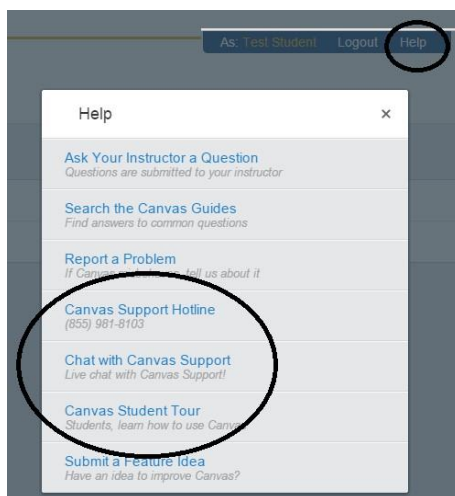


## CET1600 DL CANVAS – Introduction and FAQ (rev 12/2019)

**What is Canvas?** Canvas is the course management tool we will be using in the class. It is crucial that you go through the Canvas Student Support page so that you learn how to use it. There is a link to the Student Tutorial on Canvas's home page.



Canvas is extremely easy to use but you do have to review what is available and how you use each of the components.

Resources for Current Distance Learning Students (Online Tutoring, Library Resources (virtual library database access), Students, Services, etc.)

<http://www.seminolestate.edu/elearning/students/>

Canvas customer service: 1-855-981-8103

### **Supported Browsers**

Because it's built using web standards, Canvas runs on Windows, Mac, Linux, iOS, Android, or any other device with a modern web browser.

Canvas supports the last two versions of every browser release. We highly recommend updating to the **newest version** of whatever browser you are using as well as the most up-to-date Flash plugin.

### **Required Components**

**Flash** is required in several places in Canvas: media recording/streaming and viewing as well as uploading files to a course or an assignment. Other than these features, Flash is not required to use most areas of Canvas.

The **Java plug-in** is required for screen sharing in Conferences. Therefore you must have it enabled in your browser. Otherwise, there are no other browser plug-ins used by Canvas.

**Where do I obtain information such as the textbook required or any software I need to buy?** All of your questions are answered in the syllabus. Please read all of this carefully BEFORE you register for an online class so that you understand exactly what is expected of you in this type of learning environment.

**Where do you take Canvas quizzes?** All quizzes (not chapter exams) are found under the Module link in CANVAS.

**Check SSC Canvas for ALL due dates. Do not wait until the due date to begin working on assignments!**

**Where do you take the Cisco Netacad module exams?** You will receive a token number the first day after SSC's Add/Drop. The token number will permit you access to Netacad.

The online curriculum and chapter exams are available online at the Cisco Netacad site ([www.netacad.com](http://www.netacad.com)). The links for the exams are located in the Cisco Netacad site after you log in. Simply click the class you are in, and on the next page, on the left side you will see a Module link. Click the Module link and then click the Exam link.

