but get put into an archive state, their work needs to be accessed a different way, here is how to access their assignments from Grade book:

1. Hover over the Student's name heading and click the 3 dots
2. in the pop-up menu select **Concluded enrolments** - this will show you and the students that have been concluded – Concluded with appear next to their name
3. Go to the **Assignment name header** and hover over, **click the 3 dots**/more options icon
4. Select SpeedGrader to view students' assignments



How do I conclude Enrolments

If a course is defined by term, course, or section dates, all enrolments are automatically concluded as defined by the term, course, or section end date. A [course can also be manually concluded](#) at any time, which affects all enrolments.