



# Open Canvas Sub-Account Admin Policy Manual

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## Introduction

Open Canvas for Penn Learners is the public instance of Canvas for continuing education, special programs, and conferences. It is used to connect Penn faculty and staff to external stakeholders in the surrounding Philadelphia community.

Users do not need a PennKey or PennID to obtain access to this instance of Canvas, only a valid email address. In addition, this instance of Canvas is not connected to Penn Canvas, therefore no information is carried over, or “shared” between the two instances.

There are two ways to login to Open Canvas for Penn Learners, either via PennPath or via All Other Users (email-based).

It is free to host a course in Open Canvas for Penn Learners, and there is an unlimited amount of courses that can be created.

This user policy manual includes information on privacy policies, tools available, training available, basic troubleshooting.

## Privacy & Data Policies<sup>1</sup>

The University of Pennsylvania provides access to services and information online in a manner that respects and protects your privacy. This statement describes our information-collection practices and explains how we use and protect your personal information.

The Trustees of the University of Pennsylvania, on behalf of the University of Pennsylvania, Penn Medicine, and other entities owned or controlled by the Trustees (“Penn”) wants you to be familiar with how we collect, use and disclose information. This Privacy Policy describes our practices in connection with information that we collect:

- Through websites operated by us from which you are accessing this Privacy Policy (the “**Websites**”),
- Through the software applications made available by us for use on or through computers and mobile devices (the “**Apps**”),
- Through our social media pages and apps located at (collectively, our “**Social Media Pages**”)
- Through HTML-formatted email messages that we send to you that link to this Privacy Policy
- Through offline activities as detailed in this policy

Collectively, we refer to the Websites, the Apps and our Social Media Pages as the “**Services**”.

Learners in the Open Canvas instance of Canvas should review the [Privacy Policy](#) in its entirety established by the University of Pennsylvania Office of Audit, Compliance, and Privacy. The Privacy Policy describes the University of Pennsylvania’s information-collection practices, and explains how your personal information is used and protected.

In addition, learners should review:

- [Acceptable Use Policy on Electronic Resources](#) established by Penn Information Systems and Computing (ISC).
- [Privacy in Electronic Environment Policy](#)
- [Confidentiality of Student Records](#) (for users under the protection of [FERPA](#))

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<sup>1</sup> From the University of Penn Office of Audit Compliance, and Privacy.

### Personal Information (access, changing, deletion)

To the extent these rights are provided to you by applicable law, if you would like to request to review, correct, update, suppress, restrict or delete personal information that you have previously provided to us, object to the processing of Personal Information, or if you would like to request to receive an electronic copy of your Personal Information for purposes of transmitting it to another entity, please contact the Penn Office of Audit, Compliance, and Privacy at [privacy@upenn.edu](mailto:privacy@upenn.edu).

We will respond to your request consistent with applicable law, and under the advice of the Penn Office of Audit, Compliance, and Privacy.

## Login Assistance

If learners need help logging in, they should contact their local support provider based upon their program, and login type. When contacting support, please identify yourself by full name, program registered for, and the email address used to register for the program. If applicable, attach any screenshots of errors you encounter while attempting to access Open Canvas for Penn Learners.

### PennPath Login:

- Purchased/registered for a course through the Online Learning Platform, please email: [onlinelearning@upenn.edu](mailto:onlinelearning@upenn.edu) for help with your account.
- Purchased a course from Medical Ethics and Health Policy, please email: [MEHPonline@penmedicine.upenn.edu](mailto:MEHPonline@penmedicine.upenn.edu)
- Purchased a course from the Graduate School of Education Center for Professional Learning, please email: [ProfessionalLearning@gse.upenn.edu](mailto:ProfessionalLearning@gse.upenn.edu)

### All Other Users Login:

- Please email: [lib-opencanvas@pobox.upenn.edu](mailto:lib-opencanvas@pobox.upenn.edu) for help

## Creating New Accounts

Please do not have learners create a new PennPath account unless explicitly instructed to do so. Creating a new account does not link to the old account, and created unnecessary duplicates in the Open Canvas system.

If you are interested in batch creating email-based accounts, or an individual account, please email: [lib-opencanvas@pobox.upenn.edu](mailto:lib-opencanvas@pobox.upenn.edu) with your inquiry.

### Batch-Creating Accounts:

#### PennPath:

If you would like to batch load PennPath accounts into a course, please go to <http://opencanvas.upenn.domains/course-request-form/> and fill out the form to set up a meeting to coordinate logistics.

#### All Other Users:

If you would like to batch load users via email-based accounts, please go to <http://opencanvas.upenn.domains/course-request-form/> and fill out the form to set up a meeting to coordinate logistics.

After the meeting, you'll be added to various Penn Box folders, such as 'Input,' 'Results,' and 'Completed,' which .csv's will be submitted to complete the enrollment. There is a README file available, in addition to 'Templates' so all necessary information can be submitted for enrollment. More information about this process will be discussed during the meeting.

## Open Canvas Admins Policy Enrolled in Courses

In Open Canvas, a user with root or sub-account administrator access can have excessive permissions or encounter strange behavior when they are also enrolled in courses as a student.

