



Canvas User Guide

Welcome to the Canvas User Guide! This guide serves as a resource for accessing and navigating Temple University's Canvas system and contains step-by-step instructions for using Canvas.

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What is Canvas?

Canvas is a learning management system (LMS) that you will use to complete this training. To access Canvas, go to www.canvas.temple.edu.

In order to gain access to Canvas, you will need to use the Temple Access Net username and password provided by Temple University.

What is a Temple AccessNet Account?

Temple AccessNet is the login page you'll land on when going to www.canvas.temple.edu. You'll use your Temple AccessNet Account username and password to gain access to Canvas. Instructions on how to activate your account and login to Canvas are below.

Technology Requirements


We recommend you have access to




- Headphones
- Internet access with 8 mbps download and 5 mbps upload speeds
 - You can test your internet speed at speedtest.net
- Access to a laptop or desktop computer



Initial activation of your Temple University AccessNet account

1. Go to your e-mail. You should have received an e-mail similar to the sample below. Check your spam folder if you don't see this in your primary inbox.

Temple University System Access Instructions 

cesystems@temple.edu 2:24 PM (3 minutes ago)   

Dear Jane Smith,

You are a participant in a Temple University non-credit and continuing education activity that allows you to access Temple University systems, including TUmial, Canvas, TUPortal, TUsecurewireless, and onsite desktop computer access.

To access these systems, you will need to **activate your AccessNet account** at the link below.

For reference, your TUID is **987654321** may need to know your TUID in order to activate your account.

<https://accounts.temple.edu/cgi-bin/accounts.cgi?action=createLogin&TUID=915911755>

If you have any questions regarding your Temple University systems access, or have difficulty activating your AccessNet account, please contact the Computer Services Help Desk at help@temple.edu or (215) 204-8000. If you have questions about your non-credit or continuing education course, please contact destiny1@temple.edu or (215) 204-4866.

Sincerely,
Continuing Education Systems
Temple University
noncredit.temple.edu



2. Verify your first and last name are spelled correctly.

Temple University System Access Instructions ▾

cesystems@temple.edu 2:24 PM (3 minutes ago) ☆ ↶ ⋮

Dear **Jane Smith,**

You are a participant in a Temple University non-credit and continuing education activity that allows you to access Temple University systems, including TEmail, Canvas, TUPortal, TUsewireless, and onsite desktop computer access.

To access these systems, you will need to **activate your AccessNet account** at the link below.

For reference, your TUID is **987654321** may need to know your TUID in order to activate your account.


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Temple University
noncredit.temple.edu



- Note your unique nine-digit TUID number. You will need this to activate your AccessNet Account and if you need to request help at any point.

Temple University System Access Instructions 

cesystems@temple.edu 2:24 PM (3 minutes ago)   

Dear Jane Smith,

You are a participant in a Temple University non-credit and continuing education activity that allows you to access Temple University systems, including TEmail, Canvas, TUPortal, TUsecurewireless, and onsite desktop computer access.

To access these systems, you will need to **activate your AccessNet account** at the link below.


For reference, your TUID is **007054321** may need to know your TUID in order to activate your account.

<https://accounts.temple.edu/cgi-bin/accounts.cgi?action=createLogin&TUID=915911755>

If you have any questions regarding your Temple University systems access, or have difficulty activating your AccessNet account, please contact the Computer Services Help Desk at help@temple.edu or (215) 204-8000. If you have questions about your non-credit or continuing education course, please contact destiny1@temple.edu or (215) 204-4866.

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- Click on the link provided to activate your AccessNet Account. The link will open in another tab.

<https://accounts.temple.edu/cgi-bin/accounts.cgi?action=createLogin&TUID=915911755> 

If you have any questions regarding your Temple University systems access, or have difficulty activating your AccessNet account, please contact the Computer Services Help Desk at help@temple.edu or (215) 204-8000. If you have questions about your non-credit or continuing education course, please contact destiny1@temple.edu or (215) 204-4866.

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5. In the AccessNet Account Activation box fill out the following information:
 - a. Last Name
 - b. your nine-digit TUID number
 - c. your Date of Birth.

Click Submit.

1. Identification » 2. Welcome » 3. Agree to policies » 4. Security questions » 5. Create password » 6. Confirmation

AccessNet Account Activation

Identification

To activate your account, you must identify yourself:

Last Name

Your nine-digit University TUID

Date of Birth (mm/dd/yyyy)

 / /

SUBMIT CANCEL



6. Make note of your AccessNet Username then click **Continue**.

This will be your permanent AccessNet username. This is what you will use to log into Canvas.

1. Identification ➤ 2. **Welcome** ➤ 3. Agree to policies ➤ 4. Security questions ➤ 5. Create password ➤ 6. Confirmation

AccessNet Account Activation

Welcome to Temple University!

Your AccessNet username is: **tun123456**

As a member of the University, you have access to a variety of resources.

You must set up your security questions and password.

CONTINUE



7. Read and Acknowledge Temple's Technology Resource Policies. Check off the Acknowledge and Agreement statements. Click **I agree** when you have finished reading.

User Affirmation Agreement To Technology Resource Policies

Introduction

To obtain access to Temple University's technology resources, you must acknowledge this agreement indicating that you have read, understand, and accept the statements in this agreement and that you agree to comply with applicable policies and laws governing the use of Temple University's technology resources and the protection of data privacy. This agreement is available [online](#).

Temple University User Agreement Affirmation

Temple University may provide individuals (users) with access to University technology resources (University-owned and hosted/outsourced) including:

- computers
- servers
- storage
- data/records
- telecommunications devices, voicemail, and fax machines
- cell/smart phones
- video and audio equipment
- e-mail and electronic calendars
- Internet (e.g., the Web) and University network access
- systems access

Temple University reserves the right to revoke your access privileges and/or take other disciplinary action against you if you fail to comply with this agreement or any applicable Temple University policies/guidelines.

As a condition of being granted use of and access to University technology resources, you are required to:

- abide by University policies that govern use of these resources
- protect and maintain the privacy and confidentiality of University information to which you have access
- NOT disclose confidential information except under certain conditions allowed by University policy

Use of Temple University Technology Resources

Acknowledge and Agreement

I agree to comply with University policies, state and federal laws and regulations, as described above, regarding the use of University technology resources and the protection of sensitive data.

I acknowledge that it is a violation of the University Technology Usage Policy for Individuals to disclose their own password to anyone. Individuals must safeguard their account and its contents and will be responsible for any misuse. Individuals may not search for, access, copy, or use passwords of others. Individuals may not use Technology Resources to misrepresent themselves as another individual. Violations of this Technology Usage policy may result in: (i) suspension or revocation of an individual's computer account and other computer privileges, (ii) disciplinary action as described in the Student Code of Conduct (copies available from the Student Center or Student Affairs Office), (iii) disciplinary procedures under the relevant policies for faculty, staff, administration, and students, and/or (iv) civil or criminal prosecution under federal and/or state law. **Penalties under such laws may include fines, orders of restitution, and imprisonment.**

I AGREE **I DISAGREE**

Note: if you do not click on **I Agree** and agree to the terms defined, you will NOT be able to access the training. You must accept the terms.



8. Create **3** security questions and answers. If you forget your AccessNet Password, you can reset it by answering these security questions. Remember, however, that you must supply the **exact same answers** that you are entering now. All of the security questions are case-sensitive. So "Erie" is NOT the same as "erie". You cannot use the same answers for all three security questions.

When you are finished, click **Submit**.

Create your security questions

You are required to establish answers to three security questions.

Security Questions (Pick one question from each list)

Question 1:
In what hospital were you born? ▼

Answer 1:

Question 2:
From what high school did you graduate? ▼

Answer 2:

Question 3:
In what city were you born? ▼

Answer 3:

SUBMIT **CANCEL**

If you forget your password, you can reset it by answering these security questions.

Remember, however, that you must supply the exact same answer that you are entering now.

For example, Central High School, Central HS, Central H.S. and Central High are NOT the same.

Make sure to select an answer that you can easily remember, including spelling, punctuation, and spaces.



9. Create a password.
 - a. Verify your AccessNet username as it appears at the top of the page.
 - b. Note the important IT security rules when creating your AccessNet Password. Shorter passwords (8-11 characters) require a greater combination of elements, like lowercase and uppercase letters, digits, and symbols. Longer passwords (20 or more characters) require fewer.
 - c. Re-enter your password again under **Confirm new password**.
 - d. Click **Submit** when done.
 - e. **Remember this password. This will be the password you use to log into Canvas.**

Note: your password will expire every ten months after the creation date. You will need to establish a new password every ten months.

1. Agree to policies » 2. Change password » 3. Confirmation

Change password for **tun123456**

- You cannot reuse your last three passwords.
- Certain dictionary words (e.g. Temple) and your username are prohibited.
- Your password length is up to you, as long as it is at least 8 characters. Requirements vary depending on length:

Length	Requirements
8 to 11:	upper-case, lower-case, numbers, symbols ? 9 A a
12 to 15:	upper-case letters, lower-case letters, numbers 9 A a
16 to 19:	upper-case letters, lower-case letters A a
20 or more:	any combination of US keyboard characters

New Password

Confirm New Password

Tech Tips

Use four or more unrelated words, such as *correct horse battery staple*.

