

# Canvas: External Examiner Access

## Background

This guide is intended for External Examiners for the University of Manchester (UoM). It explains how External Examiners gain access to course units within UoM's Canvas. Canvas is the University's new central Virtual Learning environment. If you have any questions about how to access specific pieces of content within a course unit on Canvas, please speak with a School/Assessment administrator.

This guide explains how External Examiners can do the following:

- Complete IT account signup – Activating your IT Account **Page 2**
- Recovering an IT account you have had previously **Page 3**
- Complete 2-Factor Authentication (2FA) setup **Page 4**
- Access the Canvas, using 2FA **Page 6**
- Access individual course units in Canvas **Page 8**

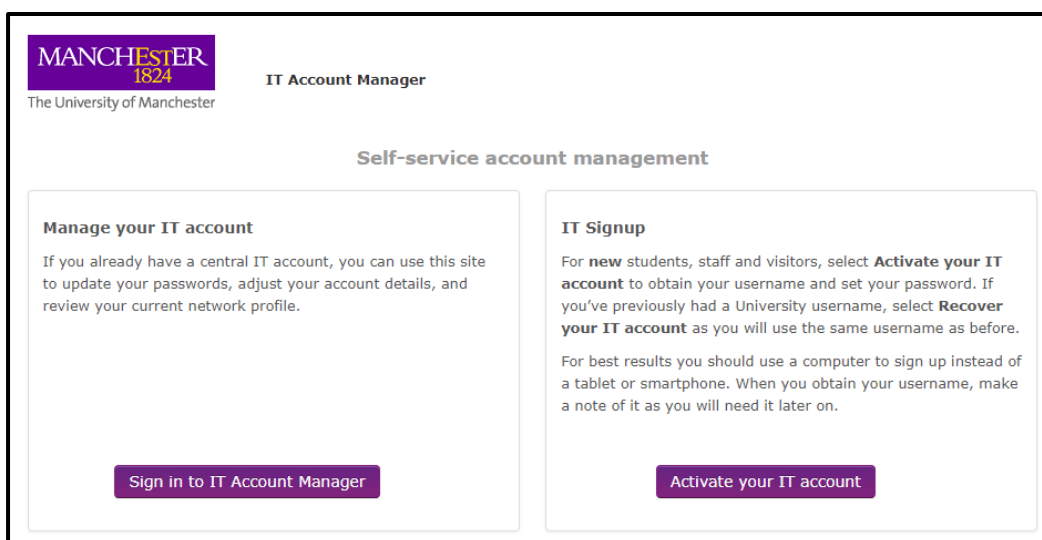
## IT Account Signup

In order to access any UoM IT system, including Canvas, you will need to complete the IT Signup process.

Step 1: To begin the setup process, type the following URL into your browser:

<http://iam.manchester.ac.uk>

You will then see the following entry screen:



The screenshot shows the 'IT Account Manager' page for The University of Manchester. The page title is 'Self-service account management'. It is divided into two main sections:

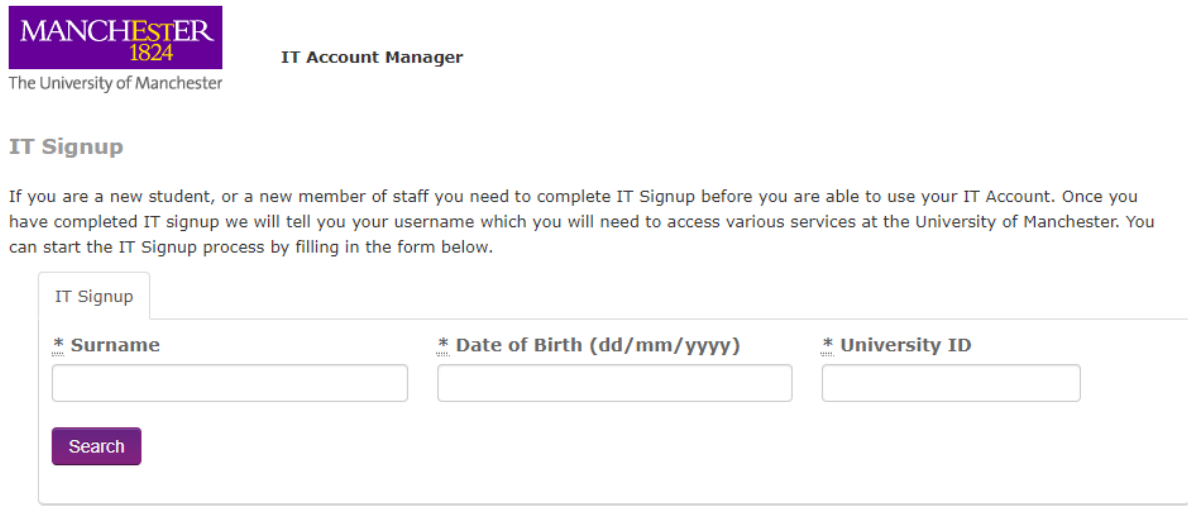
- Manage your IT account:** This section is for users who already have a central IT account. It allows them to update passwords, adjust account details, and review their network profile. A purple button labeled 'Sign in to IT Account Manager' is located at the bottom of this section.
- IT Signup:** This section is for new students, staff, and visitors. It instructs them to select 'Activate your IT account' to obtain a username and password, or 'Recover your IT account' if they have a previous University username. It also advises using a computer for the best results and taking a note of the username. A purple button labeled 'Activate your IT account' is located at the bottom of this section.

Depending on whether you have used an IT account at UoM before or not will dictate your next steps.

## Activating Your New IT Account

If you have never had a UoM IT account, click on 'Activate your IT account' within the <http://iam.manchester.ac.uk> webpage

**Step 2:** You will be asked to enter your surname, date of birth (**in the format DD/MM/YYYY**) and University ID number (which is the 7 or 8-digit number that was sent to you by the Teaching and Learning Delivery Office in your Acknowledgement of Offer of Engagement letter).



The screenshot shows the 'IT Account Manager' interface for 'The University of Manchester'. It features the university's logo and the text 'IT Account Manager'. Below this is a section titled 'IT Signup' with a brief instruction: 'If you are a new student, or a new member of staff you need to complete IT Signup before you are able to use your IT Account. Once you have completed IT signup we will tell you your username which you will need to access various services at the University of Manchester. You can start the IT Signup process by filling in the form below.' The form itself is titled 'IT Signup' and contains three input fields: '\* Surname', '\* Date of Birth (dd/mm/yyyy)', and '\* University ID'. Each field has a small asterisk icon above it. A purple 'Search' button is located below the first field.

**Step 3:** After the system has located your account, follow the remaining on-screen instructions to complete the set-up process

Once you have completed the set-up process you will be given an 8 digit username consisting of letters and numbers. This will be your username to access all IT services.

**Following set up of your IT Account we recommend you also sign up for Duo 2-factor authentication at the same time. You will be required to use 2FA to log in to software such as Canvas. You will need to log into the IT Account Manager with the username you have generated, so this step must be completed first. Please refer to the page 4 for instructions on setting up 2-factor authentication.**

**If you encounter any problems with IT signup, please contact IT Services on +44 (0)161 306 5544.**

## Recovering Your IT Account

If you have already activated your UoM IT account, but cannot remember your username/password, you can use the Account Recovery option at the same URL - <http://iam.manchester.ac.uk>



IT Account Manager

### Account Recovery Service

If you have forgotten your username or password, please use one of the three account recovery options below.

#### Option 1: Recover using your personal email address

If you already have registered your personal email address enter it here for a recovery email to be sent to you.

##### \* Recovery email address

Email Me

There are 3 ways your account can be recovered:

- by entering your email address
  - by entering your University details - Last Name / Date of Birth / University ID Number (the 7 or 8-digit number that was sent to you by the Teaching and Learning Delivery Office)
  - by entering a token provided by IT support or that you have requested using email recovery.
- After the system has located your account, you will have the opportunity to update your password and retrieve your username

