



**Southern Cross**  
SCHOOL OF DISTANCE EDUCATION




Online  
Learning  
**Student  
Guide**



# Southern Cross School of Distance Education- Online Learning Student Guide

## CONTENTS

<b>BEFORE YOU START</b> .....	3
ONLINE LEARNING (cANVAS).....	3
Basic Computer Specifications.....	3
Supported Browsers.....	3
CANVAS STUDENT APP.....	4
 <b>Canvas Student</b> Instructure.....	4
OTHER REQUIRED SOFTWARE .....	4
MICROSOFT WORD .....	4
STUDENT SOFTWARE DOWNLOADS .....	5
<b>GETTING STARTED</b> .....	5
HOW DO STUDENTS ACCESS CANVAS?.....	5
WHAT DETAILS DO STUDENTS NEED TO LOGIN?.....	5
CROSS-SITE TRACKING AND IPADS.....	6
Need more Help?.....	6
OUR school WEBSITE .....	6
ONLINE HELP DESK.....	6
Contacts and Online Learning team members .....	7

# BEFORE YOU START

## ONLINE LEARNING (CANVAS)

Southern Cross School of Distance Education uses a program called “Canvas” to host online learning courses.

Canvas is accessible on all devices and has a mobile app for both IOS and Android to be used for quick access and checking notifications.

Via Canvas students will be able to:

- Access their work in different formats including files, audio and video
- Submit work online with the ability to have it marked and returned within the same day
- Participate in online quizzes
- Participate in real time discussions
- Message their teachers
- Receive notifications via email
- Video conference with teachers
- Keep track of completed work and assessments.

## BASIC COMPUTER SPECIFICATIONS

It is recommended that a computer no older than five (5) years, with a reasonable size screen and keyboard is used by students to complete their work online. Below is a list of basic computer system requirements for online learning. Canvas will still run with the minimum specifications indicated below, but you may experience slower loading times.

- Computer Speed and Processor
  - 4GB of RAM
  - 2GHz processor
- Internet Speed
  - Minimum of 1Mbps download speed- A speed test can be run to check this.  
<https://www.speedtest.net/>
  - You will find that certain functions like watching videos and using Microsoft Teams will be affected by low internet speeds. Upload speeds will also affect the time taken for large file types like video and audio files to be uploaded.
- Other features
  - Microphone either built in or using a headset
  - Webcam
  - All new laptop computers will have both a microphone and webcam built in.

## SUPPORTED BROWSERS

At Southern Cross School of Distance Education, we recommend using the following browsers as they support all Canvas features:

- Google Chrome
- Mozilla Firefox

These are free to download from:

- <https://www.google.com/chrome/>
- <https://www.mozilla.org/en-US/firefox/>

**NOTE: For Mac users Safari has security settings that can prevent images or multimedia content from displaying correctly.** For that reason, it is recommended for students NOT to use Safari and to use Chrome or Firefox (see above links). You should always use the most current version of your preferred browser. For the latest list of supported browsers go to <https://community.canvaslms.com/docs/DOC-10720-67952720329>

## CANVAS STUDENT APP



**Canvas Student**  
Instructure

The Canvas Student app allows students to access their courses and groups using a mobile phone, tablet or iPad device. It is recommended that students use a desktop computer, laptop or Chromebook to access Canvas as not all features are supported on mobile browsers or apps.

The app is available on the App Store and Google Play.

- <https://itunes.apple.com/au/app/canvas-student/id480883488?mt=8>
- [https://play.google.com/store/apps/details?id=com.instructure.candroid&hl=en\\_AU](https://play.google.com/store/apps/details?id=com.instructure.candroid&hl=en_AU)

It is recommended that the latest version is always used and that the most recent version of IOS or Android is on the mobile device.

You can also access Canvas from any browser on your Android/iOS device. However, features may not function as expected compared to viewing Canvas in a fully supported desktop browser.

