

Canvas Student User Guide

A Student Guide to Using the MHCC LMS



MHCC
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2023

V 1.0.1

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Welcome to Canvas



Canvas is a web-based learning management system, or LMS. It is used by learning institutions, educators, and students to access and manage online course learning materials and communicate about skill development and learning achievement.

Canvas LMS is an open and reliable web-based software that allows institutions to manage digital learning, educators to create and present online learning materials and assess student learning, and students to engage in courses and receive feedback about skill development and learning achievement.

Additionally, while Canvas is primarily a web-based software, any user can access Canvas on a mobile device from the Canvas Teacher, Canvas Student, and Canvas Parent apps. Learn more about the [Canvas mobile apps](#).

Canvas includes a variety of built-in course construction and management tools that can be customized to create unique and accessible teaching and learning experiences.

You can find the MHCC Canvas at

mhcc.instructure.com

*or by searching
Mental Health Coordinating Council
in the app.*

Information taken from

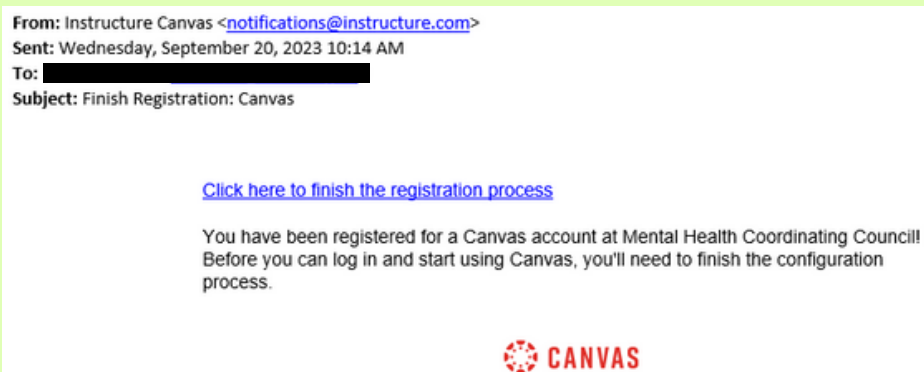
Canvas

[WHAT IS CANVAS?](#)

Accepting your Invitation

Once your enrolment is complete, you will receive your invitation to Canvas email.

Clicking the link in the email will take you to the login page where you can create your account. The email you sign up with will be used for all communications from Canvas.



Upon clicking the link, you will be taken to the Canvas website to complete your enrolment.

The screenshot displays the "Welcome Aboard!" registration page. The heading "Welcome Aboard!" is followed by the instruction: "In order to set up your account, we'll need a little more information." The form includes the following fields:

- Login:** A text input field with a grey background and a black redaction bar.
- Password:** A standard white text input field.
- Time Zone:** A dropdown menu currently showing "Sydney (+10:00/+11:00)".
- Agreement:** A checkbox followed by the text "I agree to the [Acceptable Use Policy](#)".
- Register:** A purple button with white text.

Logging in and Accessing your Course

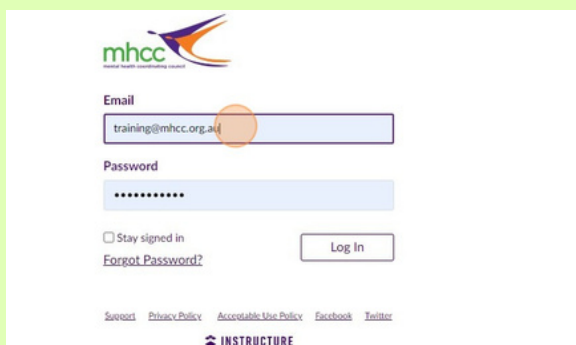
You can access Canvas through an institution-specific Canvas URL, your school's website, a [course invitation email](#), or the [Canvas Student iOS app](#) or [Canvas Student Android app](#).

You must have an account to log in to Canvas. MHCC will set this up for you before your course begins. [Student Support](#) is your first contact for any Canvas assistance or issues you may experience.

How to log in and access your course and modules on MHCC Canvas.

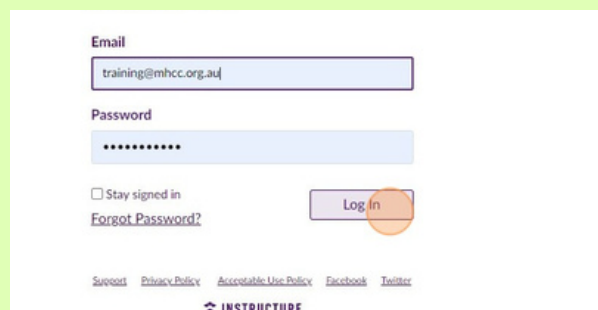
- 1 Navigate to <https://mhcc.instructure.com/login/canvas>

- 2 Click the "Email" field and enter your login details.



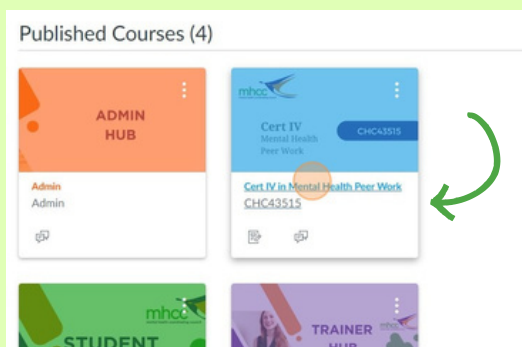
The screenshot shows the login page for MHCC Canvas. The 'Email' field contains 'training@mhcc.org.au' and is highlighted with an orange circle. Below it is a 'Password' field with masked characters. There are checkboxes for 'Stay signed in' and a 'Forgot Password?' link. A 'Log In' button is located at the bottom right of the form. The MHCC logo is at the top left, and the INSTRUCTURE logo is at the bottom center.

- 3 Click "Log In"



This screenshot is similar to the previous one, but the 'Log In' button is highlighted with an orange circle. The 'Email' field is now filled with 'training@mhcc.org.au' and the 'Password' field is also filled with masked characters. The 'Stay signed in' checkbox is unchecked, and the 'Forgot Password?' link is visible. The INSTRUCTURE logo is at the bottom center.

- 4 Click on the course you want to enter.



- 5 Click the three lines to hide the side menu. This allows for more comfortable content viewing.



Accessing Canvas from a mobile device

Mobile Browsers

You can access Canvas from any browser on your Android/iOS device. However, mobile browsers are not supported, and features may not function as expected compared to viewing Canvas in a fully supported desktop browser.