Passwords are screened for easily guessed combinations of characters (123123, abcdef, qwerty, etc.) and published lists of compromised passwords. If you enter a password that is disallowed, you will need to try a different password.

Your 0 character password must contain:

- lowercase
- uppercase
- digits
- symbols

Hint: combine four or more unrelated words



A confirmation message will appear when done. When finished, click **Exit**.





Accessing Canvas and the Training Courses

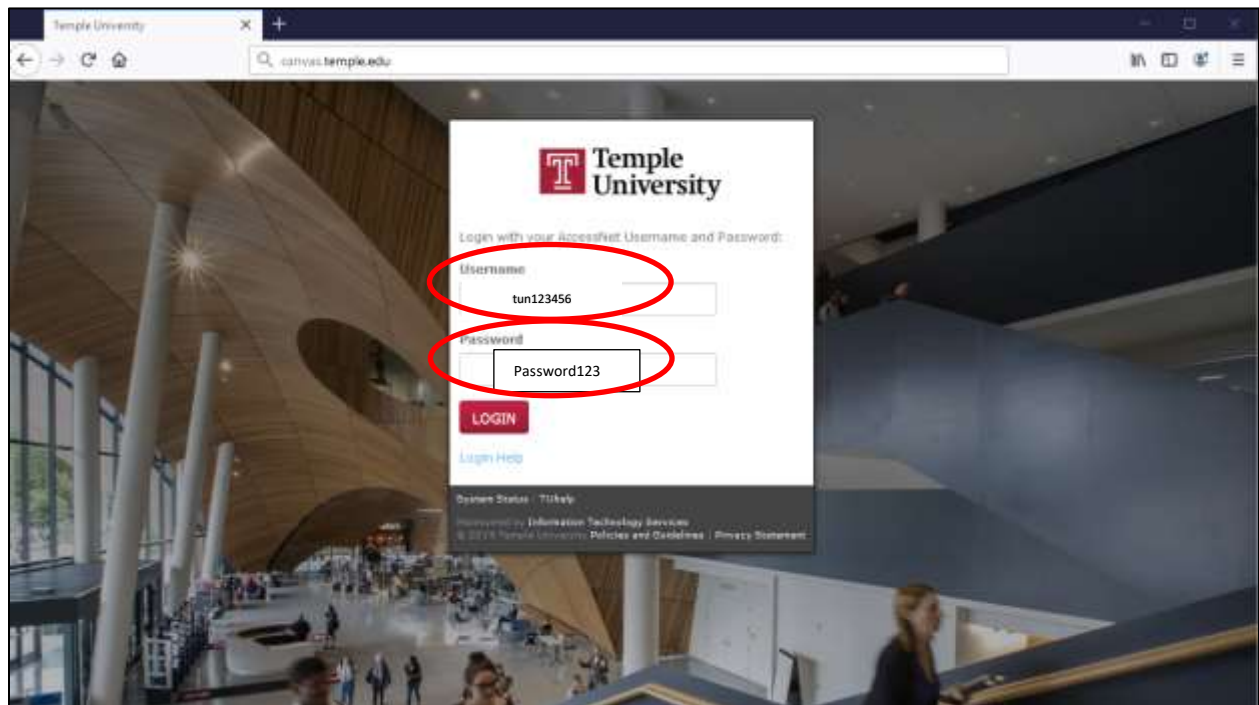
1. Open a new web browser on your computer. Take note of the minimum technical requirements Canvas supports for the following web browsers.
 - a. Chrome 86 and 87 (Windows & Mac)
 - b. Firefox 83 and 84 (Windows & Mac)
 - c. Microsoft Edge 86 and 87 (Windows only)
 - d. Safari 13 and 14 (Mac only)

***Internet Explorer is NOT recommended for use during this training. The following information is from the Microsoft Webpage:**

Internet Explorer (IE) 11 is the last major version of Internet Explorer. On June 15, 2022, the Internet Explorer 11 desktop application is no longer be supported on certain versions of Windows 10*. Customers are encouraged to move to [Microsoft Edge](#), which provides support for legacy and modern websites and apps.

Note: do not disable or block updates to your web browser. If you do, you may miss important security patches, technical fixes, and software updates needed by Canvas to run properly.

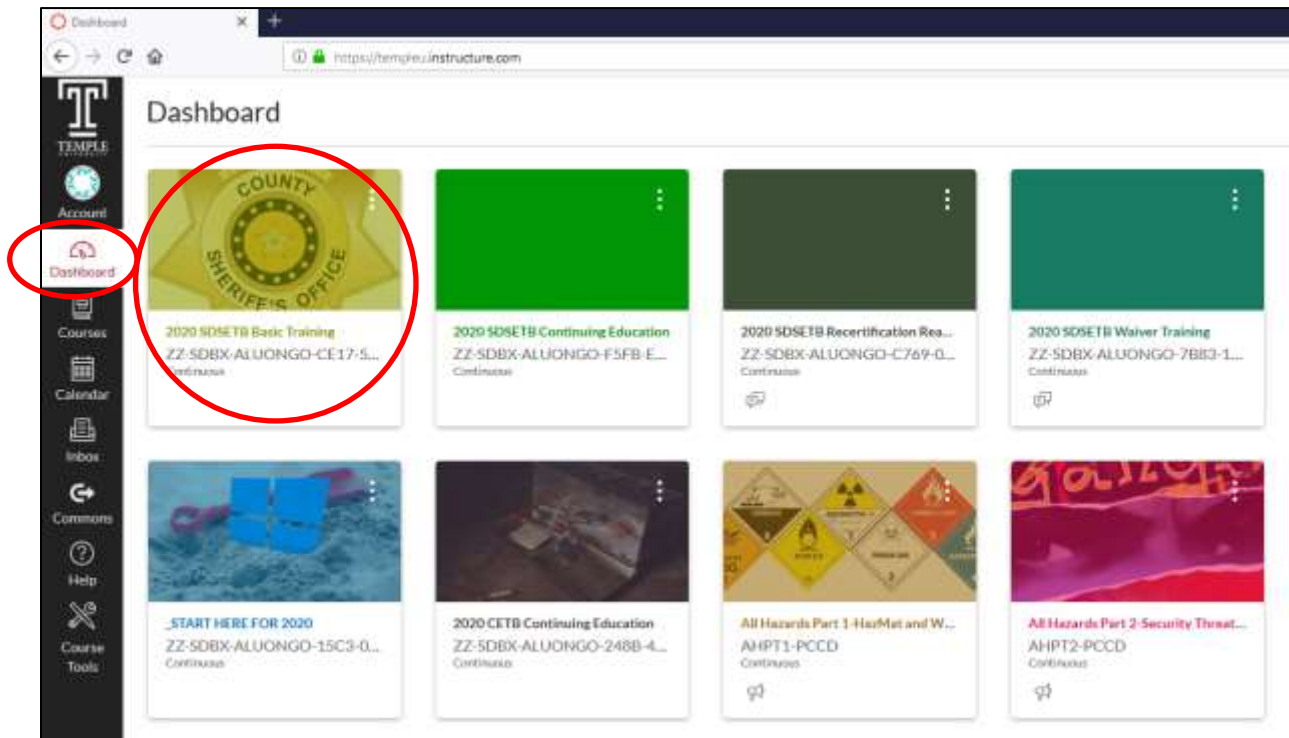
2. In the bar of your chosen web browser, type in the following website: www.canvas.temple.edu
 - a. Hit enter on your keyboard.
 - b. When the page loads, type in your AccessNet Username and recently created password.
 - c. Click Login when done.





- The Canvas dashboard will appear and your courses will populate on the dashboard. Click on the course "tile" you want to view.

If at any time you want to return to the dashboard, click the icon labeled "dashboard" on the left-hand side of the screen.





4. View the course material and complete the training.
 - a. Click the Start Here button on the welcome page to start the course.
 - b. If at any time you need to return to the welcome page of the course, click the "home" button on the top left-hand side of the screen.

Recent Announcements

PCCD Continuing Education Ethics

ETHICS | 2021 Continuing Education for Constables

Click the **Start Here** button to get started.

[Start Here](#) [Syllabus](#) [Tech Support](#)

About this Course

This four-hour course is designed to provide constables with an overview of ethics as it relates to the duties of a constable, as well as

View Course Stream

View Course Calendar

View Course Notifications

To Do

Nothing for now



- Click on the Syllabus button to see information about training and testing. Note: information about training and testing is contained in the Syllabus. All course materials need to be completed in the order in which they appear.

The screenshot shows the course welcome page for 'Ethics 2021 Continuing Education for Constables'. On the left is a vertical navigation menu with icons for Home, Syllabus, Modules, Courses, Calendar, Home, History, Tools, and Help. The main content area includes 'Recent Announcements' for 'PCCD Continuing Education Ethics', a course banner with the Pennsylvania Commission on Crime and Delinquency logo and a statue of Lady Justice, and a navigation bar with 'Start Here', 'Syllabus', and 'Tech Support' buttons. The 'Syllabus' button is circled in red. On the right, there are buttons for 'View Course Stream', 'View Course Calendar', and 'View Course Notifications', and a 'To Do' section showing 'Nothing for now'.

