Region 7 Online Course FAQs

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NEW Region 7 Online Courses

Why are (most) Region 7 online courses moving out of Canvas?

Region 7 is in the process of moving most of our online courses out of Canvas so that we can provide our online courses "On Demand". This means that a participant can now register, complete, and obtain a certificate for an online course on their own time, without the need to wait for Region 7 staff to manually award credit in our workshop system. Region 7 staff are in the process of transitioning their online courses out of Canvas; this process will continue until Spring 2021.

Please note: Some online courses will continue to be hosted in Canvas beyond Spring 2021. These include courses which are required to be actively facilitated by TEA or other government agencies, such as G/T courses. For these courses, the participant will receive access to their evaluation/certificate approximately 3 days after the course end date.

How do I take an online course in the new format?

If the course you have registered for is available in the new format, you will access it via the following:
- Log in to your account at https://apps.esc1.net/ProfessionalDevelopment/esc7.
- Select "My Content", then "My Upcoming Workshops"
- Next to the name of the course, click the "Play" button. This will open the course in a new tab.

- Click the "Next" or "Prev" buttons to move through the course. If the buttons are not available, then that page is locked and you must complete all requirements before you will be able to move to the next page in the course.
- At or near the end of the course you will be asked to take a quiz. This may be in the form of open-ended or other types of questions. Credit will not be awarded for the online course until this quiz is successfully completed.
- If you must close a course before you have completed it, you will be asked if you would like to resume the presentation from the last slide viewed (see below for example). Select "Yes" to pick up where you left off. Important! If you select "No", you will be taken to the beginning of the course. Depending on course settings, you may not be able to manually move forward through the course without completing the course items again. There is no way to undo this selection once a participant has selected "No".
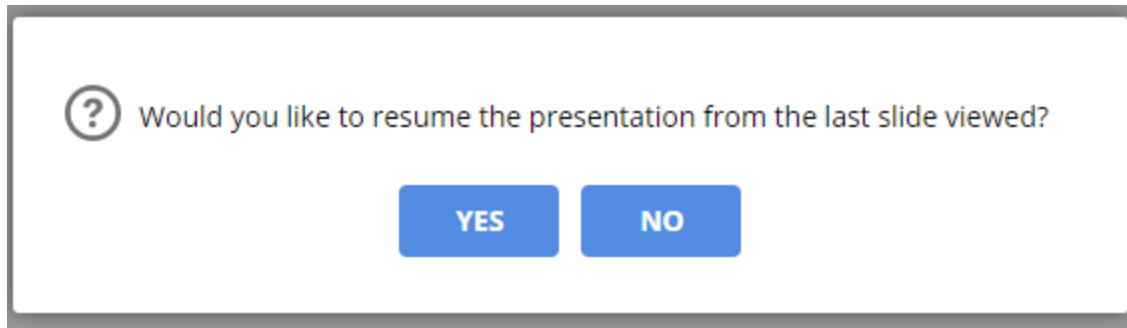
Canvas Online Courses

**I have registered for a Canvas online course. Where is my link to access the course?**

- Check your email for a registration confirmation email for the workshop. This is the link you will use to enroll in the course in the Region 7 Canvas system. If you can't find this email, log in to the Region 7 workshop page at https://apps.esc1.net/ProfessionalDevelopment/esc7, then select "My Content", then "My Upcoming Workshops". In the right hand corner of the session information, click "Resend Confirmation". If you still do not receive this email, check your profile information to make sure that your email address is correct, then resend the confirmation again, if necessary.

I have my enroll link to the course. Now what do I do?
***If this is your first time in the Region 7 Canvas system*:**

Click HERE for a video of this process.
- Click on the enroll link from your registration confirmation email. If the link will not work from the email, copy and paste it into your browser address bar.
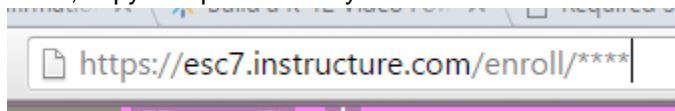
- At the top of the enroll page, verify that the correct course name is present.
- Complete the following steps:
    1. Enter your district email address in the "Email" field.
    2. Click the button next to "I am a new user."
    3. Enter your first and last name in the "Full Name" field.
    4. Click the box next to the statement "I agree to the terms of use and privacy policy".
    5. Click the blue "Enroll in Course" button.

See below for an illustration of this process.

On the next screen, click the blue "Enroll in Course" button.

- If the course is already open for participation (the start date has already passed), you will see 2 buttons: "Go to Course" and "Go to Dashboard". If you are ready to begin the course, click on "Go to Course". Otherwise, you may click "Go to Dashboard". Or, you may simply close the window to come back at a later time (see below for more information)
- If the course is not open for participation (it is before the start date for the course), you will only see the button "Go to Dashboard". An email will be sent to you just before the start date to remind you about the course. You may close this window.

Important! An email will be sent to you from Instructure Canvas to complete the account creation process and set up a password for your Canvas account. You must create a password so that

you can access your Region 7 online courses and for future registrations.