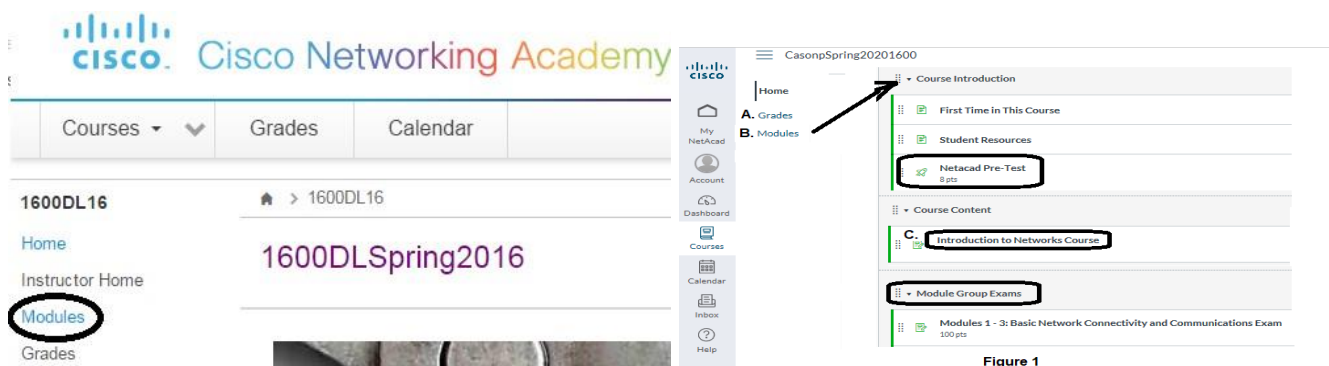


Figure 1

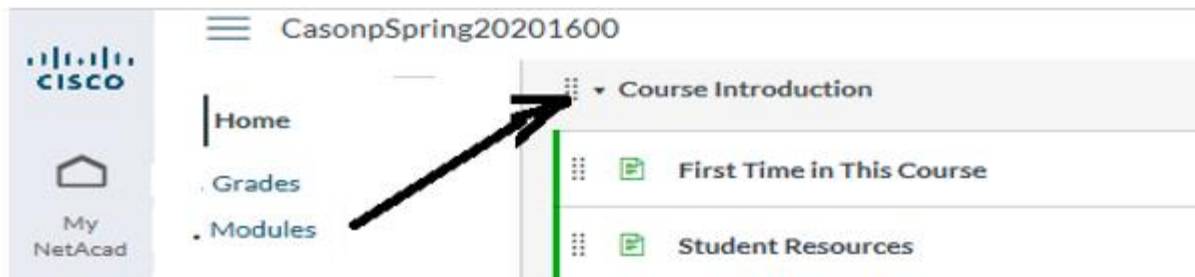
**Do not mistake the chapter quizzes for the chapter exams!**

**How many times can I take the Cisco Netacad chapter exams?**

You can take the exam twice, however Cisco does not record multiple scores, therefore the last exam score will be recorded and not the previous score. Example: if you score a 90 on the 1<sup>st</sup> attempt for chapter 1 and a 75 on the 2<sup>nd</sup> attempt, the 75 score will go into the grade book.

**I need to complete my Packet Tracer homework activities. Where can I find the Packet Tracer software?**

1. From the CET1600 dropbox - <https://tinyurl.com/yhnwtngn>  
Or
  2. Go to the Netacad site - <https://www.netacad.com/> □ Login using your screen name and password.
- Click the class link – access the Module link – under Course Introduction you will see the link *Student Resources*.



- Click the “[Download & Install the latest version of Cisco Packet Tracer](#)” link. Be sure to choose the current version for your class (check your syllabus).

## How To Use Packet Tracer

How To Use Packet Tracer (PT) Basics Video: [www.youtube.com/watch?v=W\\_Xp5WTS8iY](http://www.youtube.com/watch?v=W_Xp5WTS8iY)

Rick Graziani describes the basics of using Packet Tracer including creating a simple topology, adding IPv4 addresses on clients and servers, connecting the devices using switches, pinging, web browsing and using FTP to verify reachability.

In utilizing some PacketTracer activity files (found within the online curriculum), you will notice an Activity Wizard (shown below), this will assistance you in solving issues. It may be minimize on your computer’s taskbar.

## Guest login

The first time you can sign in as a Guest. Later you will access the “full” version of Packet Tracer by means of the username/password received from the Cisco's Networking Academy Team.

Packet Tracer requires authentication to unlock the full functionality. Users that do not authenticate with their login and password will not be able work after three complimentary saves.

### Packet Tracer

You can use your smartphone, tablet, laptop, or desktop to access your course. However, Packet Tracer activities, as well as some other activities, quizzes, and exams are best experienced on a PC.

Packet Tracer	Packet Tracer simulates the internal workings of a network. Download and install the latest version of Packet Tracer.
<a href="#">Introduction to Packet Tracer Course</a>	If you are new to Packet Tracer, take this short online course now. It is FREE!

All PacketTracer (PT) activities require an user profile:

A dialog box titled "User Profile" with a close button (X) in the top right corner. It contains three input fields: "Name:" with the text "Guest" entered, "E-Mail:" which is empty, and "Additional Info:" which is a larger empty text area. At the bottom are "OK" and "Cancel" buttons.

Each student must enter their name & email address in the PT user profile. Do Not Select The Cancel Button.

The steps are the following:

- the student opens his PT activity
- the profile window appears. If the User Profile window does not appears, press Ctrl+Shift+U
- s/he enters his name/email. Click on the OK button.
- s/he solves the activity and saves it

If the student do not enter their name & email address in the user profile when they submit it they get a grade of 0 and no second chances.