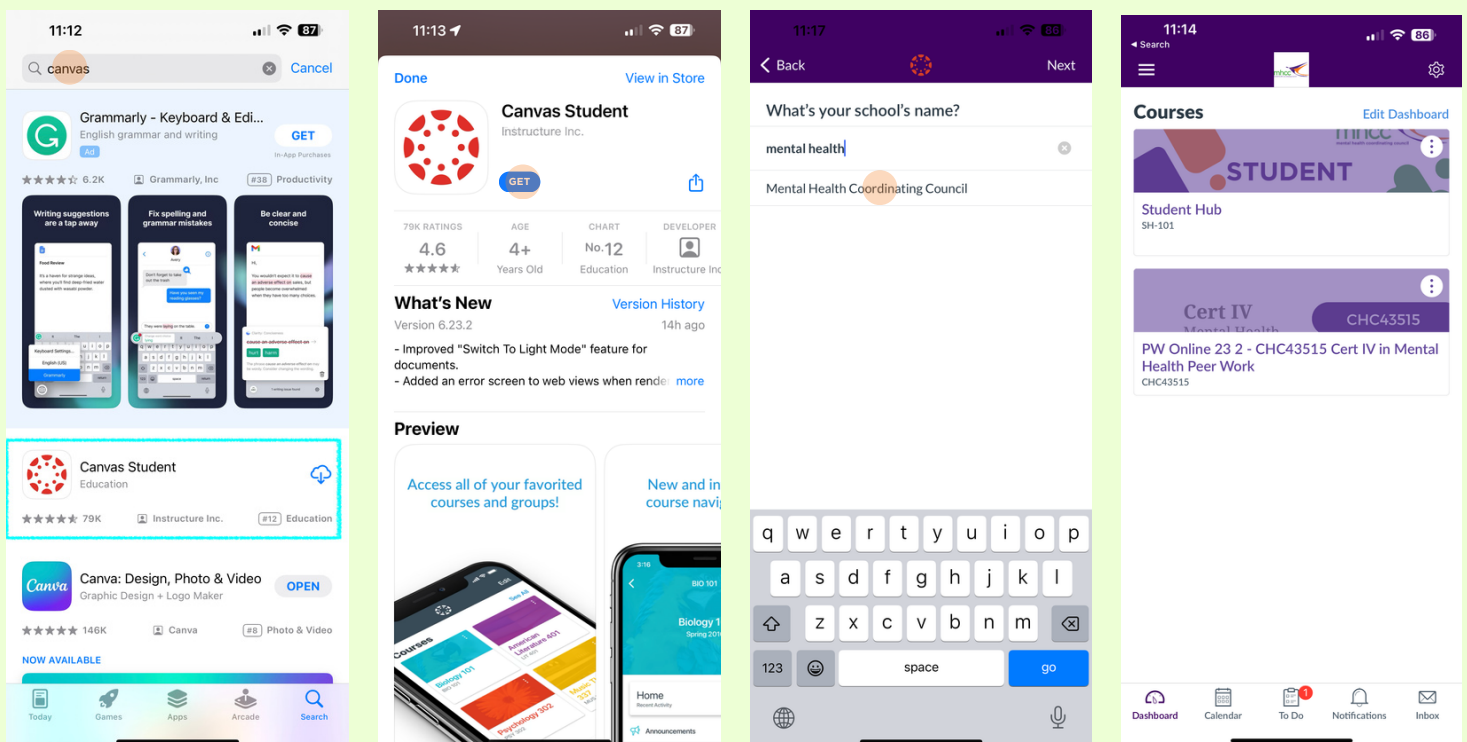
On mobile devices, Canvas is designed to be used within Canvas mobile applications. Canvas pages within a mobile browser are only supported when an action in the app links directly to the browser, such as when a student takes certain types of quizzes. Support is not extended to pages that cannot currently be used in the app, such as Conferences or Collaborations.

Additionally, Canvas offers limited support for native mobile browsers on tablet devices. For details, please reference the [limited-support mobile browser guidelines](#).

Mobile Apps

Instructure has a native mobile application for students free for download on both phones and tablets.

- **Canvas Student:** This app provides access to Canvas while on the go. Depending on your device, not all Canvas features may be available on the app at this time. View [Canvas Student mobile features](#) by version and device.



Customising Canvas

You can customise your profile on Canvas to suit your preferences.

You can use your profile and user settings to:

- View and edit your user settings, such as display name, language preference, and time zone
- Change your default email address or add an additional email address for notifications
- Add a text (SMS) contact method for notifications
- View or add a profile picture
- Set Notifications for your favorite communication channels
- Upload personal Files
- Create and manage ePortfolios of your course work
- Manage new user features
- Download your assignment submissions from current and previous courses

How do I set my Canvas notification preferences?

Canvas includes a set of default notification preferences you can receive for your courses. Notifications are sent to Canvas contact methods as specified in your account. However, you can change the default settings by setting your own notification preferences. These preferences only apply to you; they are not used to control how course updates are sent to other users. You can learn more about each notification, default settings, and notification triggers, by viewing information about Canvas Notifications [here](#).

Notifications are sent as one of four delivery types: send right away, daily summary, weekly summary, or don't send. If you change a setting, the change is made immediately to your account.

Notification settings apply to all of your courses; you cannot change settings for individual courses.

You can reply directly to email notifications outside of Canvas and have the reply appear in Conversations. However, please be aware that attachments added as part of an external reply are not included with the message shown in the Canvas Inbox.

Note: The Canvas by Instructure app supports setting notification preferences. However, setting preferences inside the app will override preferences in the browser version of Canvas, and daily and weekly preferences are not supported. Learn about setting preferences in the Canvas app for Android devices and iOS devices.

Navigating Your Course

Your course is separated into modules. Each module contains the content and assessment you need to complete to gain a competency in that unit. You can navigate to units using the home page of your course.

If you have any issues contact Student Support, or you can search Canvas help for articles on a variety of subjects, click the image to access Canvas Help.



Canvas Support

As you scroll through this course, you will have access to the content and associated activities. To access the learning material in this course, simply click the course name and the content will open in a new window.

Enable/disable the navigation bar on left of screen, by clicking the icon \equiv at the top left of the screen. You may do this to disable the eLearning navigation bar and may also do this again to disable the Canvas navigation bar. This will give you more screen space to view the eLearning.

Scroll down the screen. Continue bars or next/previous lesson buttons may appear for you to click on to progress further.

Some learner interaction screens will require you to click on '+' or '>' to access the information. This will be noted above the interactive screen.

Each lesson will display a progress bar at top of screen of each eLearning section.

You can return to the course work homescreen by clicking the home button at the top of each page. You can also access any of the pages in a given module from the 'Modules' tab on the left menu.

When you first log into Canvas, you will be greeted with your dashboard:

A screenshot of the Canvas LMS dashboard. On the left, a vertical purple navigation menu is visible with icons for Account, Admin, Dashboard, Courses, Calendar, Inbox, History, Studio, Commons, and Support. An arrow labeled 'Menu' points to this menu. The main area is titled 'Dashboard' and shows 'Published Courses (5)'. There are five course cards: 'Admin Hub', 'CHC43515 Cert IV in Mental Health Peer Work', 'PW Pilot HOME Pilot Home', 'Student Hub SH-101', and 'Trainer Hub'. An arrow labeled 'Your Courses' points to these cards. On the right side, there is a 'To do list' section with several tasks, including 'Mark Foundations of Peer Work 1 - Activity 1', 'Mark Foundations of Peer Work 1 - Activity 2', 'Mark Credit Transfer Request SH-101', 'Mark Promote and Facilitate Self-Advocacy Activity 2', and 'Mark Promote and Facilitate Self-Advocacy Activity 3'. An arrow labeled 'To do list' points to this section. At the bottom right, there is a 'Coming Up' section with a task 'ICHPW0021 EPW 4 - Assessment Submission CHC43515' due on Nov 24 at 23:59.