Further information about the student app is found in the Canvas online guides-  
<https://community.canvaslms.com/docs/DOC-4048>

## OTHER REQUIRED SOFTWARE

All documents used in Canvas are either in Word (.docx) or PDF (.pdf) format. Where possible teachers of online courses will have documents available in both formats for students to access. If a student needs access to an alternative file format they are to contact their course teacher. **Only Word or pdf files are to be uploaded by students for assignments in Canvas.**

## MICROSOFT WORD

- All documents created and used by students are to be done using Microsoft Word.
- **Microsoft Office 365 can be downloaded by students for free via their student portal.** Select Microsoft Office 365 from the Launchpad in the Student Portal (<https://portal.education.nsw.gov.au>)

- For students using a Chromebook, word files will download and open in Google Drive. Students can then save as a Word Doc and upload to their assignments in Canvas.

## STUDENT SOFTWARE DOWNLOADS

All NSW Department of Education students are eligible to download and licence Adobe and Microsoft software for the duration of their enrolment. The software is only available to download onto personally owned devices.

Microsoft

- Students access via their student portal- <http://portal.education.nsw.gov.au>
- Adobe can be downloaded for free from <https://adobe.com>
- Sign into the Australian Adobe using your Dept of Education email address and password.
- Select sign in and enter your department of education email
- Select option for company or school account
- Enter portal username and password
- Follow instructions to download
- There are videos to assist with this, follow the link on our website

For further assistance with downloading software from the student portal, please contact the online learning team on 02 6681 0424.

# GETTING STARTED

## HOW DO STUDENTS ACCESS CANVAS?

Instructions and links to Canvas are found in the “Online Learning” section of the school website <https://sthcrossc-d.schools.nsw.gov.au/> and are regularly updated.

Students may also use a ‘Canvas LMS’ tile from their student portal. All students have a ‘Canvas LMS’ tile added to Canvas in their student portal upon enrolment. To access the student portal: <https://portal.education.nsw.gov.au>

The direct link to Southern Cross School of Distance Educations CANVAS instance is;

<http://southerncross.instructure.com>

## WHAT DETAILS DO STUDENTS NEED TO LOGIN?

Students access Canvas using their NSW Department of Education allocated email and password. Students are sent details of their email and password on enrolment via email to their allocated supervisor or via mail if no supervisor email address is given at the time of enrolment.

Student emails are of the form : [john.smith@education.nsw.gov.au](mailto:john.smith@education.nsw.gov.au)

This students User ID would be : john.smith

**If a student has not yet received their email details or have forgotten it, please call the online learning team on **02 6681 0424**.**

### CROSS-SITE TRACKING AND IPADS

Safari browser may cause issues with downloading files, displaying images, and playing chat alerts in Canvas. You may avoid errors with files, images, and alerts by disabling 'cross-site tracking prevention' in Safari when using Canvas. If disabling cross-site tracking doesn't resolve these issues, please try one of the other supported browsers (Google Chrome or Mozilla Firefox)

Prevent cross-site tracking in Safari on Mac

- In the Safari app on your Mac, choose Safari > Settings, then click Privacy.
- Select "Prevent cross-site tracking."

<https://support.apple.com/en-au/guide/safari/sfri40732/mac>

## NEED MORE HELP?

### OUR SCHOOL WEBSITE

There are videos on the school website that show students how to log into Canvas and other tips and tricks for our online learning courses.

- <https://sthcrossc-d.schools.nsw.gov.au/online-learning/canvas.html>
- [https://sthcrossc-d.schools.nsw.gov.au/online-learning/canvas\\_support.html](https://sthcrossc-d.schools.nsw.gov.au/online-learning/canvas_support.html)

### ONLINE HELP DESK


Within Canvas there is an Online Help Desk, go to the blue ribbon on the left and you will see a question mark



Fill in your details and we will contact you.

## CONTACTS AND ONLINE LEARNING TEAM MEMBERS

If the issue is directly related to materials in one of their online courses' students are to contact their teacher, who then may redirect to the Online Learning Team if required.

	<p>Jason Ferns Online Learning Coordinator</p>		<p>Mary-Anne Saunders Online Learning Administration</p>
	<p>Cecilia Castaneda  Technical support Teacher – Online</p>		
	<p>Alison Elliot  Technical support Teacher – Online Learning</p>		<p>Ross Patch  Technical support Teacher – Online Learning</p>

Contact the Online Learning (Canvas) Team  
directly on **6681 0424**