Complete the User Profile BEFORE attempting the activity otherwise, you may accidentally "reset" your activity.



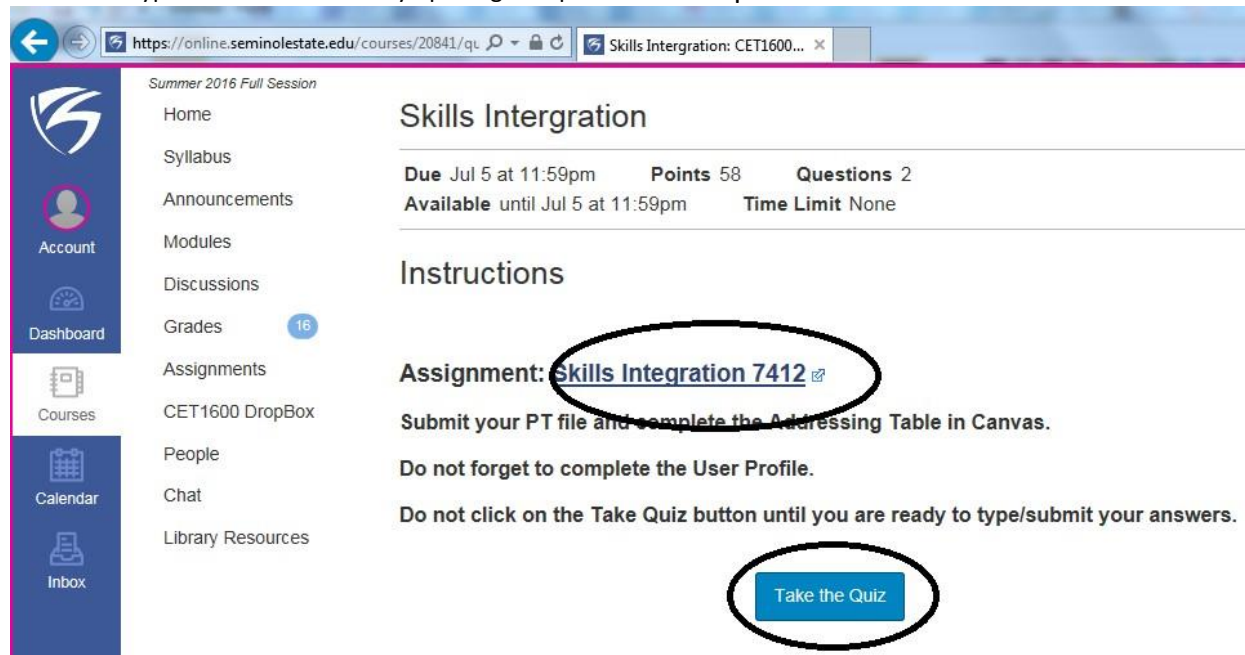
If you click on the "Reset Activity" button on the Activity Wizard, you will need to complete the User Profile again. Press Ctrl+Shift+U



**NOTE:** As we move along in the curriculum, the labs will not always “show” or “tell” you how to do something. You will need to be able to research the solution by reviewing previous chapters’ labs, activity files, etc. **Problem solving is an important tool in this course.**

## Assignment Submission Information

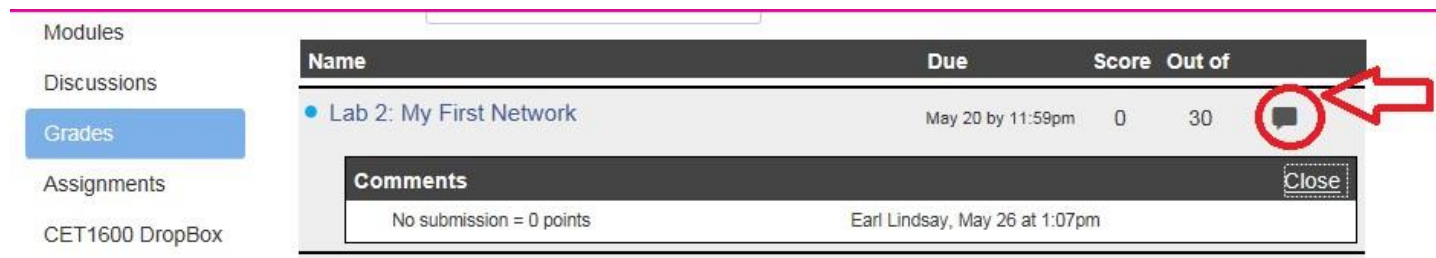
**Can I email you my assignment?** Do not email me homework. All homework should be sent thru the SSC Canvas assignment link. Be sure to read the Instructions and follow the directions for each assignment. Your Assignment will be submitted as “quizzes” due to the immediate feedback capability. You will be able to access the Assignment document hyperlink without actually opening the quiz. See example below:



**WARNING:** DO NOT CLICK THE “TAKE QUIZ” BUTTON UNTIL YOU ARE READY TO TYPE YOUR ANSWERS AND/OR SUBMIT YOUR PACKET TRACER FILE.

All work submitted must be your own, not copied from another student. Late work is not accepted.

You can see whether you have already submitted an assignment by going to the link and clicking on the title of the item. You can also read feedback from the instructor on a submission from the Test/Quiz or the Grades tool. See below:



### How can I tell if an assignment has been graded?

Assignments with an asterisk (\*) have not been graded yet. Once the instructor has grade the assignment he/she will remove the asterisk. See below:

The screenshot shows a Canvas quiz interface for an "Unnamed Quiz". The top navigation bar indicates the path: Home > PlaygroundCASONP > Quizzes > Unnamed Quiz. The quiz details show: Due No due date, Points 3, Questions 3, Time Limit None, and Allowed Attempts 3. A blue button labeled "Take the Quiz Again" is present. Below this is an "Attempt History" table with columns: Attempt, Time, and Score. The table contains one row for "Attempt 1" with a time of "less than 1 minute" and a score of "2 out of 3 \*". A note below the table states "Some questions not yet graded". To the right, a sidebar titled "Last Attempt Details:" shows: Time: less than 1 minute, Current Score: 2 out of 3 \*, Kept Score: 2 out of 3, and 2 More Attempts available. It also includes a "Take the Quiz Again" button and a note "(Will keep the highest of all your scores)". Both the "Some questions not yet graded" note in the table and the "Current Score" in the sidebar are circled in the original image.

Attempt	Time	Score
Attempt 1	less than 1 minute	2 out of 3 *

Score for this attempt: 2 out of 3 \*  
Submitted Aug 11 at 5:47pm  
This attempt took less than 1 minute.

**What if I have a question regarding an assignment?** Use the Discussion forum. If you post a question concerning an assignment, it is crucial that you clearly identify the assignment and exactly what your problem is. Postings must be clear or my guess is no one will answer them. Generally, on-line students are successful, busy people and we want to run this class as efficiently as possible.

**What is the Canvas Discussion Board (DISCUSSION)?** You access the Canvas Discussion Boards by clicking on the Discussion link in the left navigation pane. Discussions should be used to discuss course content related to the course with your student peers and with your instructor. The instructor will monitor the Boards and if your question cannot be answered by other students, you will receive a reply from the instructor or the lab assistant. You need to check the Discussion daily because the Instructor will post issues, answers, etc. Canvas Discussion How To link - [https://community.canvaslms.com/docs/DOC-4121#jive\\_content\\_id\\_Discussions](https://community.canvaslms.com/docs/DOC-4121#jive_content_id_Discussions)