Navigating Course

- 1 Navigate to <https://mhcc.instructure.com/courses> or your dashboard and select your course.

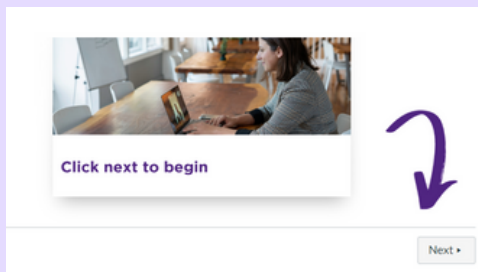
- 2 Close the menu for a better viewing experience.



- 3 Select the module you wish to begin.



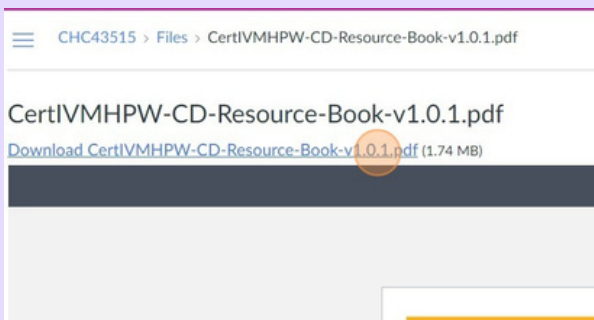
- 4 Navigate through the intro, acknowledgement, language, and navigation pages by clicking 'Next' at the bottom of the screen.



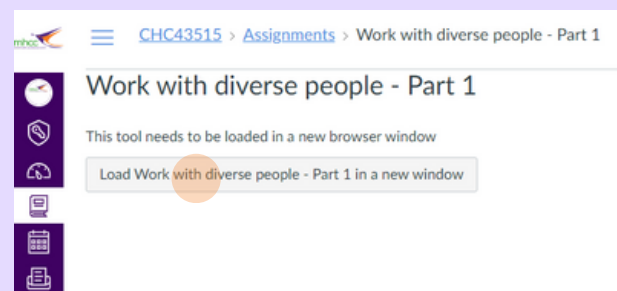
- 5 Download the resource book for that module.



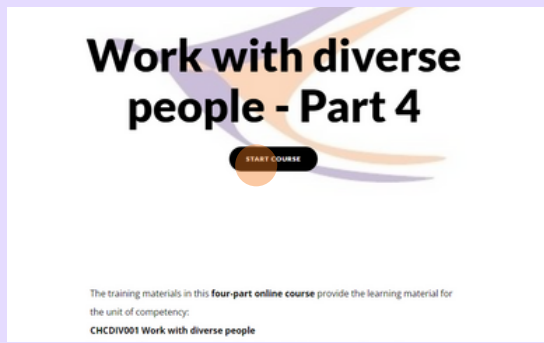
- 6 It will open in a new page, to download a copy click the download link



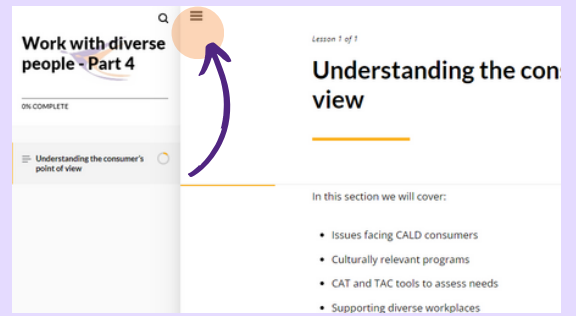
- 7 To open the e-Learning modules, click the 'Load' button to open the content in a new window.



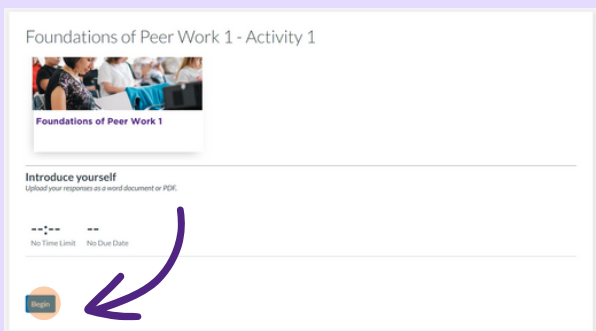
8 Click "START COURSE"



9 You can close the menu here to create a more comfortable viewing experience.



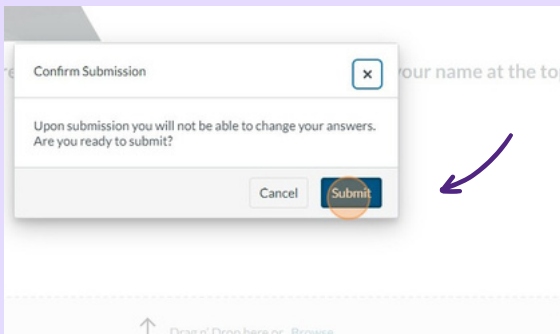
10 Click "Begin" to view an activity.



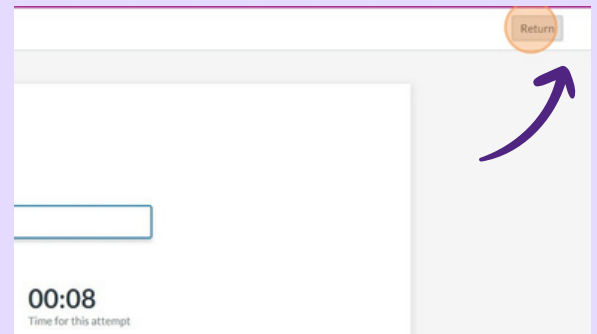
11 Follow the instructions for each activity.



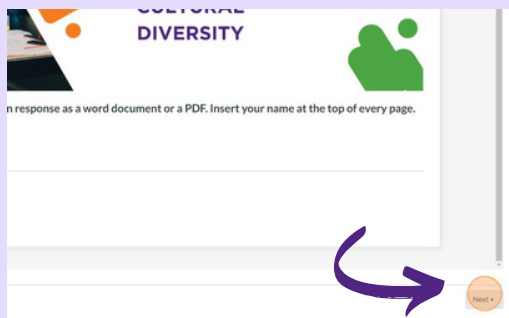
12 Click "Submit" again to finalise your submission.



13 Click "Return" to go back to the main activity page, and scroll to the bottom of the page.



14 Click "Next" to move to the next section of e-Learning.



15 Once you have completed an eLearning component, keep that screen tab open for your reference while you return to the Canvas tab to access and complete the activity that follows.

