

Canvas Catalog – Support Guide

Canvas Catalog is the University of Manchester's online course discovery and enrolment platform, providing access to a range of learning opportunities from across the institution. The webpage you have arrived on will have its own unique web address, as it forms part of the University's wider course catalogue.

This support document is only applicable to users without a University of Manchester IT account. For example, these are users without one of the following email domains associated with their account:

- @manchester.ac.uk
- @student.manchester.ac.uk
- @postgrad.manchester.ac.uk

This support document covers (select to jump to correct page):

1. [Course Listing Queries](#)
2. [Setting up Multi-Factor Authentication \(MFA\)](#)
3. [Resetting your Canvas password](#)
4. [Further Support](#)

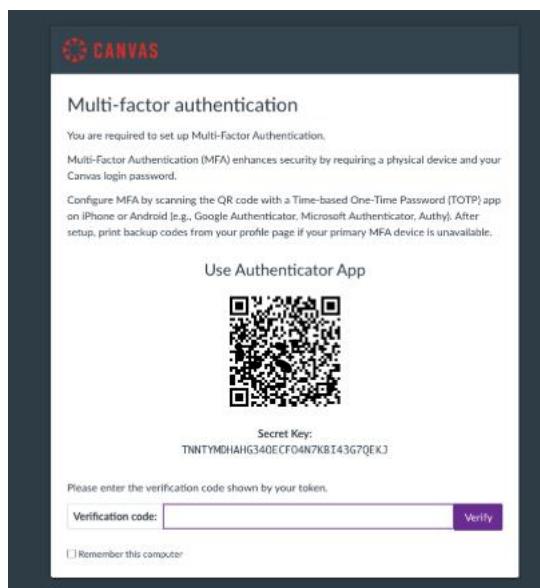
1. Course Listing Query

If you have a query about a course listing, please contact the email address provided within that listing so your question reaches the right team, and you receive a response as soon as possible.

2. Setting up Multi-Factor Authentication (MFA) in Canvas

Overview

When you first log in to Canvas, you will be prompted to set up multi-factor authentication (MFA). MFA enhances security by requiring both your Canvas password and a physical device (such as your phone) to verify your identity. This setup is mandatory for all new logins. See image below for reference:



Initial Setup

1. Create an Account – You will be prompted to create an account upon enrolling for a course.
2. Log in to Canvas – After setting your password, you will see the MFA setup screen.
3. Scan the QR code – Use a *time-based one-time password (TOTP)* app such as:
 - a. Google Authenticator
 - b. Microsoft Authenticator
 - c. Authy
4. Enter the verification code from your MFA app to complete setup.
5. Print your backup codes – Once setup is complete, follow the instructions below to save backup access in case your device is unavailable.

Backup Codes

If your MFA device is unavailable, you can log in using backup codes.

To view or print backup codes:

1. In Canvas, select Account from the main menu.
2. Go to Settings.
3. Under Multi-Factor Authentication, select View Backup Codes (opens in a new window).
4. Print and store them securely (e.g., in your wallet).
5. You can regenerate these codes at any time from the same menu.

Reconfiguring MFA

If you need to change your MFA device:

1. Go to Account → Settings.
2. Under Multi-Factor Authentication, select Reconfigure and follow the setup steps again. See below for context:



Joe Bloggs > Settings

Joe Bloggs's Settings

Notifications

Profile

Files

Settings

Explore Blue

Folio

QR for Mobile Login

Global announcements

Full name: Joe Bloggs
This name will be used for grading.

Display name: Joe Bloggs
People will see this name in discussions, messages and comments.

Sortable name: Bloggs, Joe
This name appears in sorted lists.

Pronoun: None
This pronoun will appear after your name when enabled

Language: System default (English (United Kingdom))

Time Zone: London

Maintenance windows: 1st and 3rd Thursday of the month from 1:05 to 3:05 (Thursday from 0:05 to 2:05 UTC)