To prevent this issue, we are proposing the solutions below:

Potential Solution	Benefits	Drawbacks
<b>Option #1:</b> Remove the user's admin role for the duration of their enrollment in a program/course. A course-level role also might work as a substitute for the period of their student enrollment.	<ul style="list-style-type: none"> <li>• Would be the easiest solution and we are not sure how many admins actively use/need their privileges.</li> </ul>	<ul style="list-style-type: none"> <li>• May not be feasible for a long-running program.</li> </ul>
<b>Option #2:</b> If the program enrolls through the <a href="#">Online Learning Platform</a> or Learning Stream, the user should create a PennPath login (using a non-Penn email address).	<ul style="list-style-type: none"> <li>• Would keep their admin and student activities separate with their Penn email.</li> </ul>	<ul style="list-style-type: none"> <li>• Would create duplicate accounts for the same user.</li> <li>• Maintain notices to not merge accounts during quarterly audits.</li> </ul>
<b>Option #3:</b> If the program manually enrolls, we will create an email based account for them using a non-Penn email address.	<ul style="list-style-type: none"> <li>• Would keep their admin and student activities separate.</li> </ul>	<ul style="list-style-type: none"> <li>• Would create duplicate accounts for the same user.</li> <li>• Maintain notices to not merge accounts during quarterly audits.</li> </ul>

For all requests, we would start with Option #1. If that is not feasible we would move to Options #2 or #3 based on how the program/course enrollments happen.

For more information, or clarification, please email [lib-opencanvas@pobox.upenn.edu](mailto:lib-opencanvas@pobox.upenn.edu)

## Open Canvas Assistance & Training

If you need help with troubleshooting an issue within Open Canvas related, please email: [lib-opencanvas@pobox.upenn.edu](mailto:lib-opencanvas@pobox.upenn.edu) with your request. All inquiries will be answered the next business day between the hours of 7 AM – 5 PM Eastern Standard Time. Please provide as much information as possible, including screenshots with your message/request.

Training is also offered for Open Canvas for Penn Learners. This training can be tailored for a specific audience upon request (Instructor-focused, learner-focused, Teaching Assistant-focused, etc.) If you would like to schedule training for your program using Open Canvas, please email [lib-opencanvas@pobox.upenn.edu](mailto:lib-opencanvas@pobox.upenn.edu) with your request.

### **Instructure (Vendor) Chat**

Our vendor (Instructure) offers a 24/7 chat function found on the login page of Open Canvas for Penn Learners. This chat can help with basic Open Canvas functionality. They cannot reset passwords, or troubleshoot login issues.

Instructure has very limited access to Open Canvas for Penn Learners, we have a customized instance of Canvas that can only be manipulated by account admins and sub-account admins.

## Browser & Computer Requirements

### Supported Browsers

Instructure products support the current and previous major releases of the following browsers:

- **Chrome** 101 and 102
- **Firefox** 100 and 101 ([Extended Releases](#) are not supported\*)
- **Edge** 101 and 102
- **Respondus Lockdown Browser** (supporting the latest [system requirements](#))
- **Safari** 14 and 15 (Macintosh only)

Users can verify that the browser you are currently using is up to date by using the browser checker tool in on the [Instructure Community Website](#).

### Computer Specifications

For best performance, access Instructure products with a computer that supports the most recent browser versions. It is recommended to use a computer five years old or newer with at least 1GB of RAM.

### Operating System

Instructure products require an operating system that can run the latest compatible web browsers. Your computer operating system should be kept up to date with the latest recommended security updates and upgrades.

### Internet Speed

Along with compatibility and web standards, Instructure products have been carefully crafted to accommodate low bandwidth environments.

It is recommended to have a minimum Internet speed of 512 kbps.

It is recommended that learners check their internet speeds using this website:

<https://www.speedtest.net/>

## Open Canvas on Mobile Devices

### Canvas Student App

- From the Canvas Student app, click Find my school and type in **UPenn Canvas Online Learning**.
- You will then be directed to the log in page where you can select either PennPath or Other Users.
- Log in the same way when using an internet browser.

The Canvas mobile apps require Android 8.0 or later and iOS 14.0 or later. Canvas offers limited support for native mobile browsers on tablet devices. For additional details, please reference the [limited-support mobile browser guidelines](#).

### Mobile Browsers

Visit the Apple store or the Play store to download mobile browsers. The following major browsers are compatible with mobile devices:

#### iOS

- Safari (default browser with limited Canvas support)
- Chrome
- Android

#### Chrome (default browser with limited Canvas support)\*

- Internet
- Firefox
- \*Android default browser varies per mobile device.

## Available Tools in Open Canvas

The built-in Canvas tools available in Open Canvas are:

- Modules
- Pages & Files
- Announcements
- Assignments
- Quizzes (New and Classic)
- Attendance
- BigBlueButton (video conferencing)
- Collaborations (connect to Google Drive)
- Outcomes

The LTI tools available in Open Canvas:

- Panopto
- Study.net<sup>2</sup>

Poll Everywhere (paid version) can be used in this instance of Canvas, but it cannot be used for attendance or grades since it is not integrated with this Canvas environment. It is possible to make a portion of the Poll mandatory for learners to enter their information, if you'd like to track progress. In addition, the integrated Canvas option is not available in this instance.

### Requesting/Adding New LTI Tools in Open Canvas

If your program is interested in integrating new tools in Open Canvas, please:

- [Review the LTI Policy for Canvas](#)
- Fill out the [LTI Request Form](#)
- Have the vendor submit a VSTAR (required)
- VPAT is strongly recommended, but not mandatory
- Contact the Courseware Team at [canvas@pobox.upenn.edu](mailto:canvas@pobox.upenn.edu) as soon as possible.

**Do not attempt to install a new LTI without contacting the Courseware Team first.**

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<sup>2</sup> Study.net is only available for the Health Care Innovation and Ethics and Policy Online program in Open Canvas.