For assistance with accessing your courses on Canvas, contact training@mhcc.org.au

Navigating the

Student Hub



STUDENT HUB



training@mhcc.org.au



(02) 9060 9630



Assessment Extensions



Assessment Information



Credits and RPL

Assessment Extensions

This takes you to the extension request page, which provides information about requesting an extension, the extension request form, and the portal to submit your supporting documentation.

Trainers can grant short extensions, but Student Support needs to be involved for longer extensions.

Assessment Information

This takes you to the assessments page, which provides information about the way our assessments are undertaken, the expectations and some FAQs to help you navigate our course assessments.

Credits and RPL

This takes you to the credit transfer and RPL page, which provides information on how to apply for credit transfers and RPL, the form to apply, and the submission form. This also has information about how to apply for or find a USI (Unique Student Identifier). It also provides information on accessing your VET transcript and allowing access for MHCC

Navigating the

Student Hub



STUDENT HUB



training@mhcc.org.au



(02) 9060 9630



Support Resources



Complaints and Appeals



Work Placement

Support Resources

This takes you to the student support resources page. This page contains contact details for the student support team, study resources, canvas contacts. This page also hosts a variety of resources for help with mental health, study skills, neurodivergency and more.

Complaints and Appeals

This takes you to our page with details on our complaints and appeals process.

You can always reach out to Student Support at training@mhcc.org.au with any concerns or enquiries.

Work Placement

This takes you to a page with information about Work Placement, as well as downloads of the following:

- Log book
- Supervisor Handbook
- Supervisor Report

Navigating the

Student Hub



STUDENT HUB



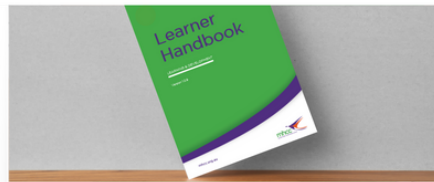
training@mhcc.org.au



(02) 9060 9630



Pathways Guide



Handbooks



Canvas Support

Pathway Guide

TBC

Handbooks

This takes you to a page where you can download PDF copies of the following:

- Student Handbook
- Supervisor Handbook
- Privacy Policy
- Study Skills Guide
- Canvas User Guide

Canvas Support

This takes you to a page that provides tips and information about using the Canvas LMS, and where you can find more support if you have issues with Canvas. You can also access the MHCC Canvas feedback form, where you can provide feedback and suggestions.

Activities and Assessments

Activities will appear organically throughout your course navigation, some will take the form of a quiz, some will require a short answer or series of short answers, and others will require you to upload a document (.doc or .pdf only). **Activities are not graded**, and are predominately present to test your understanding of the course content.

Activities are all listed under quizzes and do not count toward your final grade or competency, however it is required that they are completed with the course content before attempting the unit assessment.

Assessments require a download of the assessment booklet for the unit. Once you have completed all of the content within the assessment book, you must submit it to the submission page to be graded. **Passing the assessments is required to gain competency in the unit.**

Assessment details and submission will not unlock until the course content for that module are completed and within two weeks of the assessment due date.

Grading for our courses is not complicated, you are either marked as competent in the unit (a pass) or not yet competent (a fail, requiring a re-submission). If you are required to re-submit an assessment, your trainer will indicate what you need to work on, improve, or provide to gain competency in the unit.

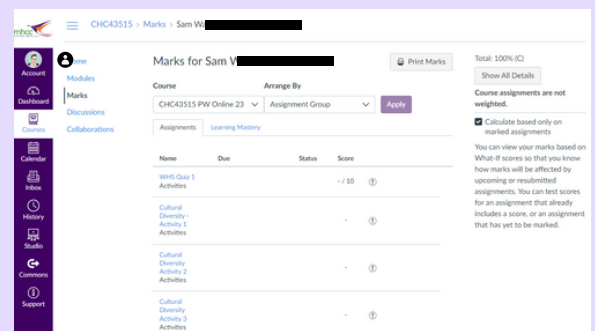
You can view your marks on Canvas as you go:

1 Navigate to <https://mhcc.instructure.com/courses> and select your course.

2 Click "Marks"



3 View your mark book



Activities and Assessments

Each course consists of both activities and assessments. Activities include short answer questions, quizzes, and file uploads. Assessments will require you to download the assessment book associated with the unit and complete it to gain competency in that unit.

Assessment books and submission pages are located in a separate module and will only unlock once you have completed the rest of the content for the unit and within two weeks of the due date. Assessment books must be uploaded to the submission page as a .doc or .pdf file.

Your first point of contact for assistance and support is your trainer, beyond that if you need any help with extensions or absenteeism, contact [Student Support](#).

Assessments may include the following range of activities:

General:

- Questions and answers
- Scenarios and answers
- Research
- Multiple choice, true/false
- Presentations
- Reflections or discussions on historical events

Specific to Certificate IV qualifications:

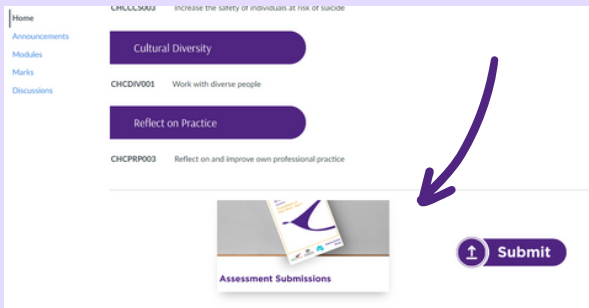
- A 120-hour work log recording work done within a community managed mental health organisation, to be completed over the duration of study (Certificate IV's)
- Workplace documentation
- Supervisor's Workplace Report
- Workplace examples and Stories of Practice
- Review, reflection and recommendations of a workplace topic or activity
- Workplace Policies & Procedures

How to Submit an Assessment

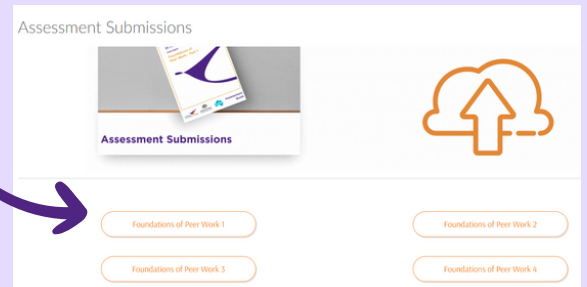
The assessment module will unlock two weeks before the assessment due date. You have three attempts at each assessment. If you are deemed not competent, you will be guided in how to improve and be able to resubmit the assessment.

If you are unable to submit an assessment by the due date, contact your trainer or Student Support.