Ways to contact

Email addresses

Test74.Canvas@man... ★

Other contacts

Type

Multi-Factor Authentication Backup Codes

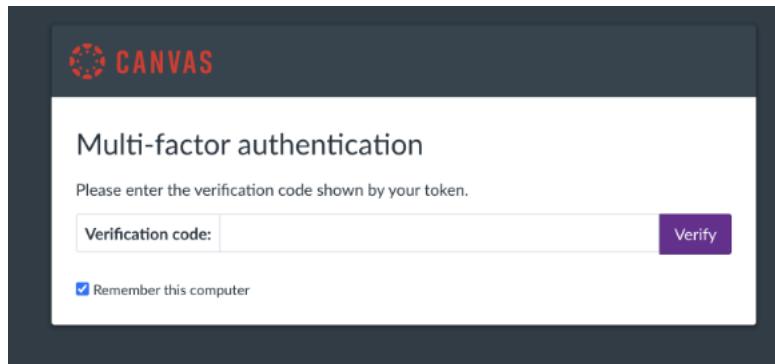
Edit settings

Reconfigure multi-factor authentication

Multi-Factor Authentication Backup Codes

Remembering Your Device

When logging in, you can tick Remember this computer to avoid repeated MFA prompts on that device. See below for context:



- MFA will still be required if you:
 - Use a different browser or device
 - Open an *incognito/private browsing* window
 - Access Canvas from a mobile device for the first time

3. Resetting Your Canvas Password

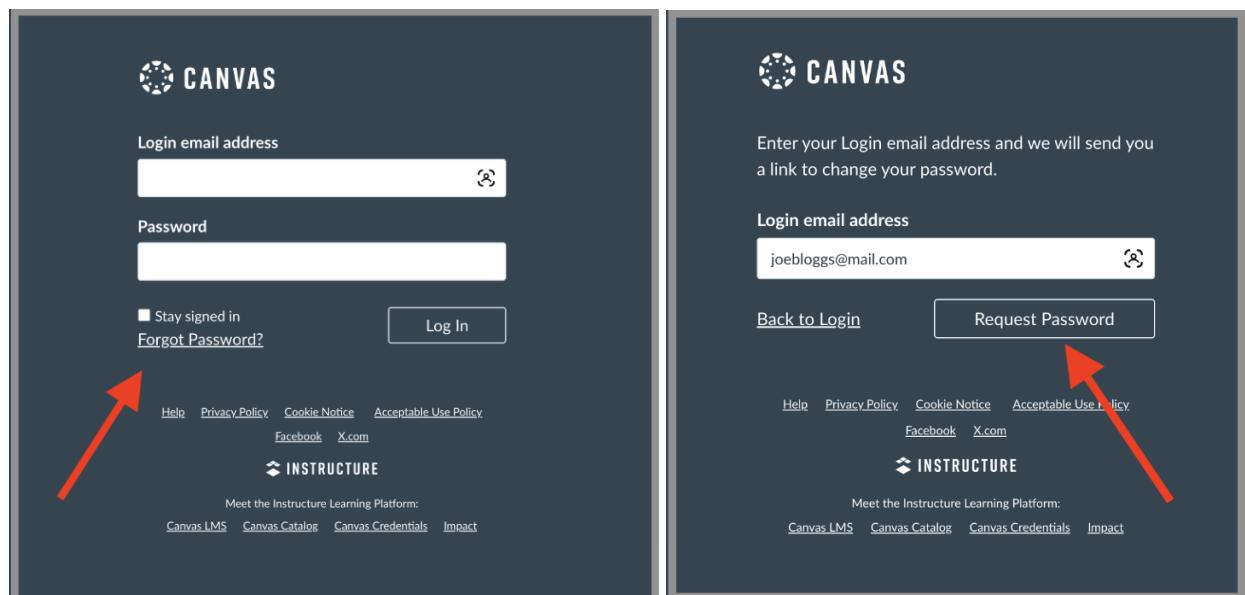
Overview

If you forget your Canvas password, you can quickly reset it using the password reset link on the login page.

Steps to Reset Your Password

1. Go to: canvas.manchester.ac.uk/login/canvas
2. Click Forgot Password.
3. Enter your Canvas login email address.
4. Click Request Password.
5. Follow the instructions in the password reset email you receive.

(See screenshots below)



4. Further Support

Please contact the email address provided within your course listing to ensure your query is dealt with as soon as possible.

Only if no contact is listed, please email Guest-ServiceDesk@manchester.ac.uk using one of the specified subject lines and provide the required details below to ensure our team can quickly identify your query and respond as efficiently and appropriately as possible.

Subject Lines:

- For MFA issues: Canvas Catalog – MFA – ‘Your Name’
- For password issues: Canvas Catalog – Password – ‘Your Name’
- For a course listing query: Canvas Catalog – ‘Course Name’ Query – ‘Your Name’

Email Details:

- Include your full name and registered email address (if applicable).
- Attach the landing page URL where you saw the course listing.
- Attach the course listing URL.
- Describe your query/problem in detail (including any error messages).