**If you encounter any issues retrieving your IT account, please contact IT services on +44 (0)161 306 5544**

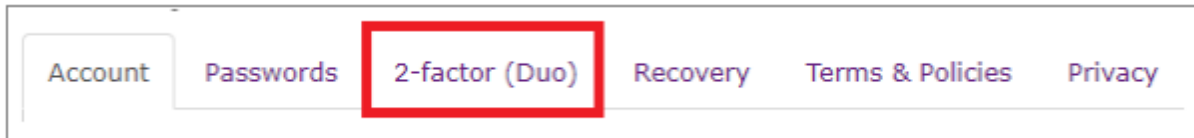
**Following recovery of your IT Account we recommend you also sign up for Duo 2-factor authentication if you have not done this previously. You will be required to use 2FA to log in to software such as Canvas. You will need to log into the IT Account Manager with the username you have generated, so this step must be completed first. Please refer to the page 4 for instructions on setting up 2-factor authentication.**

If you have any further queries please email [External.Examiners@manchester.ac.uk](mailto:External.Examiners@manchester.ac.uk)

## Setting up 2-Factor Authentication (Duo).

**Step 1:** Go to <http://iam.manchester.ac.uk> and sign in using your University username and password. If you are yet to set up your IT account, which will generate your username, please refer to the section above for how to do this.

**Step 2:** Select the '2-factor (Duo)' tab.

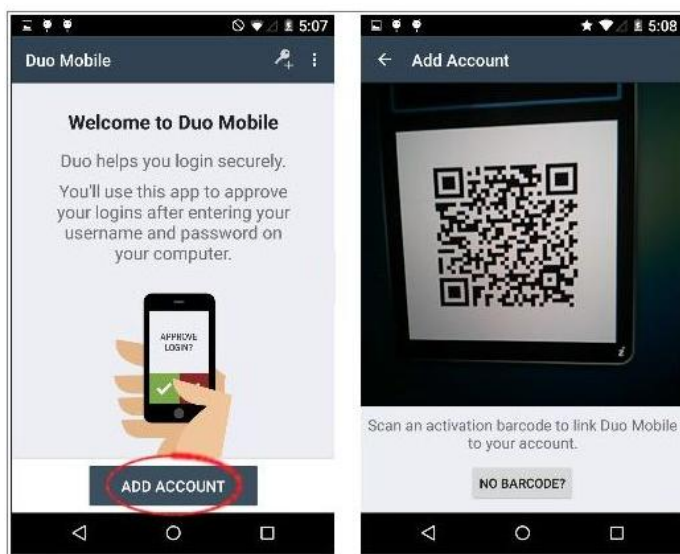


**Step 3:** Select 'Start Setup'

**Step 4:** Select your device from the list, and follow the Duo enrolment instructions. We suggest you use your smartphone and use the Duo app for the easiest way to access University of Manchester systems. The app can even generate a code that you can use to log in when you do not have mobile signal to receive the standard 'push prompt'.



**Note:** Please allow the camera access on your smartphone when prompted. It will be used only to scan the QR code to complete installation and will not be used by the Duo app after that.



**Note:** If you cannot access the App Store/Google Play Store on your phone, please note you can download the Duo App directly from the Duo website.

In some countries and on some mobile handsets the Google Play store can be unavailable – meaning that downloading the Duo App becomes difficult. In this situation the Duo App can be downloaded directly from the Duo website. The App is known as ‘Duo Mobile APK’.

Please set your phone to ‘allow apps from unknown sources’ before installing the Duo Mobile APK. In **Settings > Security Settings** install the APK.

Once installed secure your device again by disabling ‘allow apps from unknown sources’. Please see the [DUO site for up-to-date download links](#)

**Note:** If you have an Android device running an older operating system than Android 8, you will need to check the [Duo site for more assistance](#).

**Note:** If you have an iPhone with an older OS than iOS13, you will not be able to install DUO on your device via the Apple store. Please use the [Duo site for help on how to get the Duo mobile app on your device](#).

**If you don’t have a smartphone, or you have specific needs that aren’t catered for, please contact the [IT Support Centre](#) by calling 0161 306 5544.**

## Accessing Canvas

To ensure that you can access the tools and features in UoM's Canvas environment successfully, it is recommended that you use as current a browser as possible. Canvas does support Internet Explorer, Firefox, Chrome and Safari. If you would like more specific information about operating system and browser compatibility for Canvas, please refer to the following [Canvas basic guide](#).