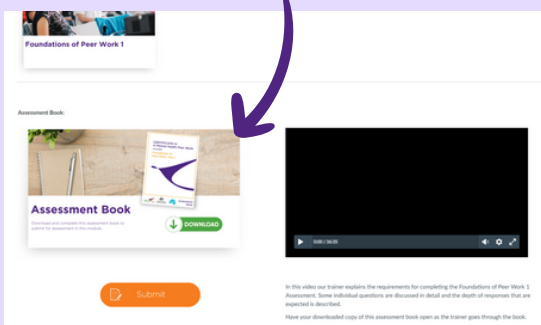
- 1 Navigate to the Assessment Submission Module.



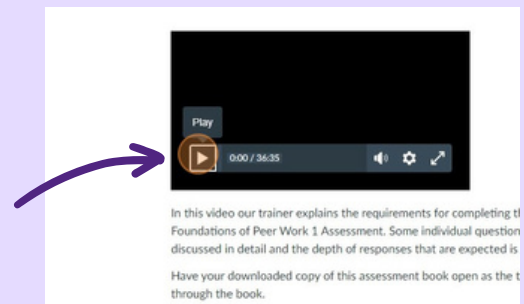
- 1 Click the unit you wish to submit your assessment for.



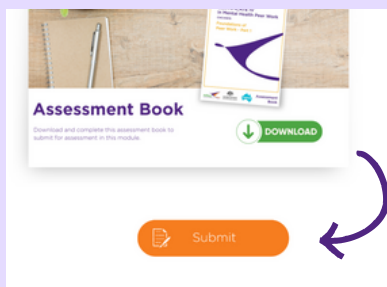
- 2 Download the Assessment Book.



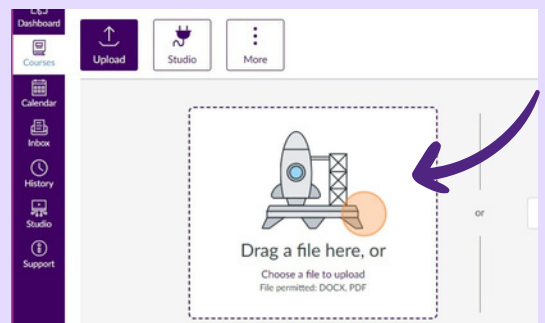
- 3 You should then watch the associated video as this will give you crucial information for completing the assessment.



- 5 Once you have completed the Assessment Workbook, you can click here to submit it.



- 6 Scroll down on the Assessment Submission page to submit your file. It should be either a .doc or a .pdf file.



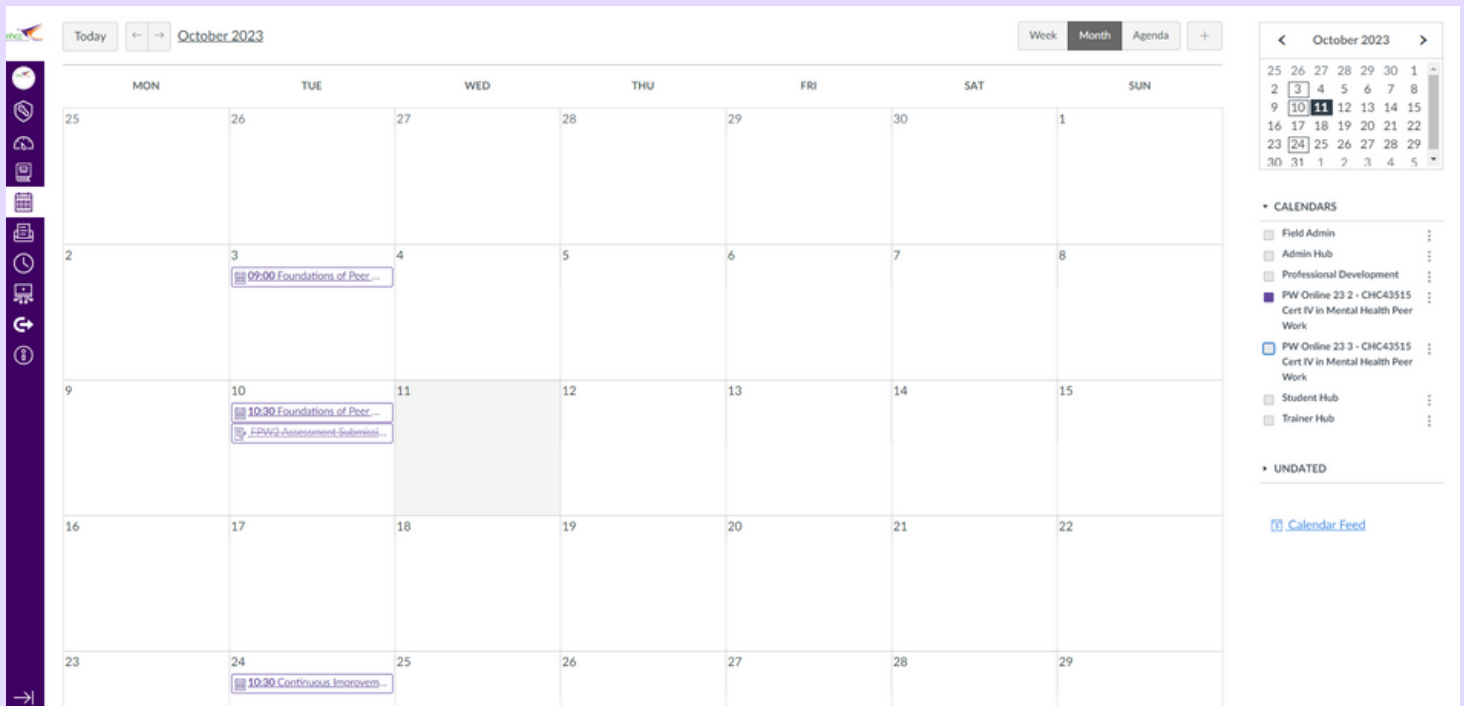
- 7 Once you have uploaded your file, click 'Submit' and you're done!

Canvas Calendar

Your course calendar displays all of your class dates and assessment due dates. The Calendar displays everything you are enrolled in since the Calendar spans across all courses. In the navigation bar, you can choose to view the calendar in Week, Month, or Agenda view. The view you choose dictates the style of the calendar window. By default, the calendar appears in Month view.

The sidebar shows a quick-view calendar, your list of courses and groups, and undated items for your courses and groups.

Note: Canvas will assign an arbitrary color for each calendar unless a custom color is chosen. Each calendar contains 15 default colors, but you can insert a Hex code to create any color of your choice. Colors set in Dashboard course cards also update in the calendar.



Assessment Extension Requests

We understand that sometimes circumstances arise that may prevent you from getting your assessments submitted on time. You can request an extension by submitting this form to Student Support.

