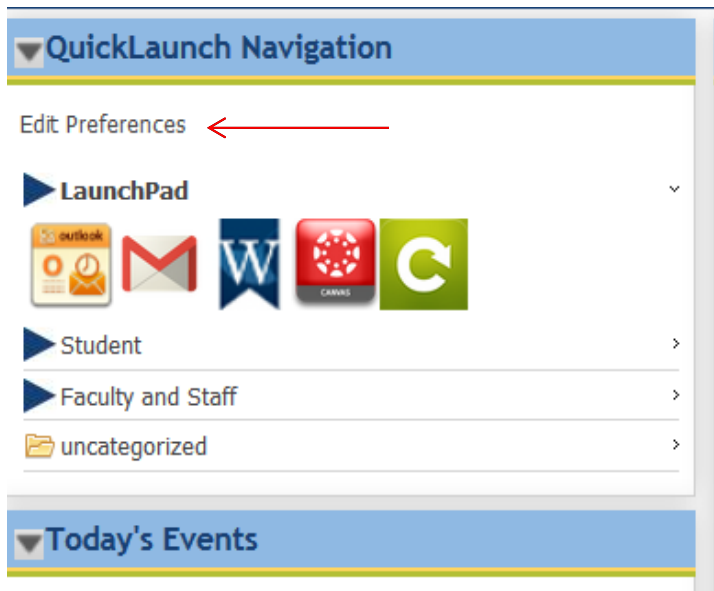


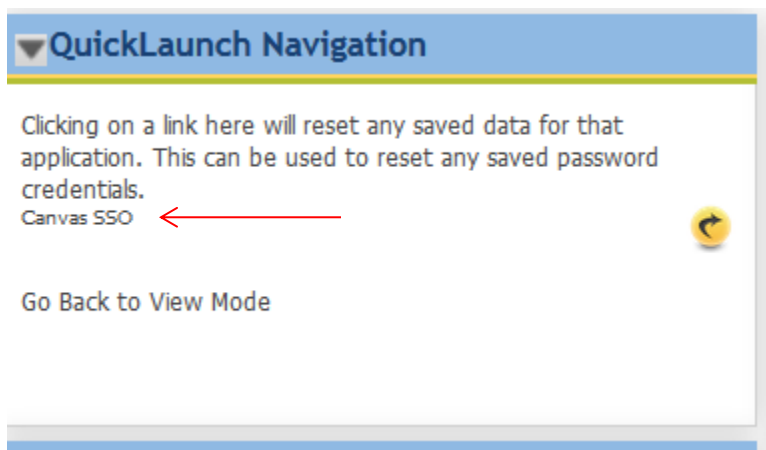
FAQ – Why do I have to sign into Canvas each time that I access it from the portal?

This is most likely caused by a Canvas password change and can be corrected in the portal by following the steps below.

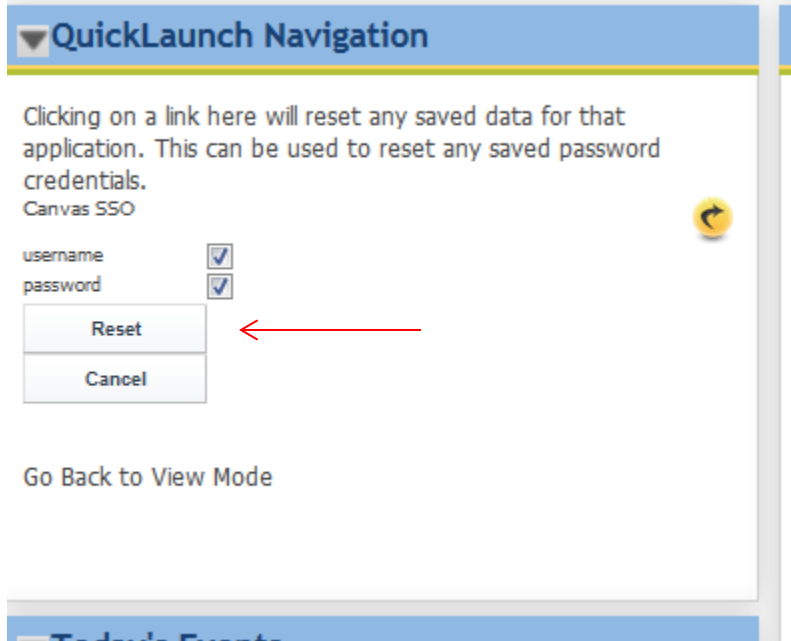
1. Log into the portal, and click **Edit Preferences**.



2. Click **Canvas SSO**.

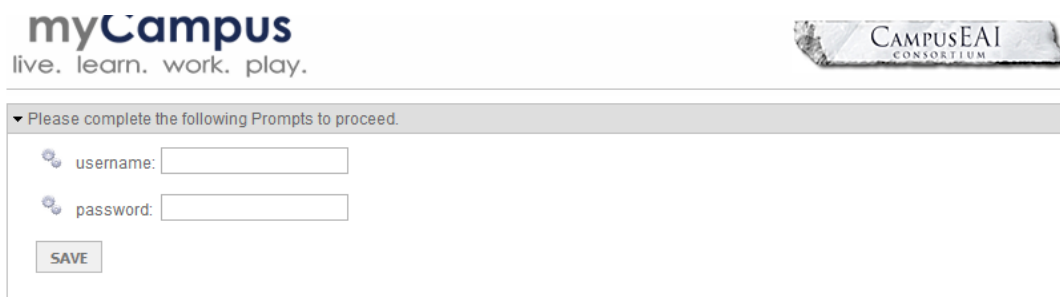


3. Click **Reset**.



The screenshot shows a 'QuickLaunch Navigation' dialog box. At the top, it says 'Clicking on a link here will reset any saved data for that application. This can be used to reset any saved password credentials.' Below this, it says 'Canvas SSO'. There are two checkboxes: 'username' and 'password', both of which are checked. To the right of these checkboxes is a yellow circular icon with a curved arrow. Below the checkboxes are two buttons: 'Reset' and 'Cancel'. A red arrow points to the 'Reset' button. At the bottom of the dialog box, there is a link that says 'Go Back to View Mode'.

4. Click **Go Back to View Mode** to go back to the QuickLaunch.
5. Click the Canvas icon, and the screen below will open in a new tab. Enter your Canvas username and password.



The screenshot shows the 'myCampus' login page. The header includes the 'myCampus' logo with the tagline 'live. learn. work. play.' and the 'CAMPUSEAI CONSORTIUM' logo. Below the header, there is a section titled 'Please complete the following Prompts to proceed.' which contains two input fields: 'username:' and 'password:'. Below these fields is a 'SAVE' button.

After these steps, Canvas should open in a new tab without entering the username and password.