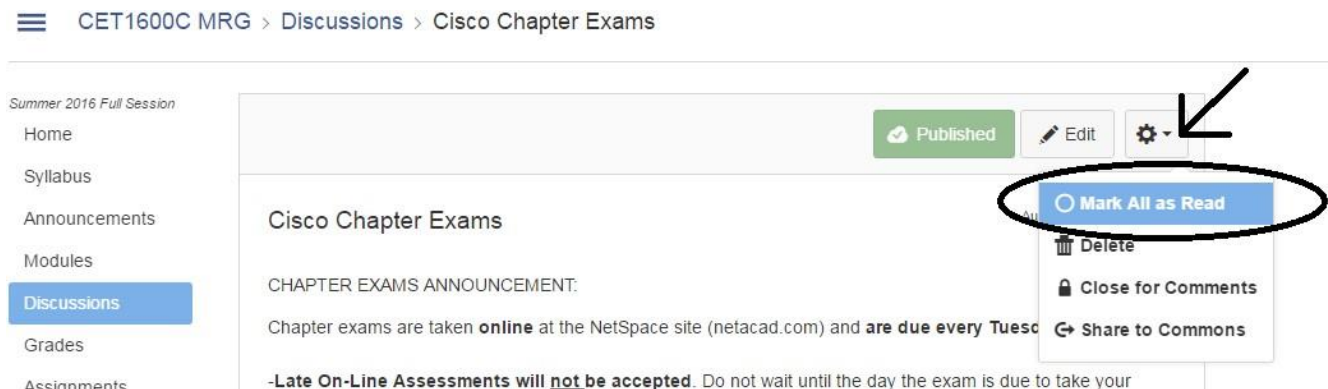
**How do I ask a question on the Discussion Boards?** First, click on the Discussion link. To ask a question simply click on the discussion link that is related to your question or comment; You can also Cancel the posting or Preview it by clicking the appropriate buttons. If you want to attach a file to the message, you can also do that by clicking in Attachments, Browse, and then find the file you want to attach.

**How do I start a Discussion New Topic?** Use the "Discussion" button to start a new topic.



**How do I send a message to the Instructor if it is not something I want to send to the whole class?** If you have a question directed only to the instructor, e-mail the instructor within Canvas.

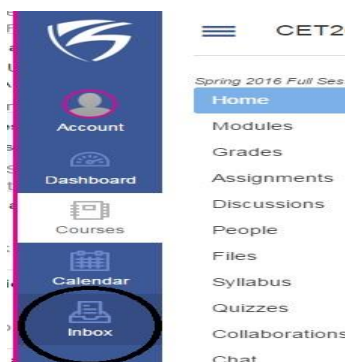
**How do we keep the Discussions organized?** The discussion Board is meant to be a threaded message Board. Please place the topic of your message in the Subject line. If you want to answer the message or add comments to the message, please use the reply function. Do not post an entire new message. This is how we can keep the message board organized. Once you read a post click the **"Mark All as Read"** link (at the top of the post page) so it will not appear as an unread post.



**How do I find a previous posting?** It is important that you review all postings on the Board. Understand that I will NOT ANSWER A QUESTION BUT ONCE. Once a question has been answered, the answer is always available to you.

**What is Canvas E-Mail?** Each student has an e-mail within Canvas and this is the e-mail you should use to communicate with me and with the other students. Canvas Conversations How To link - [https://community.canvaslms.com/docs/DOC-4121#jive\\_content\\_id\\_Conversations](https://community.canvaslms.com/docs/DOC-4121#jive_content_id_Conversations)

**Always use Canvas e-mail to contact me personally.**



**What do you do when you have a question?** Generally, you will post this to the appropriate Discussion thread so that all students in the class can see the question and the answer (when it is posted.) If you want to communicate with a particular student in the class, use the e-mail within Canvas to send a message to the student. If you want to communicate only with me, use

my e-mail within Canvas. However, if you have a question that the entire class will benefit from the answer, post it to the Discussion. Using the e-mail within your course lets me know exactly who you are and what course you are in.

**Who will answer your question?** Hopefully, another student in the class will answer the question. There is no way that I can read and answer every question posted on the Discussion within a timely manner. I generally have 100+ mixed media, online students each semester. I will, however, monitor the Discussion and make postings as well as jump in with an answer if I see there is a problem. There may easily be over a thousand postings to a Discussion in just one class.

**Will there be specific times I must be online for a Chat session?** No, there are not. Students may use the Chat rooms if they wish. I do not set up required Chat times for a couple of reasons: 1. In the past, I have found that a lot of time is wasted in chat rooms. 2. If I set up a specific time for a chat, 50% or more of the students would not be able to attend the chat and that is really not fair to all students. If you would like to establish a study group in the class, you are welcome to do so. Just be sure that if you do so that you show up at the time set. Someone in the group will need to take the lead on this. Let's just not have tons of e-mail regarding a chat time. I am saying this because I have seen 20 plus postings in one day to establish a chat time and students get irritated about reading unnecessary Discussion postings.