- If at any point you need Tech Support during the course, click the **Tech Support** button located on the bottom right of the course welcome page.

This screenshot is identical to the one above, showing the course welcome page for 'Ethics 2021 Continuing Education for Constables'. In this view, the 'Tech Support' button in the navigation bar is circled in red. The rest of the page content, including the navigation menu, course banner, and right-hand sidebar, remains the same.



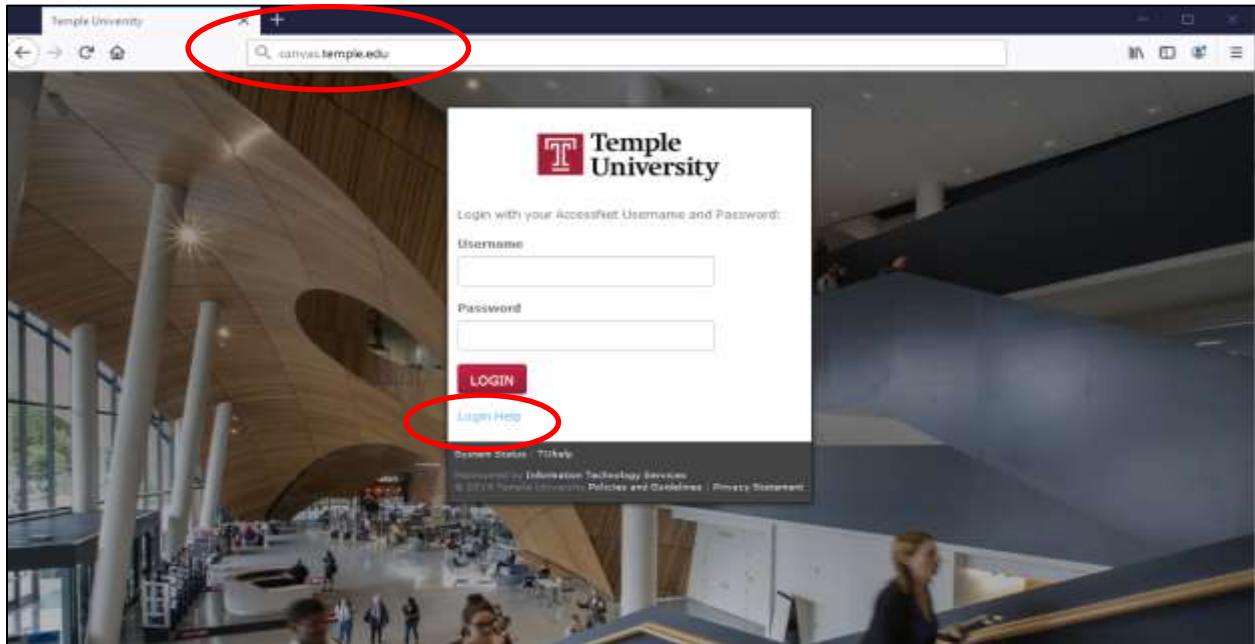
7. When finished with the course, you can log out of Canvas.
 - a. Click on the **Account** button located on the top-left of the screen under the Temple logo.
 - b. Then under your name, click the **Logout** button.





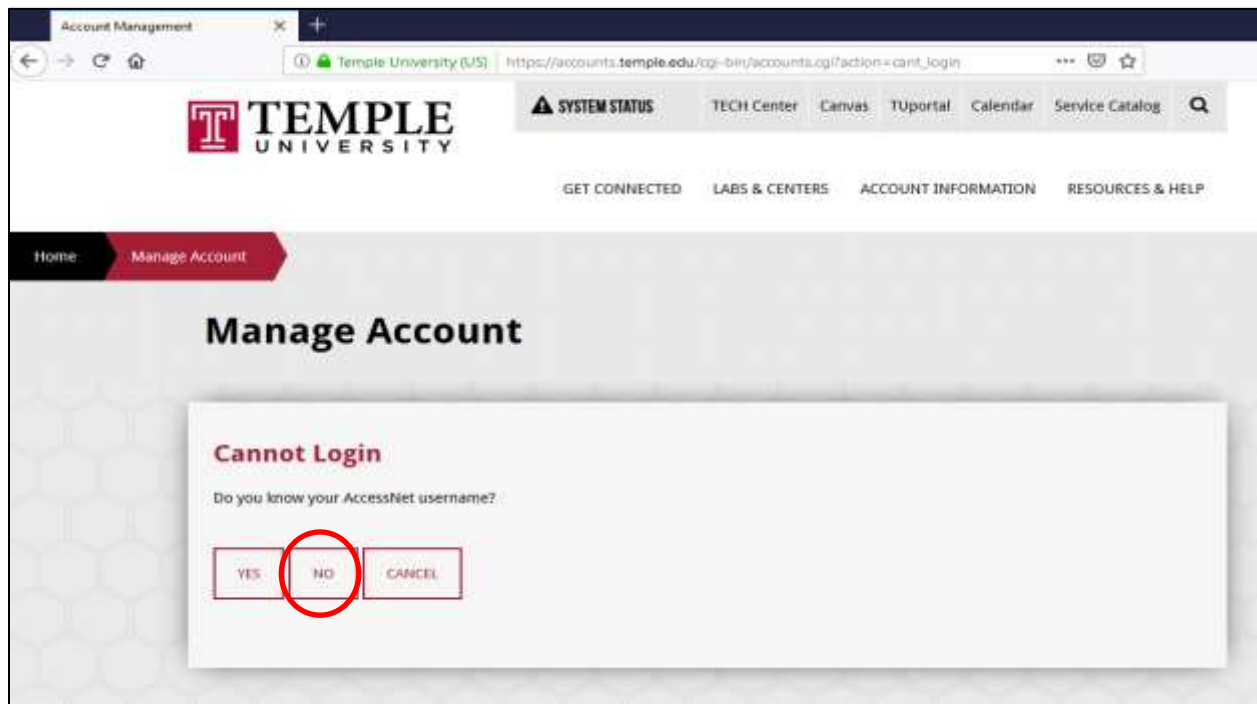
Recovering Your Temple AccessNet Username

1. Go to Temple's Canvas site
 - a. Type canvas.temple.edu into your browser's search bar
 - b. Press "enter" on your keyboard
 - c. When the page populates, find "Login Help"
 - d. Click "Login Help"



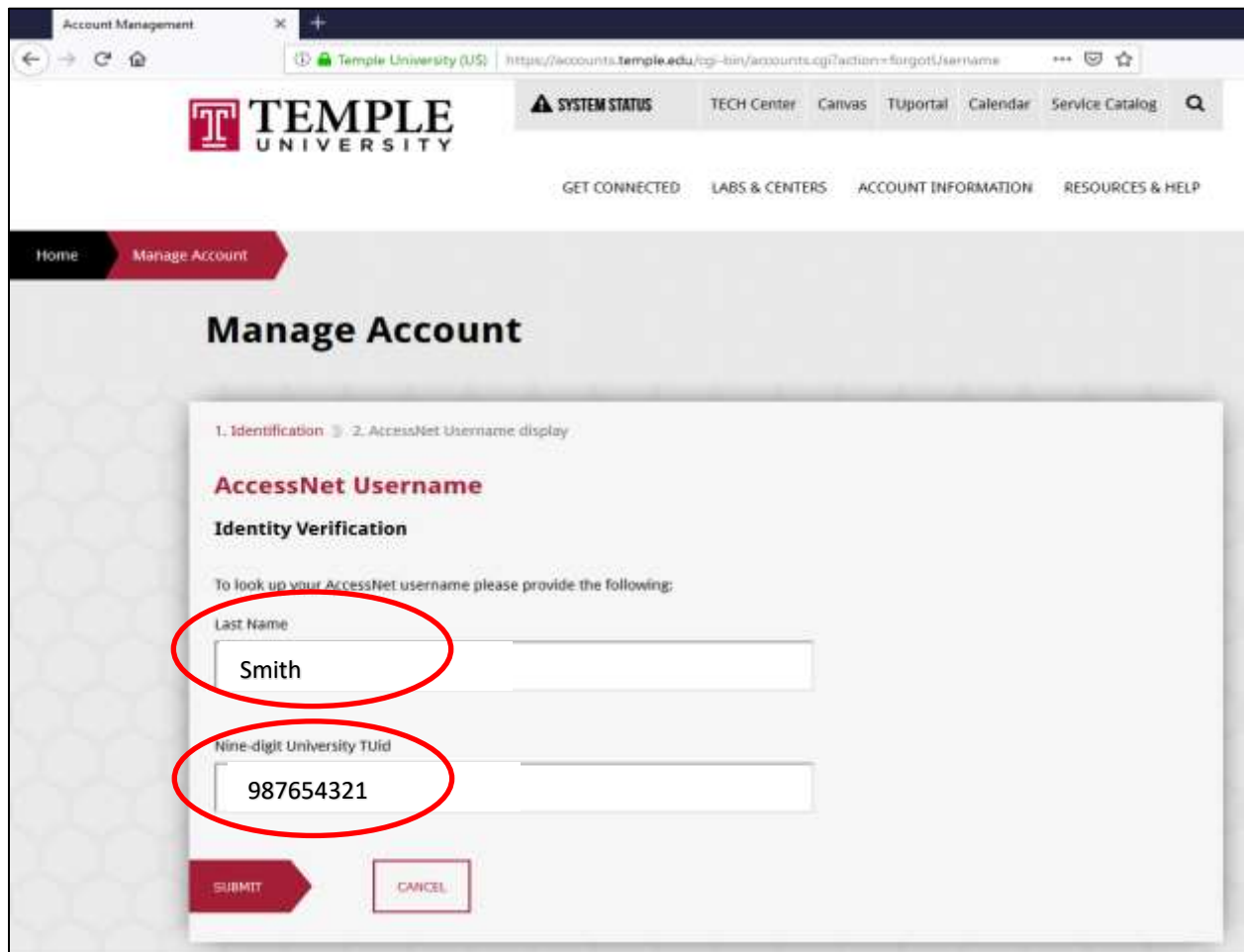


2. Click "NO" to indicate you do not know your AccessNet Username.





3. Enter your last name and nine-digit TUID exactly as they appear in the email you received from Temple. Click **Submit** when finished.