Appropriate reasons may include:

- Physical health: injuries, ailments, as well as chronic health conditions
- Mental health: anxiety, depression, and other ongoing or long-term mental health conditions
- Bereavement: serious illness or death of a family member, guardian, or significant person in your life
- Financial hardship: recent loss of employment, adverse changes to your financial aid package, or sudden financial instability
- Unforeseen circumstances: family emergencies, caring for dependents unexpectedly, and environmental disasters
- Educational accommodations: requiring special educational accommodations or assistance and/or additional aids
- Important obligations: Asking for an extension due to pre-existing obligations is best done in advance; some reasons include athletic or academic commitments, an important surgery, or pregnancy

MHCC requires at least one documentation as proof of your reason for an extension. Supporting documentation may include a medical certificate, statutory declaration, bereavement notice, letter from employer or a copy of an accident report. We will advise if we need supporting documentation in our response. We aim to respond within three (3) business days.

To request an extension please complete the request form and submit it below.



Extensions

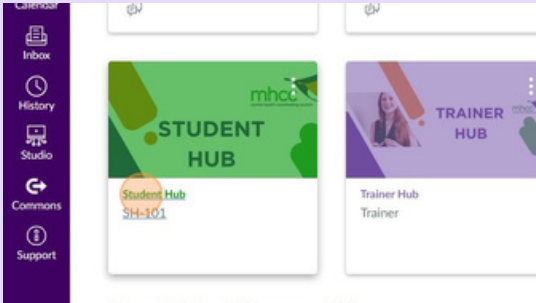
Extension Request

mhcc
mental health coordinating council

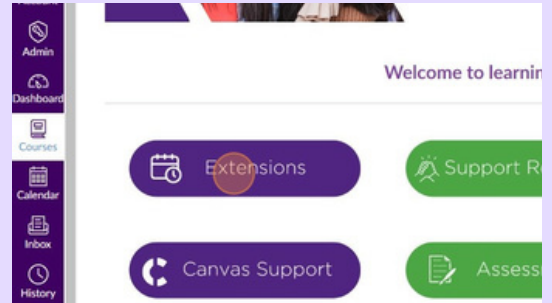


Extension Requests on Canvas

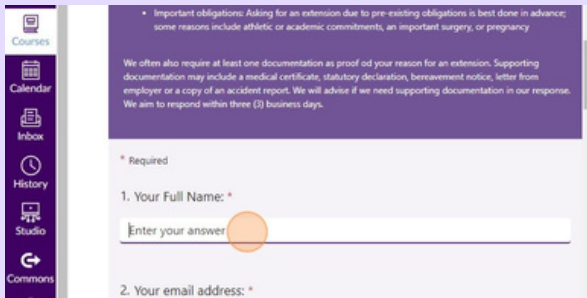
1 Navigate to "Student Hub" on your dashboard



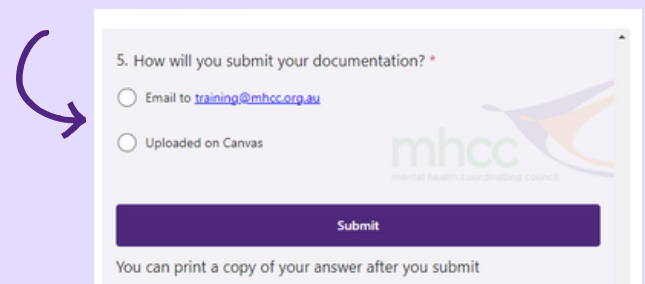
2 Click 'Extensions'.



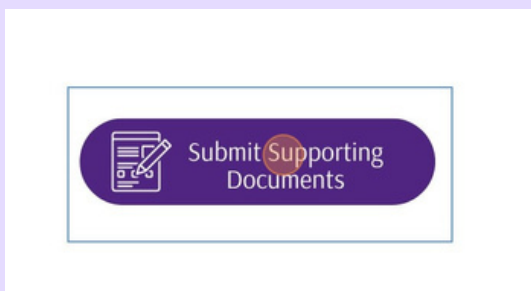
3 Complete the request form and submit it.



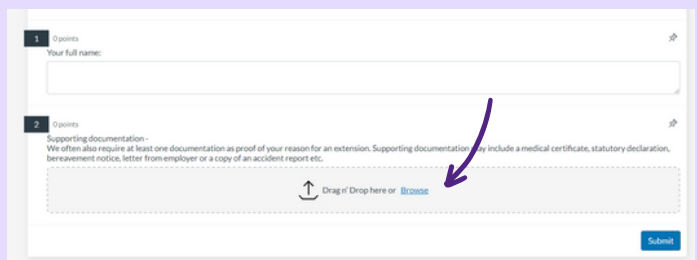
4 You can either email your evidence or submit it on Canvas.



4 To submit via Canvas, click the button beside the form to submit your accompanying documents.



5 Enter your details and upload your documents, then click submit.



6 Once you have submitted your request, we will endeavour to respond to your request within **3 business days**.

Credit Transfer Requests

The pathway of partial recognition, credit transfer or RPL needs to be negotiated prior to classes starting.

To request a credit transfer, please fill in the request form and return it via the submission form below.

There are 3 possible outcomes of a recognition assessment. These are:

- The learner is assessed as competent and attains the qualification
- It is noted that further evidence is required, and the learner is asked to provide it, leading to the attainment of the qualification
- The learner is assessed as not yet competent and cannot receive the qualification but may receive a Statement of Attainment for one or more units within the qualification. In this case, the learner may choose to complete the qualification via a blended pathway or via course work, but additional fees apply, and these options are subject to availability.

To request a credit transfer please complete the request form and submit it below.

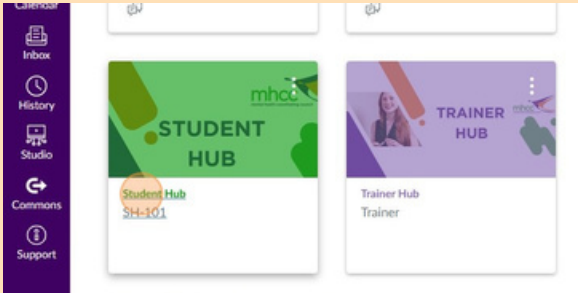


Submit

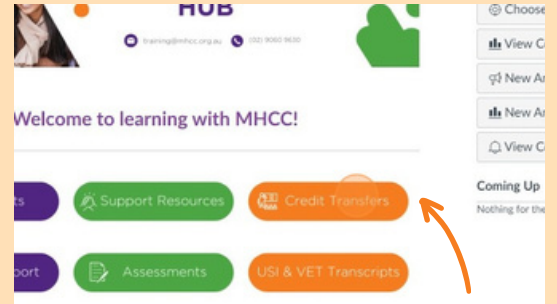


Credit Requests on Canvas

1 Navigate to "Student Hub"



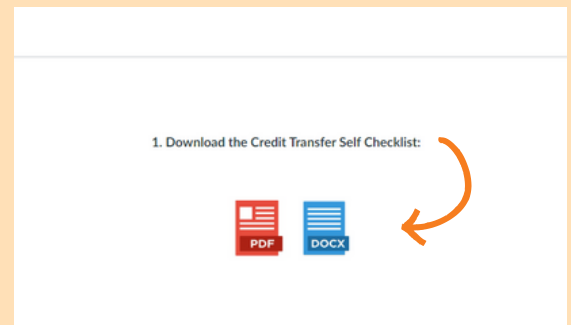
2 Click 'Credit Transfers'.



