

“New procedures for logging into Canvas”

We apologize for the short notice, but the goal was to make Canvas available as rapidly as possible during this current internet service interruption and make Canvas less susceptible under future service interruptions. This will be the permanent method for logging into Canvas going forward.

In order to make the Canvas learning management system more reliable when there are Internet service interruptions, a new login procedure is being implemented effective immediately.

The new procedure is:

1. Go to: **shoreline.instructure.com**
2. You will see a new login screen (as shown above)
3. Enter your full college email address as your user name
4. If prompted for what kind of account this is, choose “Work or School Account”
5. Enter your Shoreline email password
6. You are now logged into Canvas

If you have trouble logging into Canvas

1. Reactivate your network account at <http://www.shoreline.edu/email>.
You must complete this process Steps 1 - 7, including clicking "Make this my new password" in order for the account to be activated.
2. Wait three minutes before the next step
3. Go to <http://shoreline.instructure.com>
4. Enter your full Shoreline email address as your username
5. If asked what type of account, select Home or Work account
6. Enter your Shoreline password (from when you activated your account) as password
7. This should log you into Canvas

If you have trouble using the Canvas mobile App

1. Uninstall and reinstall the app
2. When you open the app and it asks you to find your school:
 - a. **DON'T** select basic Shoreline Community College
 - b. **DO** enter **shoreline.instructure.com** which will direct you to the correct link.
3. Enter your username and password as above

Thanks, eLearning and TSS staff