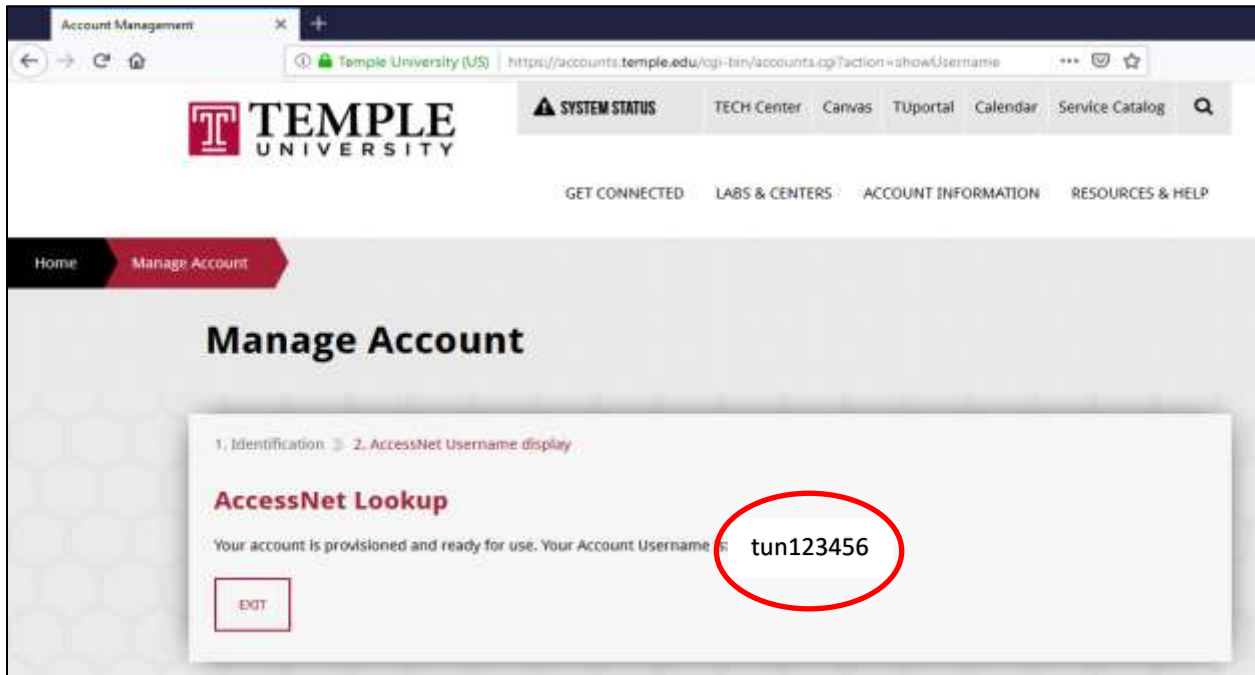


The screenshot shows a web browser window with the URL <https://accounts.temple.edu/cgi-bin/accounts.cgi?action=forgot/sername>. The page header includes the Temple University logo and navigation links such as 'SYSTEM STATUS', 'TECH Center', 'Canvas', 'TUportal', 'Calendar', and 'Service Catalog'. Below the header, there are links for 'GET CONNECTED', 'LABS & CENTERS', 'ACCOUNT INFORMATION', and 'RESOURCES & HELP'. The main content area is titled 'Manage Account' and contains a form with the following elements:

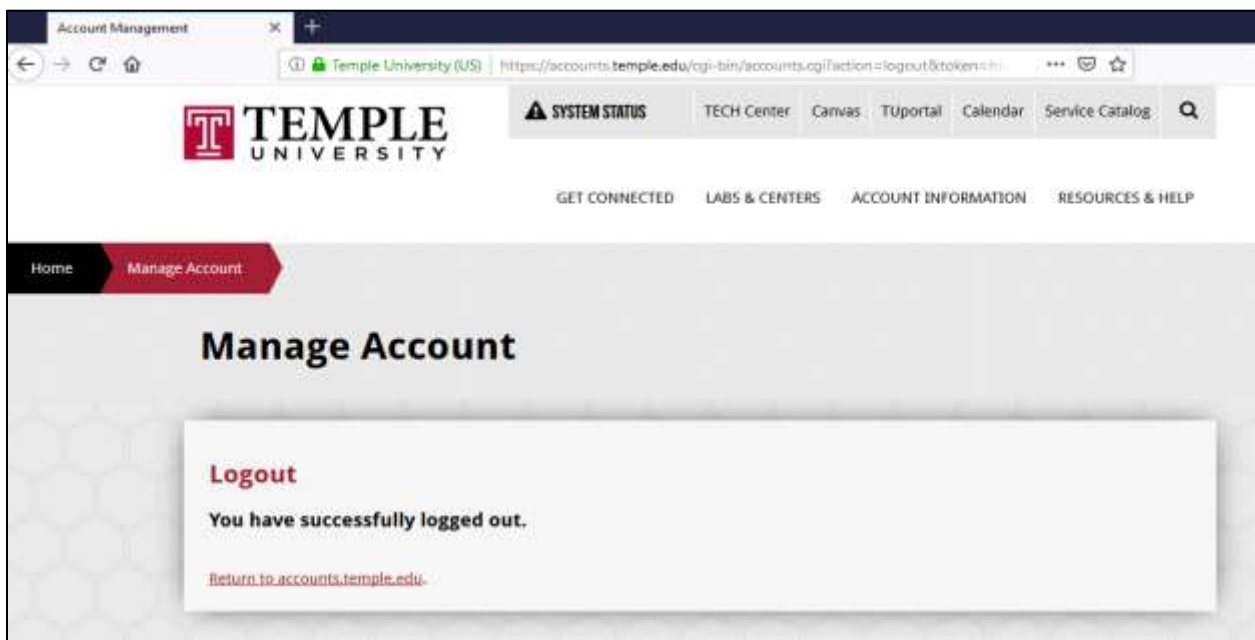
- Progress indicators: '1. Identification' and '2. AccessNet Username display'.
- Section title: 'AccessNet Username'.
- Section title: 'Identity Verification'.
- Instruction: 'To look up your AccessNet username please provide the following:'.
- Form field: 'Last Name' with the value 'Smith' entered. This field is circled in red.
- Form field: 'Nine-digit University TUID' with the value '987654321' entered. This field is circled in red.
- Buttons: 'SUBMIT' and 'CANCEL'.



4. Take note of your AccessNet Username:
 - a. Your AccessNet Username will appear here.
 - b. Safeguard your username for future reference.
 - c. When finished, click **Exit**.

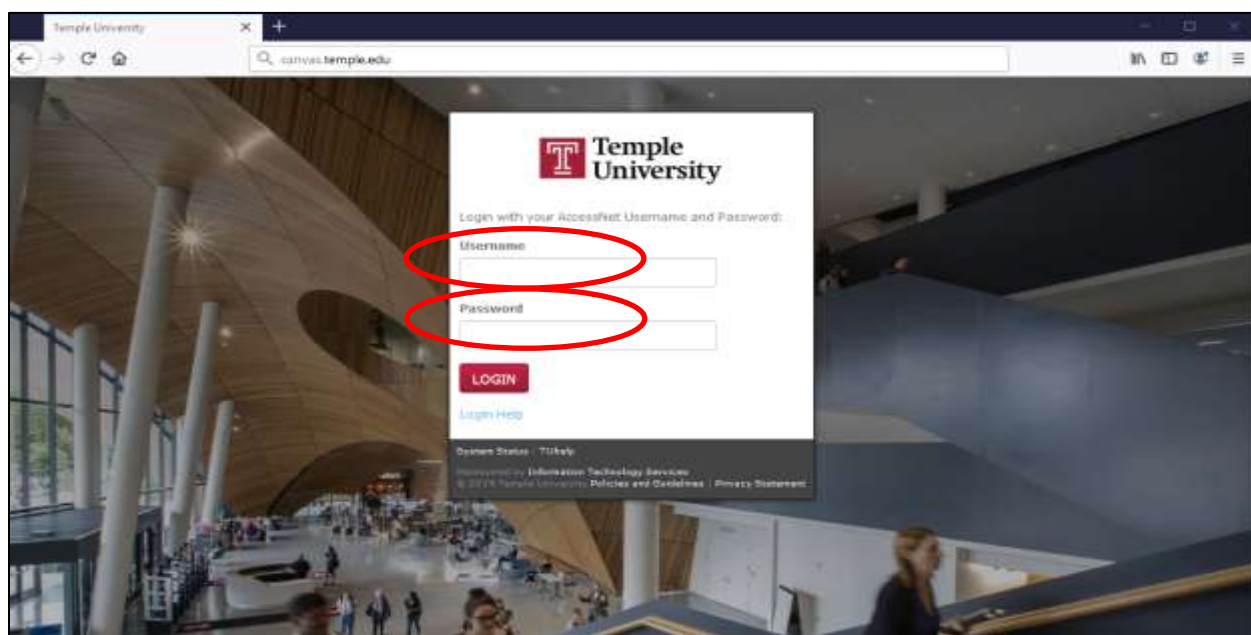


5. Wait for the successful logout message.





6. Login to Temple's Canvas site.
 - a. Go to canvas.temple.edu by typing "canvas.temple.edu" into the search bar and clicking enter.
 - b. Enter your AccessNet Username.
 - c. Enter your AccessNet password.
 - d. Click **Login** when done.