**Step 1:** To access the University of Manchester's Canvas environment, type the following URL into your browser: <https://canvas.manchester.ac.uk/>

**Step 2:** You will then be prompted to enter your University of Manchester email address and password. The login screen will look like below examples. You will have received your username, email address and **set your password** as part of the IT signup process. Your UoM email address will follow this format: [firstname.lastname@manchester.ac.uk](#).

If you have forgotten these details, please refer to the section above on recovering your IT account.



### Sign in

someone@example.com

[Can't access your account?](#)

Back

Next

Sign in with your University account

Password

Keep me signed in

Sign in

Back

\* For Office 365, enter your email address, e.g.:

**Undergraduate students:**

firstname.lastname@student.manchester.ac.uk

**Postgraduate students:**

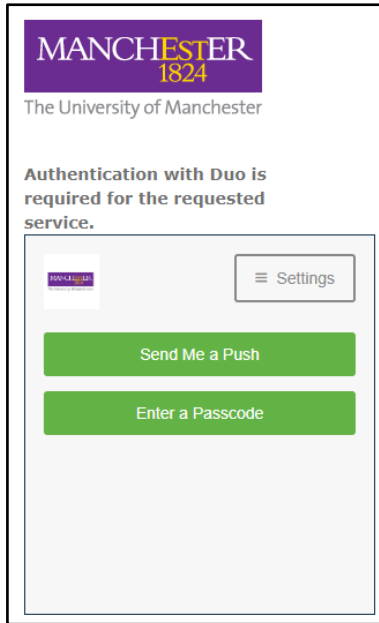
firstname.lastname@postgrad.manchester.ac.uk

**Staff:**

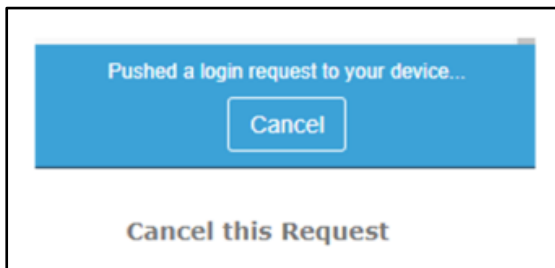
firstname.lastname@manchester.ac.uk

This is the University of Manchester's sign in page for Office 365. By using this service you agree to abide by The University of Manchester's [IT policies and guidelines](#).

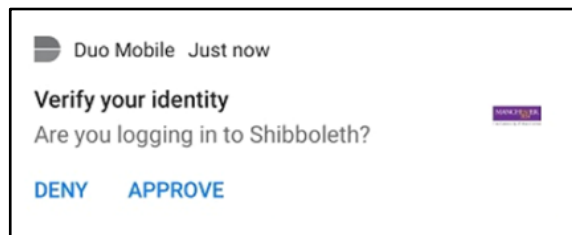
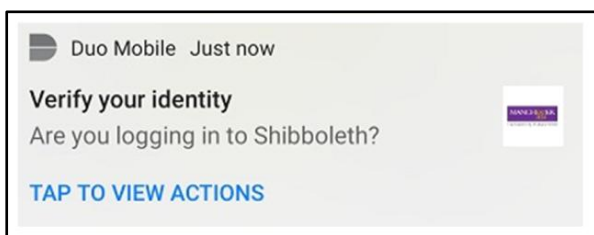
**Step 3:** Complete 2 Factor Authentication using Duo. In most cases the system will automatically send a push notification to your smartphone asking you to confirm the 2FA prompt.



The box on the screen will notify you that a push has been sent to your device.



On your 2FA device you will receive a push notification, which you can tap and approve as shown.



**Note:** Screenshots showcase the notifications delivered on an Android device, but other smartphones and tablets will look similar.

You will then be logged in, and land on the Canvas dashboard page.

## **Accessing Individual Course Units in Canvas**

From the main screen, you will see a list of all the course units to which you have been given access as an External Examiner.

For guidance on accessing assessed activity within individual course units (e.g. blogs, wikis, quizzes, online submissions via Turnitin, etc.), please refer to the instructions provided to you **by the School.**