**What do I do if Canvas is down and I cannot access it?** Unfortunately, Canvas may go down sometimes due to various reasons. That is why it is important to keep a three-ring binder with important information always available, especially assignment information. This way you can still work on material from your textbooks. Not having access means that you cannot communicate via the Discussions and e-mail and you cannot take quizzes in Canvas if your class uses the Canvas testing tool. Remember that if you cannot access Canvas, neither can the instructor so e-mailing her about this won't really help.

**When is the Instructor available?** I will be available by e-mail every day Monday thru Friday. Summer hours are Monday thru Thursday. Please send your questions during this time frame. I answer e-mail within 24 -48 hours unless I am out of town or during the weekend or a school holiday. As an online instructor, I work from home and am only on campus periodically. In the event a student does need to meet with me, we will need to set up a time and place via e-mail. You can also leave a voice message with the department secretary at 407-708-2265 which I check at least every 24 hours. The quickest and best way to get a response from me is via Canvas e-mail as I am online regularly throughout the day (Monday – Friday). Summer hours are Monday thru Thursday.

**What if I ask a question that is clearly explained on the website?** It is important that you carefully review the class syllabus, announcement page, Discussion and assignments! Oftentimes questions are posted that are clearly stated on the site or have been answered. I will not repeat these instructions in an e-mail. If you are NOT comfortable with reading and obtaining information from this website, PLEASE withdraw and enroll in a campus class. Reading the website and accepting responsibility for obtaining course information on your own is just as important as attending class in a campus class.

**How will the instructor communicate with me?** I will send emails, Discussions posting and periodically post an Announcement Update on the Course Home Page as I see the need. Remember, this is my only way of communicating with you since you do not come to campus. If



the website will be taken down or I have to make a schedule change, etc., it will be posted on this Announcement page. You should check into this course at least once a day (Monday thru Friday) and preferable five times a week if you are in a mini-term (Term A or Term B). Not attending the class (completing assignments within the assigned time frame) on a regular basis subjects you to being withdrawn from the class per Seminole State policy.

**What is my instructor's background in distance learning?** I have been teaching blended distance online classes since 2001. Like you, I am always learning and get my best ideas from my students. If you have any suggestions for making this class better or ideas I might incorporate, please e-mail me. Your comments and ideas are appreciated. Also, if you see a typo on my site, please e-mail me and let me know so that I can correct it.

**What do I do if some of the links, like the syllabus or calendar do not work? Or, if I click on a quiz/exam and the page goes blank?** This is not a problem with the site but probably with how your computer is configured. Or, if you have a firewall which may be part of your virus program, it is blocking your ability to access certain items. You need to resolve this. In the meantime, go to a Seminole State lab and get all information you need there until you get the problem resolved. You may also contact the DL department at 407-708-2424 for assistance.

**What do I do if I encounter a problem opening or downloading files from my Canvas course?** It may have to do with a new security feature in Internet Explorer which blocks file downloads. Adding Canvas to your "trusted sites" in your web browser can help you avoid this. The DL department has created a short video tutorial on how to add Canvas to your trusted sites. Their telephone number is 407-708-2424.

**I am having problems with attaching files in Canvas. I am getting a message "Unexpected System Error" and having trouble accessing some links. How do I troubleshoot my problem?** Here are some things that you can try to fix your problem.

Do you have Norton Antivirus or Norton Internet Security on your computer? That can sometimes cause problems with the email on Canvas. You might need to disable it while using Canvas, or set up the settings to trust Canvas.

Another problem could be spyware. You can try downloading Adaware SE Personal for free at [www.lavasoft.com](http://www.lavasoft.com) and run a full system scan to make sure that spyware isn't blocking your browser from Canvas.

Please contact the DL office if you continue to have problems, 407-708-2424. Be specific if you contact them. You might need to use a friend's computer or come to campus to use the labs until you can get this worked out to avoid getting behind in your coursework.

**I am getting a Runtime error message when I try to open a file. What should I do?**

The "RUNTIME ERROR" may have a code of numbers, letters or both. I usually paste them into Google to find out where the errors are coming from. This is a good way to troubleshoot a problem.