Password and Account Expiration Notifications

Temple University AccessNet passwords expire every 10 months.

Depending on when you took your last PCCD course, your password may have expired. Below is information on your Canvas accounts and how the password/account notifications are being sent. Please make sure to monitor your spam and junk folders to ensure that these notification emails are not going into these folders and should not be blocked as spam or junk.

For **expired password notices**, these email notifications will come from **acctmng@temple.edu**. Temple University security policy requires that Canvas account passwords are reset every 10 months. The user will receive a password expiration notice 10 days, 3 days, and 1 day prior to expiring. If the user resets their password, then the timer is reset and they won't receive any more notices until the next time they're close to the 10-month expiration point.

Account expiration notices will come from **oiam@temple.edu**. This notice will be sent as a warning that the overall Temple University account is set to expire. Canvas accounts expire 90 days after the conclusion of the final class and this notice will be sent with a 30-day warning and a 14-day warning that the account is expiring.

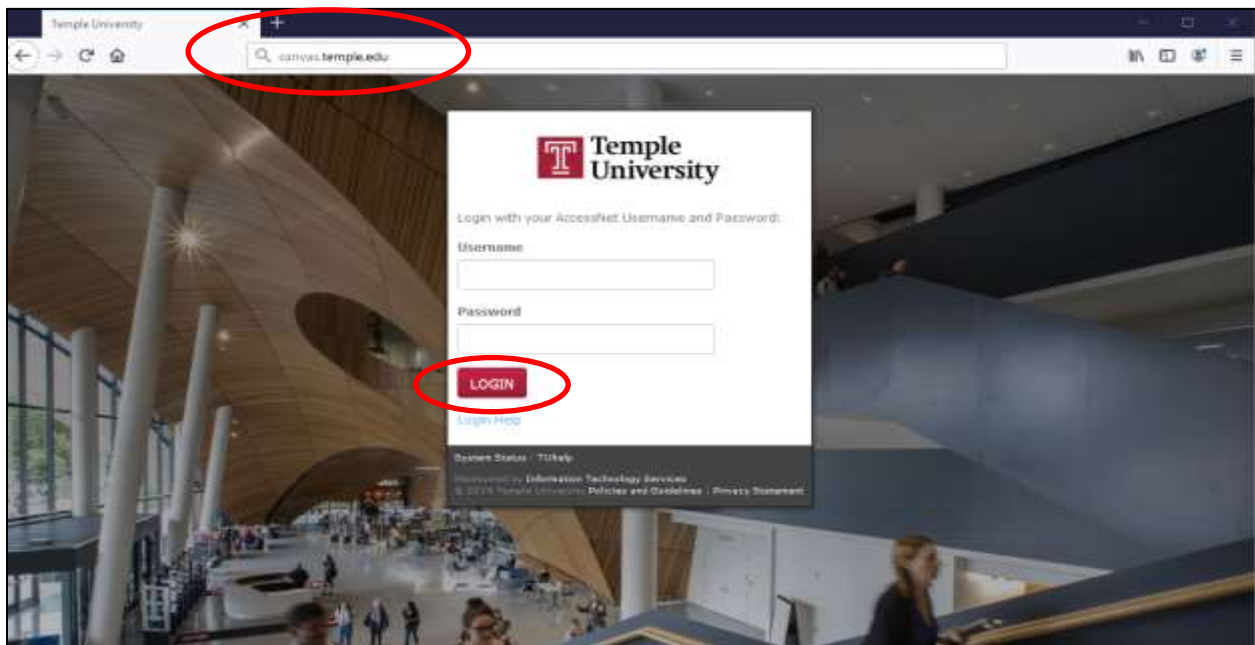
The **Canvas account activation emails** will come from **continuingedsupport@temple.edu**.



Recovering/Resetting your Temple AccessNet Password

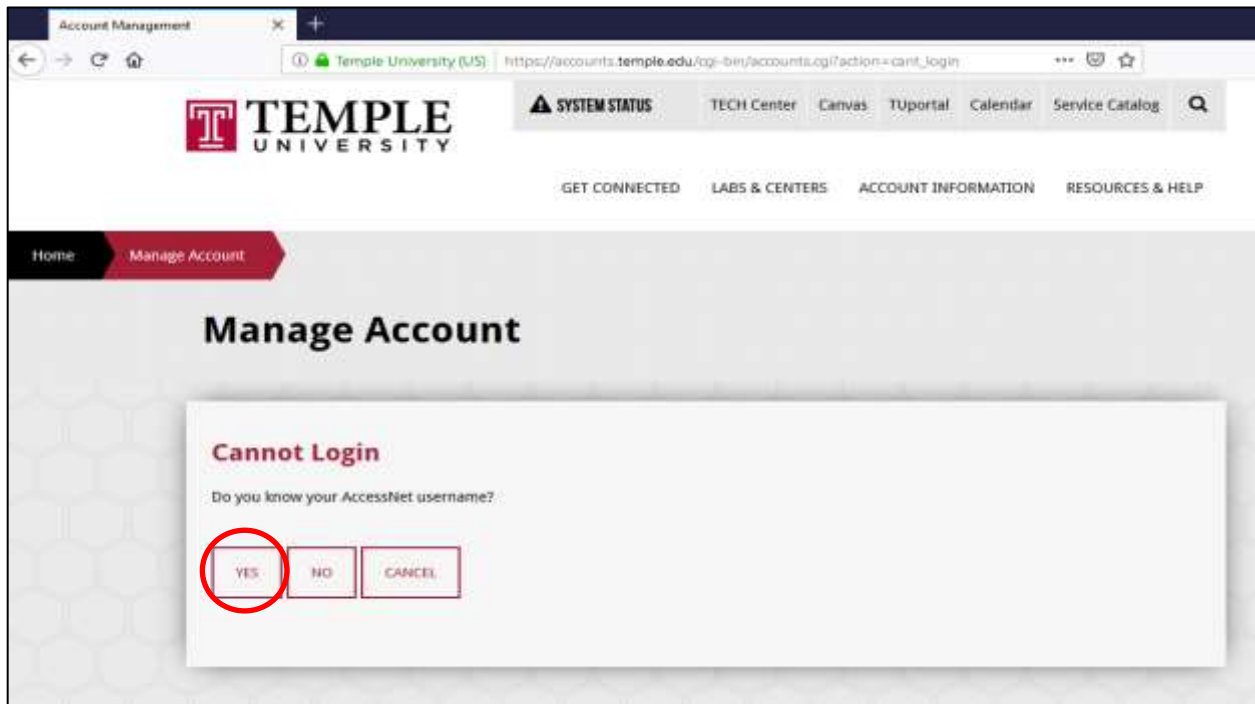
If you attempt to login with an expired password, you will see the message, *“Something doesn’t quite match. Please try again or click on the “Login Help” link below for helpful tips.”*

1. Go to Temple’s Canvas site
 - a. Type canvas.temple.edu into your browser’s search bar
 - b. Press “enter” on your keyboard
 - c. When the page populates, find “Login Help”
 - d. Click “Login Help”