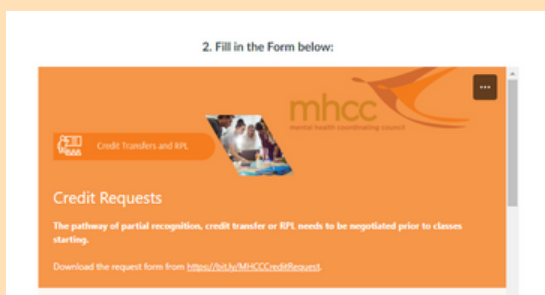
3 Read over the information and then click 'Apply Here' to continue.



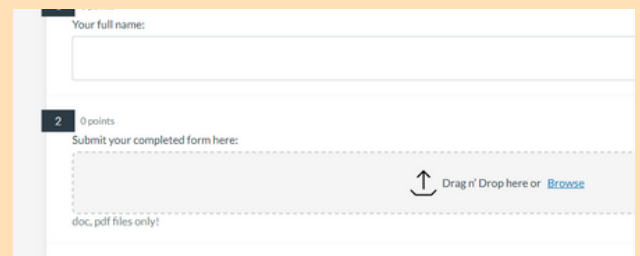
4 Click to download the form in PDF or DOC format and complete the form.



5 Fill in the form, and submit it.



6 Complete the form and submit to complete your application. You can email your form or submit it via Canvas.

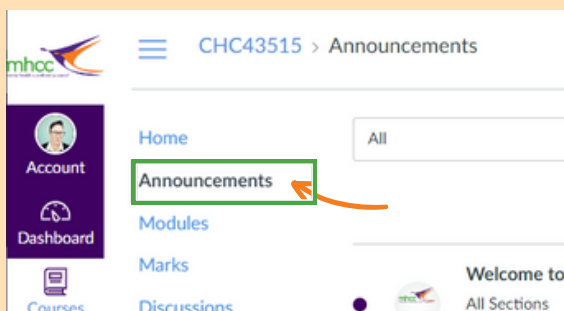


Announcements

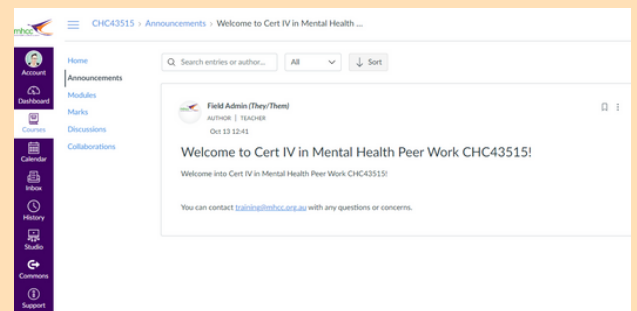
Announcements are used by admin and trainers to communicate with you about the logistics of your course. Canvas will notify you according to your preferred notification settings.

Announcements may be used for multiple reasons, and you should check them regularly.

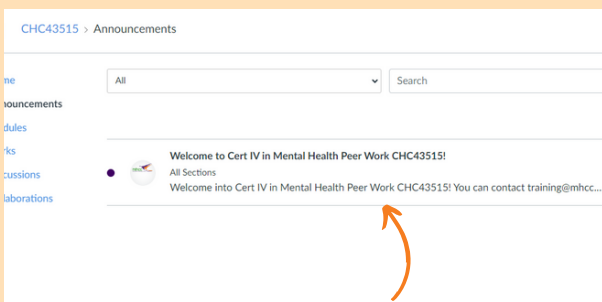
- 1 Access the announcements from the menu to view the announcements channel.



- 2 You can then view all outstanding announcements.



- 3 Click the announcement to expand it and read more.



In Announcements, you can view all the announcements in your course. Announcements are listed in reverse chronological order with the newest appearing first and the older announcements appearing towards the bottom.

Each announcement includes the title of the announcement, the picture of the user who posted the announcement, an unread indicator near unread announcements, the announcement post date, and the number of unread/total replies in the announcement.

Note: If an announcement shows the letter U in place of a profile picture, the announcement was imported or copied from another course in Canvas. Additionally, copied announcements do not include a posted date and time.

Group Discussions

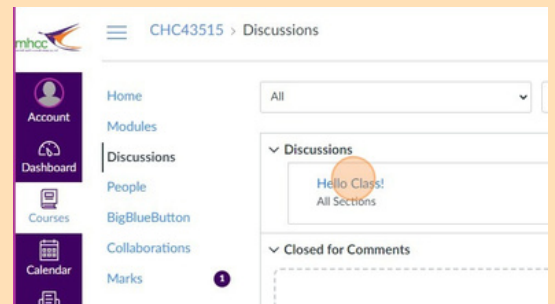
Group discussions provide a place for you to discuss topics with your fellow students and trainers. Every course will have its own group discussion section, where you can share ideas, questions, and support.

When using the online discussion boards, make sure to follow proper online etiquette. Be respectful and double check your posts before submitting them to the discussion board.

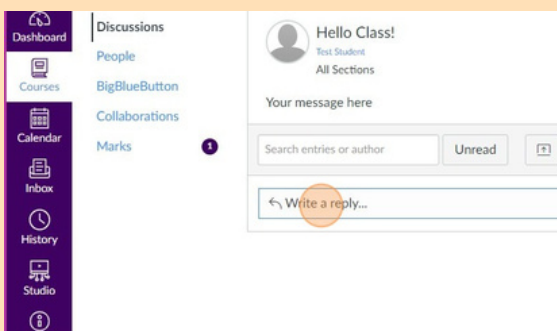
- 1 Click "Discussions" in the course menu



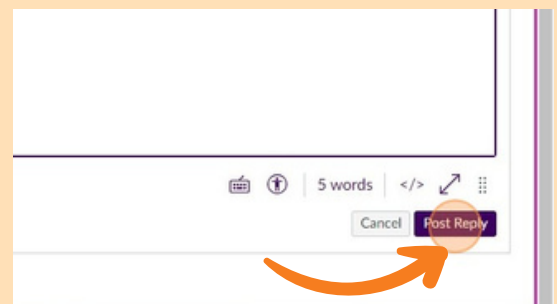
- 2 Select the discussion you would like to participate in, or select '+ Discussion' to add a new conversation.



- 3 Click "Write a reply..."



- 4 Type out your message or response and click "Post Reply".



Please note: the discussion boards should not be used to discuss assessments, questions regarding the official assessments should be directed to your trainer or student support.