I have my enroll link to the course. How do I get to the course?
If you have already taken a course in the Region 7 Canvas system at any time:
1. Enter your Email in the "Email" field.
2. Select "I already have a Region 7 ESC CANVAS login".
3. Type your Canvas password in the "Password" field. *Note: If you do not see the password field, click "I am a new user" then "I already have a Region 7 ESC CANVAS login" to refresh the page and display this field.*
4. Click the blue "Enroll in Course" button.

See below for an illustration of this process.

- If the course is already open for participation (the start date has already passed), you will see 2 buttons: "Go to Course" and "Go to Dashboard". If you are ready to begin the course, click on "Go to Course". Otherwise, you may click "Go to Dashboard". Or, you may simply close the window to come back at a later time (see below for more informat
- If the course is not open for participation (it is before the start date for the course), you will only see the button "Go to Dashboard". An email will be sent to you just before the start date to remind you about the course. You may close this window.

Enroll in iPad Apps for Creating - September

You have successfully enrolled in **iPad Apps for Creating - September**.

We'll send you an email shortly before the course begins.

NOTICE

If you have already registered for this course and need to log in, please click here.
To reset a forgotten password, please click here and use the 'Forgot Password?' link on the page.

Go to your Dashboard

I can't remember my username or password for Region 7 Canvas. How can I retrieve it?
- Go to https://esc7.instructure.com and click "Forgot Password?" Enter in the email address you used to create your Canvas account and then click "Request Password".
- An email will be sent from Instructure Canvas to set a new password for the account. Be sure to check your junk mail folder if you do not see this message.
- If you are still unable to log in, contact the Region 7 Help Desk at (903)988-6940.

I have enrolled in a Canvas online course but need to get back to it. How do I get to the course?

- Go to https://esc7.instructure.com and log in using the email address and password you set up when you created your account in the Region 7 Canvas system.
- Once logged in, you will be on the Dashboard page in Canvas.
- Click on the name of the course you want to complete and you will be directed to the course home page. Note: If you do not see the course on your Dashboard, then the course is not available for participation. If you believe the course should still be open, call or email the registration contact for the session or the course facilitator.

How do I know if I have completed all or part of a Canvas online course?
- From within the course, click on the "Modules" tab on the left side of the page. You will see a green check mark next to the name of each item you have completed in the course. If you see a gray cloud then the item still needs to be completed. Click on the first item listed with a gray cloud to pick up where you left off.
- If the course does not have a "Modules" tab, click on the "Grades" tab to see graded items for the course. Any items that do not have a grade must be completed for credit in the course.

How can I access my Canvas course on a mobile device (phone or tablet)?

1. Install the **Canvas Student** app from Google Play store for Android or iTunes store for Apple (links provided below).
   - Google Play
   - iTunes
2. Open the Canvas Student app on your device.
3. When prompted for your school name, enter esc7.instructure.com
4. Log in with your Region 7 Canvas username and password.
5. You will see a list of your Canvas courses. Click the name of the course you want to access.

All Online Courses

How do I get my certificate for an online course?

- Login to the workshop system at https://apps.esc1.net/ProfessionalDevelopment/esc7.
- Click "My Content".
- Click "My Workshop History". Please note: If the course is hosted within the OmniTrack registration system the course will move to "My Workshop History" immediately after completing the course. If the online course is hosted in Canvas, the course will not move over to "My Workshop History" until approximately 3 days after the end date of the online course.
- Once you have completed the online course, you should see the following status indicators:

Registration Status: Approved
Attendance Status: Sign-In Confirmed
Evaluation Status: Evaluation Missing

- Please note: For online courses hosted in OmniTrack, the Attendance Status will automatically change to "Sign-In Confirmed" once you have completed the online course. For online courses hosted in Canvas, this setting will be changed manually by ESC staff approximately 3 days after the course end date.

- Click the red "Evaluation Missing" link to complete the evaluation for the online course.
- Once the evaluation has been completed, the status indicators will be updated to the following:

Registration Status: Approved
Attendance Status: Sign-In Confirmed
Evaluation Status: Evaluation Confirmed

- Click the certificate icon to access the certificate for the course. You may download, print, or save this certificate.

I need help registering for my online course. Who do I contact?
- Call or email the contact(s) for the session. This information is found by logging in to the workshop system at https://apps.esc1.net/ProfessionalDevelopment/esc7. Once logged in, select "My Upcoming Workshops" or "My Workshop History" then locate the contact information to the right of the workshop title.

I have a technical issue with my online course. Who do I contact?
- Contact Help Desk at (903)988-6940 or cnail@esc7.net.
- Please provide the session number, type of problem and your contact information (name, district, phone number and email address) so that we can help you.

I have a problem or question about an eTrain course. Who do I contact?
- Contact Rhonda Baird at (903)988-6842 or rbaird@esc7.net.
- eTrain courses include the following courses:
    - Bloodborne Pathogens
    - Bullying - Peer Abuse
    - Copyright
    - Ethics in Education
    - FERPA
    - Issues for Substitute Teachers
    - School Board Orientation
    - Special Education Concepts
    - Sexual Harassment - Certified
    - Sexual Harassment - Non-Certified
    - Sexual Harassment - Supervisors