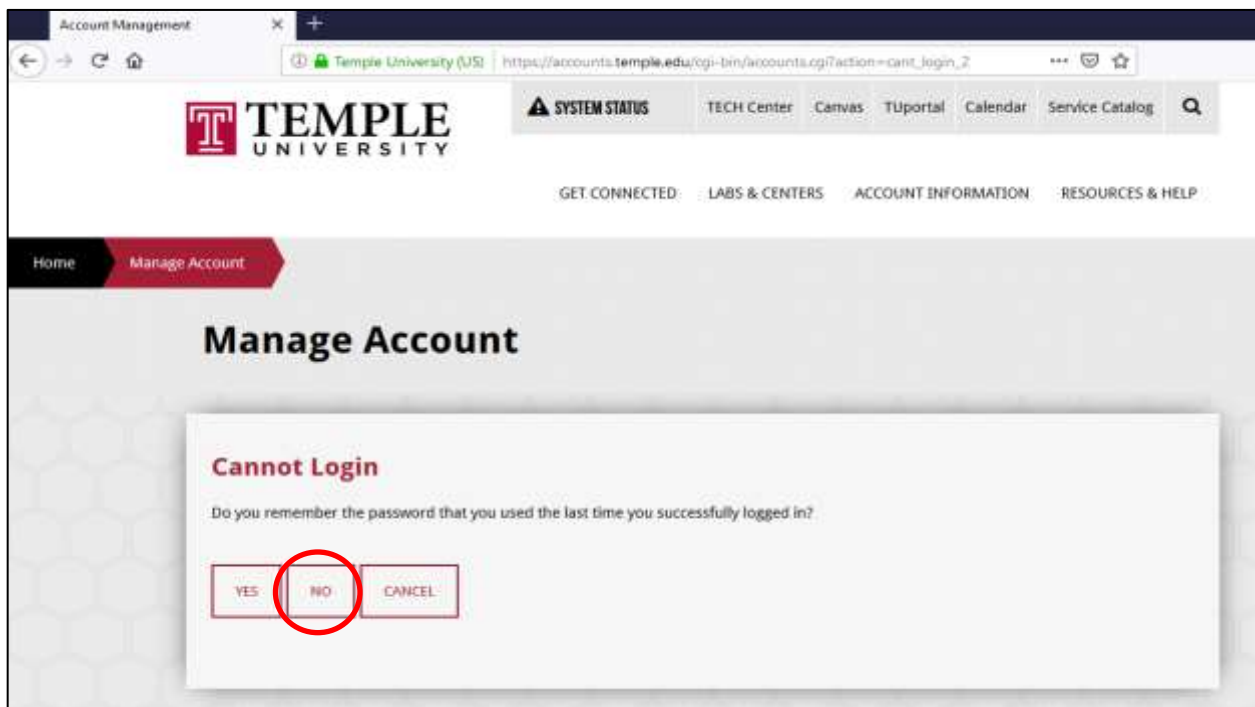




2. Click **Yes** to indicate that you know your AccessNet Username.

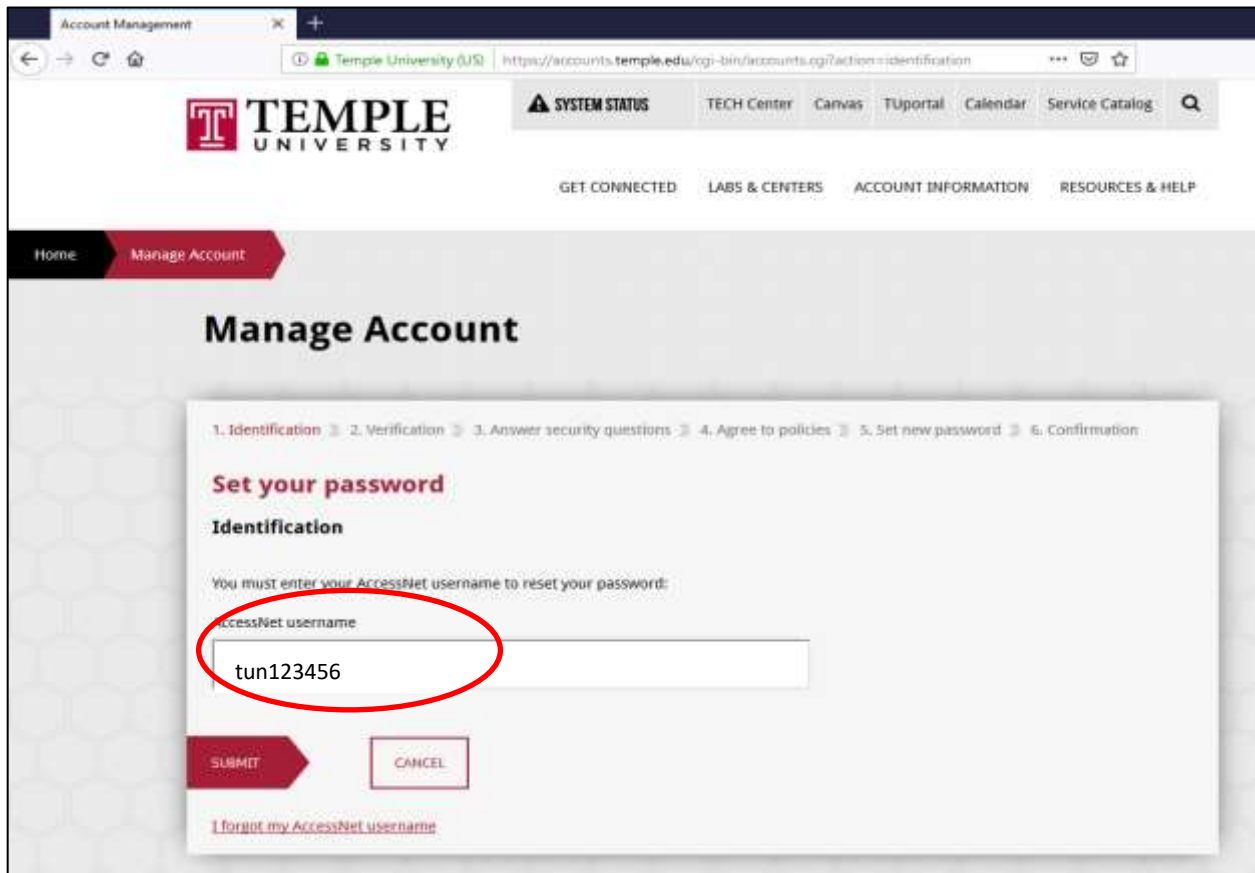


3. Click **No** to indicate that you do not remember your AccessNet Password.





4. Enter your AccessNet Username, then click **Submit**.



The screenshot shows a web browser window with the URL <https://accounts.temple.edu/cgi-bin/accounts.cgi?action=identification>. The page header includes the Temple University logo and navigation links such as SYSTEM STATUS, TECH Center, Canvas, TUportal, Calendar, and Service Catalog. The main content area is titled "Manage Account" and features a progress bar with steps: 1. Identification (active), 2. Verification, 3. Answer security questions, 4. Agree to policies, 5. Set new password, and 6. Confirmation. Below the progress bar, the heading "Set your password" is followed by the sub-heading "Identification". A message states: "You must enter your AccessNet username to reset your password:". Below this message is a text input field labeled "AccessNet username" containing the text "tun123456". The input field is circled in red. At the bottom of the form, there are two buttons: "SUBMIT" and "CANCEL". A link "[I forgot my AccessNet username](#)" is located at the bottom left of the form.



5. Enter your nine-digit TUID (exactly as it appears in the Temple e-mail you received) and your date of birth. Then click **Submit**.

The screenshot shows a web browser window with the URL <https://accounts.temple.edu/cgi-bin/accounts.cgi?action=verification>. The page header includes the Temple University logo and navigation links such as 'SYSTEM STATUS', 'TECH Center', 'Canvas', 'TUportal', 'Calendar', and 'Service Catalog'. Below the header, there are tabs for 'Home' and 'Manage Account'. The main heading is 'Manage Account'. A progress bar at the top of the form indicates the current step: '2. Verification'. The section is titled 'Set your password' and 'Identity Verification'. A message states: 'You must validate your identity to reset your password:'. There are two input fields: 'Nine-digit TUID' (with a note: 'Located on the bottom right of your OwlCard (Temple Photo ID)') containing the value '987654321', and 'Date of Birth (mm/dd/yyyy)' with three separate input boxes containing '00', '00', and '0000'. At the bottom of the form are 'SUBMIT' and 'CANCEL' buttons.



6. Provide the answers to each of the three security questions that you submitted when you activated your AccessNet account. When you are finished, click **Submit**.
 - a. Remember that you must supply the exact same answers that you submitted when you activated your Temple AccessNet Account. All of the security questions are case-sensitive. So "Erie" is NOT the same as "erie".
 - b. If you have forgotten the answers to your security questions, you can call Temple's Help Desk at (215) 204-8000 for assistance. **When you call, you will need your AccessNet Username, nine-digit TUID, and date of birth.**

Security Questions (Pick one question from each list)

Question 1:
In what hospital were you born? ▼

Answer 1:

Question 2:
From what high school did you graduate? ▼

Answer 2:

Question 3:
In what city were you born? ▼

Answer 3:

SUBMIT CANCEL

supply the exact same answer that you are entering now.

For example, Central High School, Central HS, Central H.S. and Central High are NOT the same.

Make sure to select an answer that you can easily remember, including spelling, punctuation, and spaces.



7. Read and acknowledge Temple's Technology Resource Policies.
 - a. Scroll through the entire User Agreement and read it.
 - b. Click the two checkboxes to acknowledge.
 - c. When you are finished, click **I Agree**.
 - d. If you do not click on **I Agree** and agree to the terms defined, you will NOT be able to access the training. You must accept the terms.

User Affirmation Agreement To Technology Resource Policies

Introduction

To obtain access to Temple University's technology resources, you must acknowledge this agreement indicating that you have read, understand, and accept the statements in this agreement and that you agree to comply with applicable policies and laws governing the use of Temple University's technology resources and the protection of data privacy. This agreement is available [online](#).