**Do I need to print out items from the Web Site?** Although everything remains in the Discussion or on the Site throughout the term, you should obtain a small three ring binder for the

class. Print out the "Introduction and FAQ" link along with a copy of the Syllabus, and Course Calendar. Also, print out the assignment information so that you always have that available in the event you cannot get on the website. Print out additional important (not all) Discussion postings so that you have them for easy reference. Keep your Course schedule in the front of the notebook so that you are constantly aware of what is expected of you each week along with due dates for assignments and exams.

**How can I be successful in the class? Check SSC Canvas' Modules and grade book for ALL due dates. Do not wait until the due date to begin working on assignments!** Please read the curriculum, complete the embedded Packet Tracer activity files and view the PowerPoint **BEFORE** attempting the Assignments. The online curriculum Packet Tracer activity files were created to enhance your learning and also to help students develop critical thinking and complex problem solving skills.

Preview and printout the Assignment at least 7 days before the due date – so you can have an idea how much time you will need to complete the assignment.

If the Instructor provides a Word or PDF document - follow his/her directions. Make sure to read the Canvas's Assignment Instructions & also follow the directions that are attached.

Verify that you are submitting "everything" that is required.

As you know from reading the Online Learning statement, you should be motivated, self-directed, and willing to work on your own by following the textbook or on-line materials. It is crucial that you work within the weekly schedule that I have created. This is a very demanding class and getting behind will probably cause you to be unsuccessful in the class. You will need to spend somewhere between 20 and 25 hours a week on the class depending on your background, skill level, term length, and grade you hope to obtain in the class. Please be aware of this **BEFORE** the add/drop period is over.

### Extra Stuff for Students:



Students, you have free access to Microsoft's OneDrive and a free download of Office 365 with your live.seminolestate.edu email account:

- OneDrive is the free, cloud file storage included with your live.seminolestate.edu email account.
- Office 365 includes full versions of Word, PowerPoint, Excel, and Access. (Note: Access is for Windows only)

To access OneDrive, go to <http://www.seminolestate.edu/student-email/> and login to your student email.

- Click "**OneDrive**" in the menu bar to access your OneDrive features.

To download Office 365 ProPlus for free, go to <http://www.seminolestate.edu/student-email/> and login to your student email.

1. At the top of the page, go to Settings > Office 365 settings.
2. On the left of the page, click Software.
3. On the Office page, select a Language, and then choose Install.

### **ClaroReadPro® Available to Students**

Students looking for reading & writing assistance may find ClaroRead Pro® to be the “right on time” - “just in time” and “anytime” answer!

A Foundation mini-grant was awarded to the Library & DSS to purchase this software designed to help any student who is struggling with reading and writing. View this short video that describes in detail what the software – ClaroRead Pro® - can do for students: <http://www.clarosoftware.com/claroread>

ClaroRead Pro® is available to download free to all currently enrolled students on their home PC, iPads and Macs. Plans are underway to add the APP to iPads in the English Language Studies program, and you can find the software already loaded in most labs and libraries across campuses.

Online training for anyone wishing to find out more about how this software works is available and in-person training workshops are being planned. Look for more information on access and training in the coming months. Questions? Contact Marshall Bryant x2460 or Karen Kaufmann x2545.



**My videos and PDFs are missing in Canvas. How do I see them?**

Hello everyone,

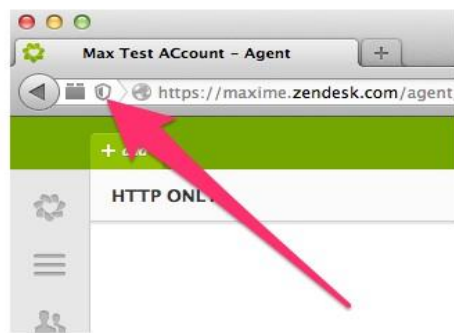
On October 1st the Chrome team released v30 of their popular web-browser and the Mozilla foundation released v23 of Firefox. These updates include some changes to security, which can result in iFrames content (videos) not loading inside Sakai correctly.

### How to fix and resolve that issue?

Fortunately there is a way to get the page to display. Chrome and Firefox both have a little "Shield" icon on the top right or top left of the address bar, clicking it will trigger a reload of the page and display the content deemed insecure:



In Chrome v30



In Firefox v23

Internet Explorer users will see the "Show Content" button on the bottom of the page.

