How to Access Canvas for Students

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What is Canvas?

Canvas is the learning management system (LMS) used by both the Tombolo Institute at Bellevue College and Bellevue College Community Education.

Do I need Canvas for my course?

The course description, your registration confirmation email, or communication from your instructor will let you know whether you need to use Canvas. If you're can't find or haven't received this information or if you're just not sure, contact the Program team at ce-programs@bellevuecollege.edu.

Credentials required to access Canvas

You receive a system ID (**SID**) and **PIN** after you've signed up or registered for your first course at the Tombolo Institute or at Community Education. You will need your SID and PIN to create your Bellevue College NetID. If you have questions or problems regarding your SID and/or PIN, please check the ITS Knowledge Base article, "SID & PIN."

To access your course in Canvas, you must have a Bellevue College NetID. Your NetID is your electronic identity at Bellevue College. It is a combination of a username and password which allows you to log in to online and computing services such as e-mail, Canvas, and computers on campus. Setting up your NetID is something you should do as soon as possible after you receive your SID and PIN.

To create your NetID, go to the NetID Management web page. For more information about managing your NetID, including username format and password requirements, see the ITS Knowledge Base article, "Managing your NetID and Password."

It can take up to 48 hours for your NetID to integrate with your student profile and with Canvas.

How do I access Canvas?

There are two ways to access Canvas.

1. You can use the URL directly: https://bc.instructure.com/ OR
2. On the Bellevue College website, a link to Canvas is located at the top right of the page.

When will I see my course in Canvas?

Your Canvas course will be available at midnight on the class start date. It is not available before that time.

Troubleshooting

I can't access Canvas

1. You registered late and don't yet have your credentials, your credentials haven't yet integrated with your student profile, or your registration data hasn't yet synced with Canvas.

   There is no way to speed up the process of generating credentials or the syncing process. Contact your instructor or the Program team for your course to ask if there are any options available to send you the course content or to help you catch up. Support for late starts may not be available for some courses.

2. You haven't yet created your NetID.

   Please create your NetID as soon as possible after you receive your SID and PIN.

3. You created your NetID less than 48 hours ago.

Please wait and check your access to Canvas later. It can take up to 48 hours after you create your NetID for your information to sync with Canvas.

4. You already have a NetID but still can't access Canvas.

    The password associated with your NetID expires every 120 days. You may need to reset your password. You can change your password at the [NetID Management](#) web page.

    You can also use the NetID Management web page to change your password if you've simply forgotten it.

5. You may be using the wrong URL or link.

    Use the URL: https://bc.instructure.com/*. We suggest that you bookmark this URL or create a shortcut on your computer's desktop.*

I don't see my course in Canvas

1. Your course will be available at midnight on the start date.

    If you check for your course in Canvas before that time, you won't see the course in your Canvas Dashboard.

    *If you use the Courses link in the Canvas left navigation menu to view all your courses, you'll see the course in the Future Enrollments area. The Future Enrollments area simply lists your registered courses that have not yet started. It **does not** link to these courses. On the start date, your course will automatically move from the Future Enrollments area to your active courses.*

2. You already have your NetID but registered late for the course.

    There is no way to speed up the process of syncing your registration record with Canvas. Contact your instructor or the Program team for your course to ask if there are any options available to send you the course content or to help you catch up. Support for late starts may not be available for some courses.

3. If you're checking your course on the start date and don't see it, it's possible that the course has not been published.

    Notify your instructor that you're not seeing the course even though the class has already started.

I can't create my NetID because I don't know my SID and/or PIN

-   [What is my Student ID (SID)?](#)

- [What is my PIN?](#)
- [Change PIN](#)
- [Request PIN reset](#)

Who can I contact if I need help?

When contacting support resources, please provide:

1. The name you used to register for the class.
2. The name of your course and the course ID if you know it.
3. A detailed description of your problem.

- For questions regarding course content, contact your instructor.

- For questions regarding registration, contact conted@bellevuecollege.edu.

- For questions about the course, contact the responsible Program team at ce-programs@bellevuecollege.edu.

- For questions about Canvas, contact contedlms@bellevuecollege.edu.

Long URLs

Below are the long URLs for links in the document to provide access for users who print the file.

SID & PIN Knowledge Base article
https://bellevuecollege.teamdynamix.com/TDClient/2044/Portal/KB/ArticleDet?ID=20959

NetID Management web page
https://www2.bellevuecollege.edu/netid/

Managing your NetID and Password Knowledge Base article
https://bellevuecollege.teamdynamix.com/TDClient/2044/Portal/KB/ArticleDet?ID=23240

What is my Student ID (SID)? web page
https://www.ctc.edu/~bellevue/student/waci240.html

What is my PIN? web page
http://www.bellevuecollege.edu/registration/faq/#what-is-my-pin

Change PIN web page
https://www.ctc.edu/~bellevue/student/waci008.html

Request PIN reset web page
http://www.bellevuecollege.edu/services/pin-reset-form/