CANVAS SUPPORT
FREQUENTLY ASKED QUESTIONS

1. **Registration Information:**
   Inquiries regarding registration should be directed to mySDCCD. OR call your helpline:
   
   **Helpline:**
   - City College: 619-388-3200
   - Mesa College: 619-388-2600
   - Miramar College: 619-388-7300

2. **What online courses are offered?**
   Each semester the online course offerings change. Check out the Class Schedule for the current course offerings.

3. **How do I login to Canvas?**
   Login Canvas: [https://sdccd.instructure.com](https://sdccd.instructure.com)
   
   Upon completion of registration, you will receive an email with course login instructions a few days before the course starts. You may not until the first day of class.
   
   Type your **Username** = 10-digit College Student Identification (ID number)
   Type your **Password** = mmddyyyy (birthdate with no hyphens, slashes or spaces)
   
   for example: 0009010101 (ID number used at registration)
               06031980 (password for birthdate June 3, 1980)

   Returning online students, use your current password.

4. **How can I get help with Canvas?**
   For technical assistance, our helpdesk staffs are standing by 24/7 to assist you.
   Call toll-free (844) 612-7421 or email: support@instructure.com

5. **How to navigate a course and an overview of Canvas tools?**
   **Video Tutorial**
   This video tutorial will take you through a sample course on Canvas. Students get basic navigation instructions inside a Canvas course and an overview of the Canvas tools that are commonly used in online courses.
6. **How does Canvas work?**  
   We have several tutorials for students getting started with Canvas. Check out our [Online Student Tutorial page](#).

7. **Is online learning for me?**  
   Good question! To find out if you're ready to be an online student, you can take the [Quest for Online Success Learning Readiness Assessment](#). The Smarter Measure quiz will help you prepare yourself for what to expect as an online student.
   
   - [City Students: Quest for online success](#)
   - [Mesa Students: Quest for online success](#)
   - [Miramar Students: Quest for online success](#)

8. **What kind of computer do I need?**  
   To find out the computer and system requirements to successfully use the programs necessary for online learning, visit the [Browser Tune-up and Technical Requirements page](#).

9. **Where do I purchase books?**  
   The District bookstore is available online at the [Bookstore Website](#):