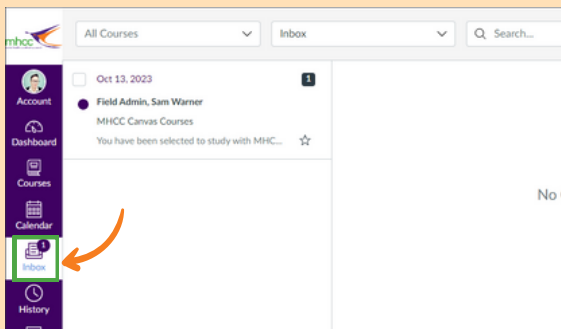
Receiving Messages

The Inbox is split into two panels and displays messages chronologically. You can view and reply to conversations and sort them by course or inbox type. The Inbox itself does not have any file size limits; however, attachments added to a conversation are included in the sender's personal files.

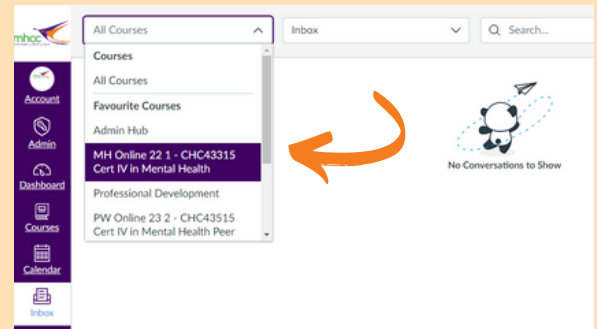
[Learn more about the Inbox.](#)

- Notes:
- If you right-click or option-click on the Inbox link, you can open your Inbox in a new browser tab to keep it handy while you are doing other tasks in Canvas.
 - Users display in conversations once they have an active enrollment in the course, and users cannot join a course unless it is published.
 - Once a course has concluded, you cannot message users in that course.

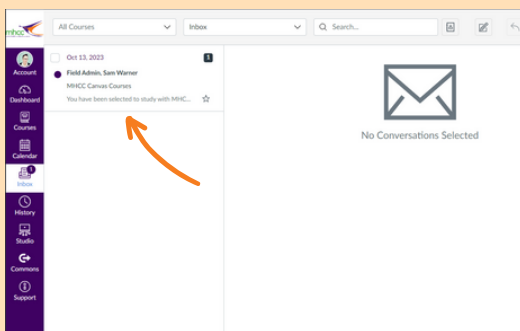
1 Click "Inbox" in the course menu



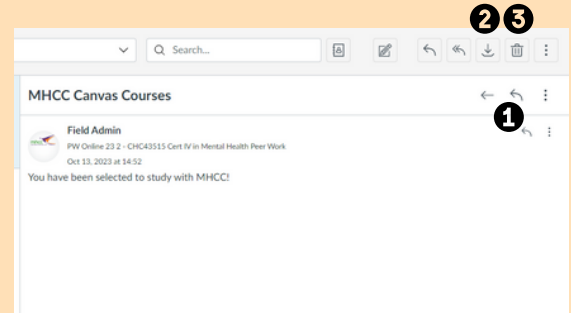
2 Select the course you want to see messages for.



3 Click on the message you want to read.



4 You can then reply to the message [1], download it [2], or delete it [3].



Once you have selected a conversation, you can use the other options in the toolbar to:

- Reply to a conversation
- Reply-all to a conversation
- Archive a conversation
- Delete a conversation
- You can also use the More Options icon to forward, mark a conversation as read or unread, and star conversations.

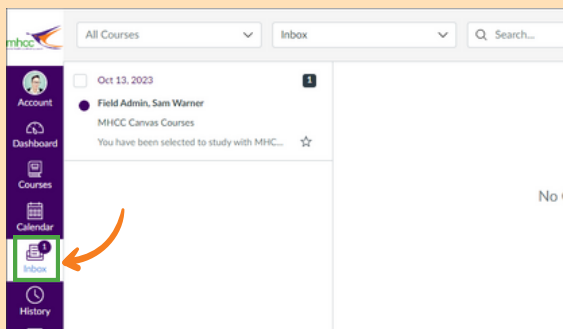
Sending Messages

You can send messages directly in Canvas to fellow students, your trainer, and MHCC admins. The messaging system works very similarly to a regular email inbox.

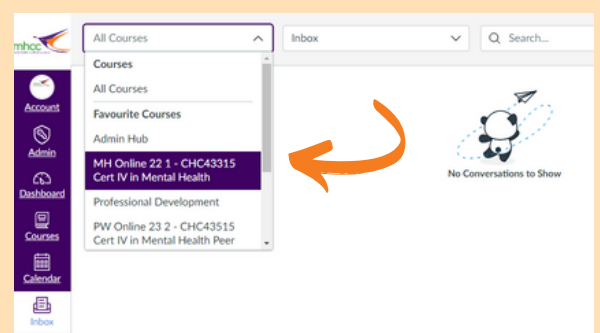
We will always endeavour to respond to messages within 3 business days.

NB: Assessments will not be accepted through the Canvas messaging system.

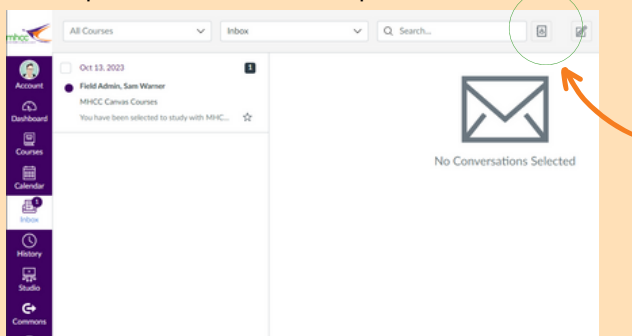
1 Click "Inbox" in the course menu



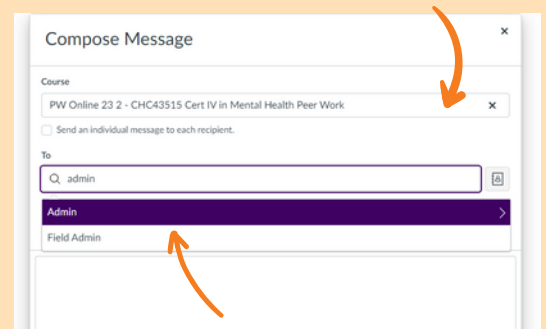
2 Select the course you want to see messages for.



3 To send a message to someone, select the compose icon from the top menu.



4 Select the course from the drop down menu, and then type the persons name into the search box



[Click here for more information on sending and receiving messages.](#)

Glossary

Instructive keyword

Meaning

Activity

Activities are quizzes, questions and other responses that you complete throughout each module. Activities do not count toward your final mark.

Assessment

Assessments are required to be satisfactory for you to be marked competent in a module.

Course

This is the course that you have been enrolled in at MHCC. Within the course you will find all of your lessons listed as modules.

Credit Request

A transfer of competency from a unit already completed in a previous degree or certificate.

Extension

An agreement to submit an assessment at an agreed time beyond the due date.

Module

A group of selected content (pages and activities) that forms a unit of study.

MHCC Canvas User Guide



STUDENT SUPPORT

FOR MORE INFORMATION:
CALL (02) 9060 9630 OR EMAIL
TRAINING@MHCC.ORG.AU