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- data/records
- telecommunications devices, voicemail, and fax machines
- cell/smart phones
- video and audio equipment
- e-mail and electronic calendars
- Internet (e.g., the Web) and University network access
- systems access

Temple University reserves the right to revoke your access privileges and/or take other disciplinary action against you if you fail to comply with this agreement or any applicable Temple University policies/guidelines.

As a condition of being granted use of and access to University technology resources, you are required to:

- abide by University policies that govern use of these resources
- protect and maintain the privacy and confidentiality of University information to which you have access
- NOT disclose confidential information except under certain conditions allowed by University policy

Use of Temple University Technology Resources

Acknowledge and Agreement

I agree to comply with University policies, state and federal laws and regulations, as described above, regarding the use of University technology resources and the protection of sensitive data.

I acknowledge that it is a violation of the University Technology Usage Policy for individuals to disclose their own password to anyone. Individuals must safeguard their account and its contents and will be responsible for any misuse. Individuals may not search for, access, copy, or use passwords of others. Individuals may not use Technology Resources to misrepresent themselves as another individual. Violations of this Technology Usage policy may result in: (i) suspension or revocation of an individual's computer account and other computer privileges, (ii) disciplinary action as described in the Student Code of Conduct (copies available from the Student Center or Student Affairs Office), (iii) disciplinary procedures under the relevant policies for faculty, staff, administration, and students, and/or (iv) civil or criminal prosecution under federal and/or state law. **Penalties under such laws may include fines, orders of restitution, and imprisonment.**

I AGREE **I DISAGREE**

Notice

To proceed, check the "Acknowledge and Agreement" boxes and then click "I Agree."



8. Create a new password.
 - a. Verify your AccessNet username as it appears at the top of the page.
 - b. Note the important IT security rules when creating your AccessNet Password. Shorter passwords (8-11 characters) require a greater combination of elements, like lowercase and uppercase letters, digits, and symbols. Longer passwords (20 or more characters) require fewer.
 - c. When you are finished, click **Submit**.

Note: every ten months your password will expire. You will need to establish a new password every ten months.

1. Agree to policies > 2. **Change password** > 3. Confirmation

Change password for **tun123456**

- You cannot reuse your last three passwords.
- Certain dictionary words (e.g. Temple) and your username are prohibited.
- Your password length is up to you, as long as it is at least 8 characters. Requirements vary depending on length:

Length	Requirements
8 to 11:	upper-case, lower-case, numbers, symbols ? 9 A a
12 to 15:	upper-case letters, lower-case letters, numbers 9 A a
16 to 19:	upper-case letters, lower-case letters A a
20 or more:	any combination of US keyboard characters

New Password

Confirm New Password

SUBMIT **CANCEL**

Tech Tips

Use four or more unrelated words, such as *correct horse battery staple*.

Passwords are screened for easily guessed combinations of characters (*123123, abcdef, query, etc.*) and published lists of compromised passwords. If you enter a password that is disallowed, you will need to try a different password.

Your 0 character password must contain:

- lowercase
- uppercase
- digits
- symbols

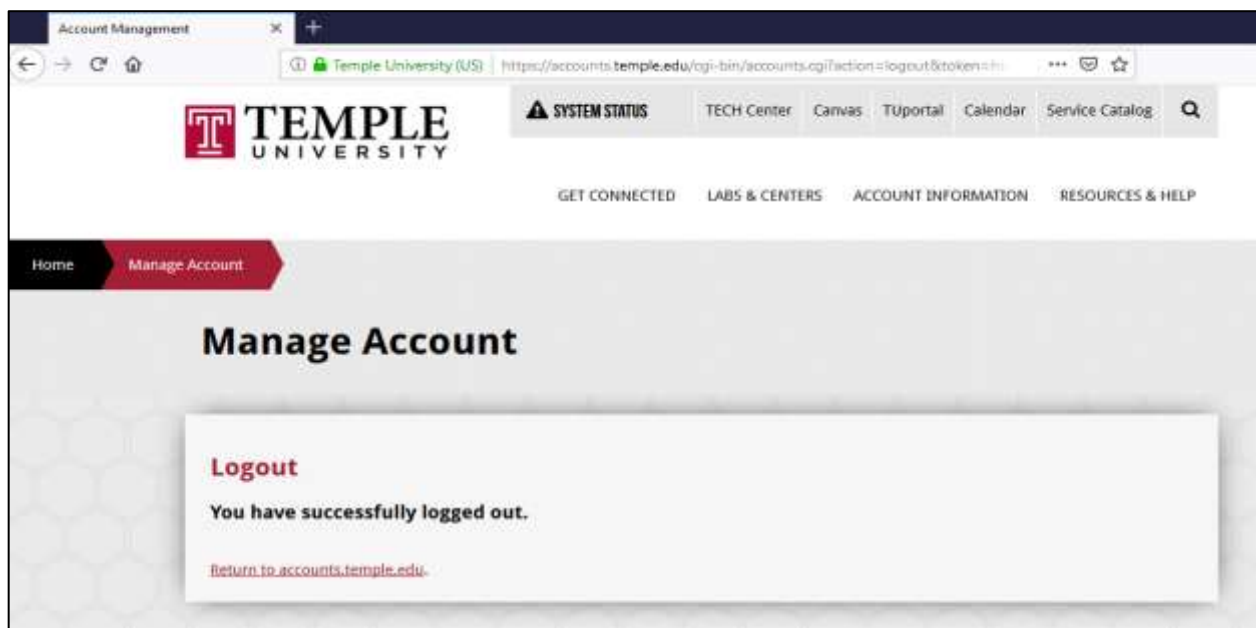
Hint: combine four or more unrelated words



9. Wait for the Confirmation message. When you are finished, click **Exit**.
Note: it may take a few moments for your new AccessNet Password to become available to use in Canvas.



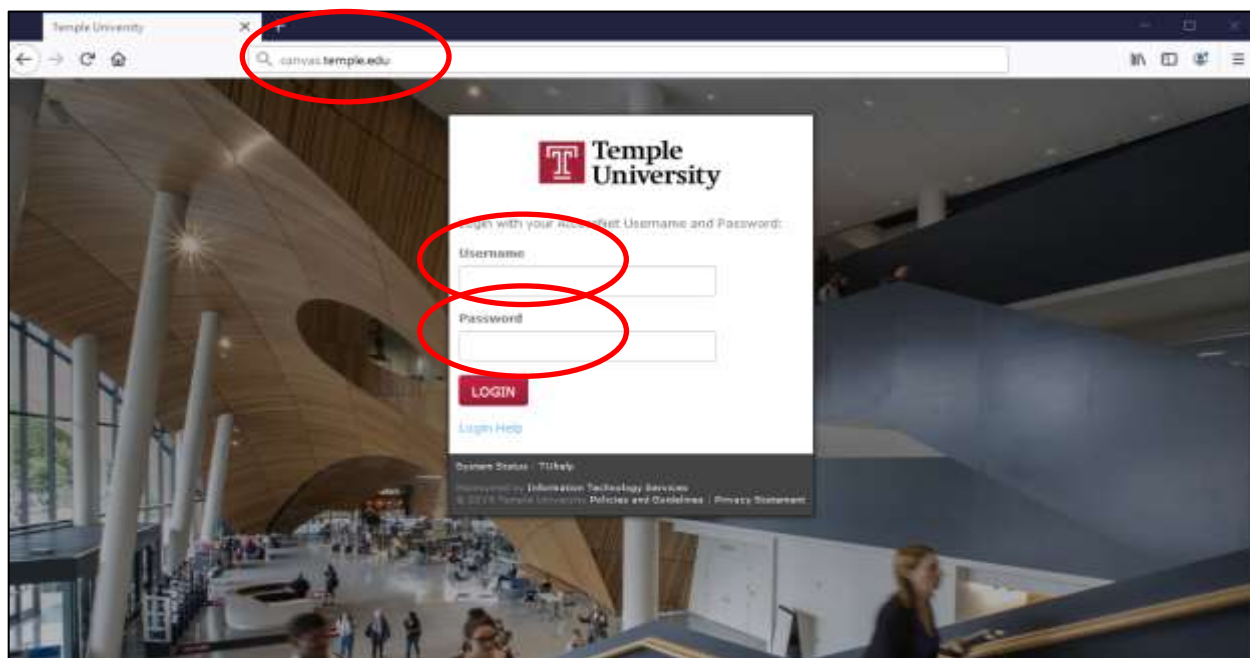
10. Wait for the Successful Logout Message.





11. Go to Temple's Canvas site (canvas.temple.edu). Enter your AccessNet Username and the new Password you created. Click **Login**.

Note: Upon retrieving your Temple AccessNet Password, you must go back to this log-in page. Log back in to make sure your recovered Temple AccessNet Password works and allows you to access Canvas.





Help options

Live Help Options during Business Hours

- **Monday to Friday, 8:00 a.m. – 1:00 p.m.**
Criminal Justice Training Programs Help Desk
Tel: (267) 468-8605
E-mail: cjtp@temple.edu
 - *Note: When calling, you will need the following available: your full name, date of birth, and nine-digit TUID.*
 - *The Help Desk will provide you with a ticket number. You should be sure to make note of your assigned ticket number. If you need to check the status of the call, you will be expected to provide the ticket number.*
- **Nights and Weekends:**
 - Calls & e-mails received by the Criminal Justice Training Programs Help Desk outside of posted business hours (nights & weekends) will be returned within two (2) business days in the order they were received.
- **Official University Holidays:**
The Criminal Justice Training Programs Help Desk and Staff will NOT be available on the following days:
 - New Year's Day
 - Memorial Day
 - Fourth of July
 - Labor Day
 - Thanksgiving & the Day After Thanksgiving
 - Christmas Eve and Christmas Day
- **Sunday to Saturday**
Temple's Main Help Desk
Tel: (215) 204-8000
E-mail: help@temple.edu
Web: <https://tuhelp.temple.edu>
DO NOT use the "Chat" feature to request help.
 - *Note: When calling, you will need the following available: your full name, date of birth, and nine-digit TUID.*
 - *The Help Desk will provide you with a ticket number. You should be sure to make note of your assigned ticket number. If you need to check the status of the call, you will be expected to provide the ticket number.*
- **Important notes:**
 - Night and weekend hours vary by semester and are posted online: <https://its.temple.edu/technical-support>
 - 24-hour System Status Information is posted online: <https://its.temple.edu/system-status>



- *Note: This website provides information on Canvas function. If Temple is having problems with Canvas, or if Canvas is not functioning correctly, this site will provide that information.*

- **Self-Help Options**

- <https://tuhelp.temple.edu>
For help with Canvas, AccessNet Accounts and Password
- <https://accounts.temple.edu>
For help with AccessNet Accounts and Passwords
- <https://its.temple.edu/system-status>
24-hour System Status Information
 - *Note: This website provides information on Canvas function. If Temple is having problems with Canvas, or if Canvas is not functioning correctly, this site will provide that information.*
- You will need the following available when utilizing Self-Help Options: full name, date of birth, and nine-digit TUID.

- **For Constables:**

You can contact Program Staff for any questions regarding liability insurance, training, certification or Keystone Login issues.

- Sherry Leffler
sleffler@pa.gov
(717) 265-8554
- Tracy Beaver
trabeaver@pa.gov
(717) 265-8552
- Nick Hartman
nihartman@pa.gov
717-265-8551

- **For Sheriffs and Deputy Sheriffs:**

You can contact Program Staff for any questions regarding Keystone/SDSIS Login issues. Any issues relating to your employment information/status or class registration should be addressed with your sheriff's office training officer or command staff.

- Donald Numer
dnumer@pa.gov
(717) 265-8555
- Doug Hummel
dohummel@pa.gov
(717) 265-8550



Frequently Asked Questions (FAQs) and Troubleshooting

FAQ #1:

Q: What is an AccessNet Account?

A: To access Temple's Learning Management System, called "Canvas", you need an AccessNet Username and Password. Temple AccessNet is the login page where you provide your Temple AccessNet Username and Password in order to gain access to Canvas.

FAQ #2:

Q: What information will I need to activate my AccessNet Account?

A: The information needed is located in the AccessNet Account activation e-mail you received from Temple. You will be asked to enter your Last Name, Date of Birth, and your nine-digit TUID. If you have not already activated your AccessNet Account, you can do so by going to <https://accounts.temple.edu/> and clicking on the link for "[Activate AccessNet account.](#)"

Constables: You can also find your nine-digit TUID listed in your personal profile page in CCETS (Constables' Certification Education and Training System).

Sheriffs/Deputy Sheriffs: You can also find your nine-digit TUID listed in your personal profile page in SDSIS (Sheriffs & Deputy Sheriffs' Information System).

FAQ #3

Q: What happens if I lose or cannot locate the AccessNet Account activation e-mail needed to activate my AccessNet Account?

A: You should call Temple's Help Desk at 215-204-8000. You will need your full name, date of birth, and nine-digit TUID number when you call.

FAQ #4

Q: When I activate my AccessNet Account, where can I locate my AccessNet Username? (i.e., tun123456)

A: It will be generated & presented on your screen immediately after you activate your AccessNet Account. If you need to look up your AccessNet Username in the future, you can do so by going to <https://accounts.temple.edu/> and clicking on the link for "[I cannot log in.](#)" You will be asked to enter your Last Name and your nine-digit TUID.

FAQ #5

Q: Where can I locate my nine-digit TUID? (i.e., 987654321)

A: It will be located in the AccessNet Account activation e-mail you received from Temple. For Constables: your nine-digit TUID number can also be found in CCETS. For Sheriffs and Deputy Sheriffs: your nine-digit TUID number can be found in SDSIS.



FAQ #6

Q: What happens if I lose or forget my AccessNet Username?

A: You can call Temple's Main Help Desk at 215-204-8000. Or, you can obtain your AccessNet Username by going to <https://accounts.temple.edu/> and clicking on the link for "I [cannot log in.](#)"

* Note: You must have your full name, date of birth, and nine-digit TUID number when calling Temple's Help Desk.

FAQ #7

Q: What happens if I lock myself out of my AccessNet Account?

A: You can call Temple's Main Help Desk at 215-204-8000. Or, you can obtain access to your AccessNet Account by going to <https://accounts.temple.edu/> and clicking on the link for "I [cannot log in.](#)"

* Note: You must have your full name, date of birth, and nine-digit TUID number when calling Temple's Help Desk.

FAQ #8

Q: What information will I need to have available for Temple's Main Help Desk to help me change/reset my AccessNet Password?

A: You will need your nine-digit TUID or your AccessNet Username when you call. The Help Desk will verify your first and last name prior to taking the information about the issue. The Help Desk will provide you with a ticket number. You should be sure to make note of your assigned ticket number. If you need to check the status of the call, you will be expected to provide the ticket number.

FAQ #9

Q: Does my AccessNet Password ever expire?

A: Yes, for IT security purposes you will be required to reset your AccessNet Password approximately every ten months. You will receive e-mail reminders from Temple as the deadline approaches. Until you reset your password, you will not be able to Access Canvas. To reset your AccessNet Password (even if the deadline has passed), you can go to <https://accounts.temple.edu/> using your AccessNet Username and current Password.

* Note: If you activate your Temple AccessNet Account in January, and then try to access Canvas in October you will be required to reset your AccessNet Password because over ten months has passed.

FAQ #10

Q: How can I check on the system status of Temple's network and Canvas?

A: For 24-hour system status information, you can go to <https://its.temple.edu/system-status>



FAQ #11

Q: How do I access Canvas in order to take the training course(s)?

A: To access Canvas, type in your web browser <https://canvas.temple.edu/> Then, enter your AccessNet Username and Password to log in to Canvas.

FAQ #12

Q: What are the minimum web browser requirements necessary for Canvas?

A: Canvas supports the following web browser minimums:

Chrome 86 and 87 (Windows & Macintosh)

Firefox 83 and 84 (Windows & Macintosh)

Microsoft Edge 86 and 87 (Windows only)

Safari 13 and 14 (Macintosh only)

FAQ #13

Q: Okay, I'm logged into Canvas, how do I begin the training course(s)?

A: After logging into Canvas using your Accessnet Username and Password, look for the "Tile" icon(s) with the name(s) of the training course(s) in which you are enrolled. Click on the "Tile" icon to enter the course. Then click the "Start Here" button in the middle of the screen, underneath the course title.

FAQ #14

Q: How do I move to the next item in a module?

A: Click the 'Next' button at the bottom right of the page. If you're not able to see the next item, it means you haven't fully completed the previous item. You might need to submit your answers to a knowledge check or quiz, or you might need to click the "Mark as done" button on a reading.

FAQ #15

Q: If I exit the training in the middle of a video, will I be able to pick up where I left off when I return?

A: It is STRONGLY suggested that all videos be watched from beginning to end. If a user leaves training in the middle of a presentation, when they return to the training they will need to start from the beginning of the video that they had got to. The course content is divided into lots of short videos, readings, knowledge checks, and activities: you do not have to complete all of these in one go.

FAQ #16

Q: Do I have to complete the entire training in one session?

A: No. The training is divided into lots of short videos, readings, knowledge checks, and activities. You will work through these in order. At any time, you can log out, and when you log back in, you will be able to pick up where you left off. The only thing to be aware of is that if you leave in the middle of a video, when you log back into the training you will need to start that video again from the beginning.



FAQ #17

Q: I am not hearing the audio. What is the best way to get my audio to play?

A: The best way to remedy the issue is to close the browser, reopen the browser. It may be caused by a problem with internet connectivity. You should also check to make sure that your headphones are fully plugged in or connected.

FAQ #18

Q: When I watch the videos, the video controls stay over the top of the screen. How do I fix this?

A: After you've pressed play, make sure you move your mouse away from the video. If your mouse cursor remains over the top of the video, the controls will stay up.

FAQ #19

Q: Some of these activities ask quite personal questions. Are my answers used to assess me?

A: The only item used to assess you is the Final Examination for each subject. The questions asked during activities like self-reflection exercises are not used to assess your understanding or you as a person: they are designed to give you the opportunity to apply the content of the course to yourself and your work as a constable or as a deputy sheriff.