



## Canvas LMS Frequently Asked Questions (FAQ)

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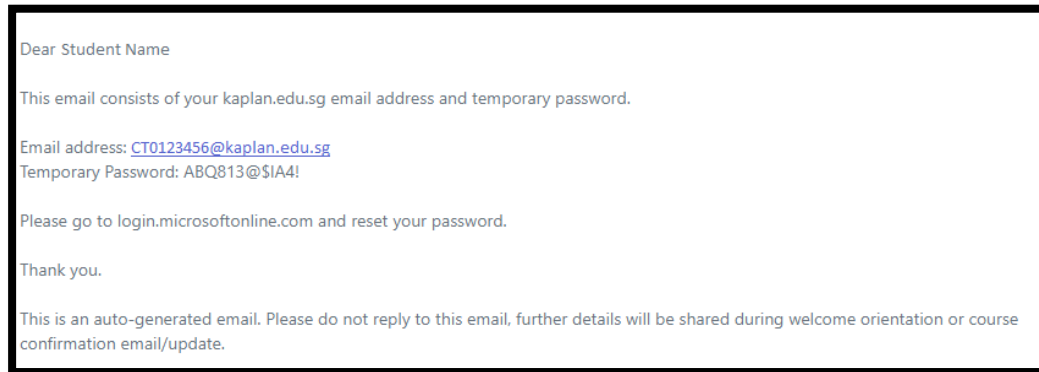
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## Setting up Multi-factor authentication (MFA)

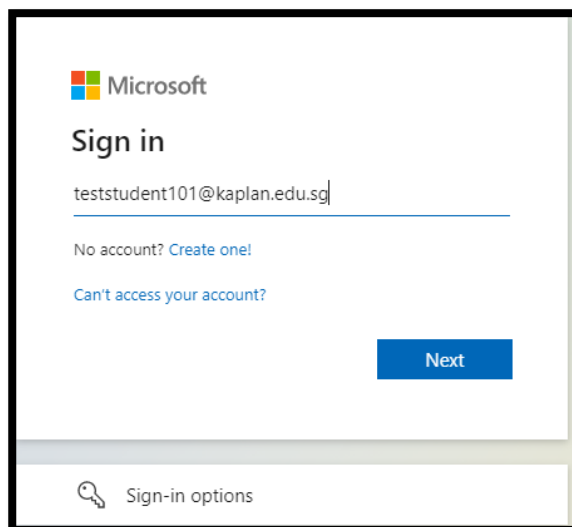
Note: You will only need to perform this setup once.

### (1) Initialization and Login to Application

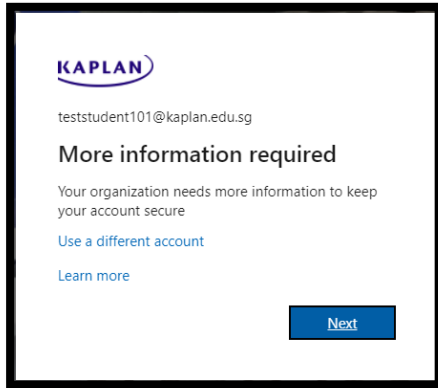
1. Student will receive email notification from Microsoft. If you do not see this email, check your spam or junk mail folder. Remember to mark the email as “not junk”.



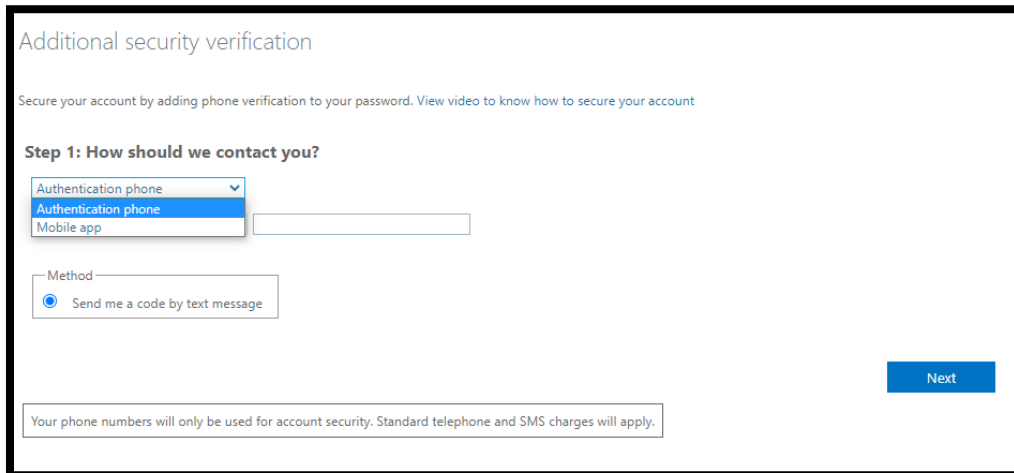
2. Go to [login.microsoftonline.com](https://login.microsoftonline.com)  
On first time login, student input email address and temporary password issued.



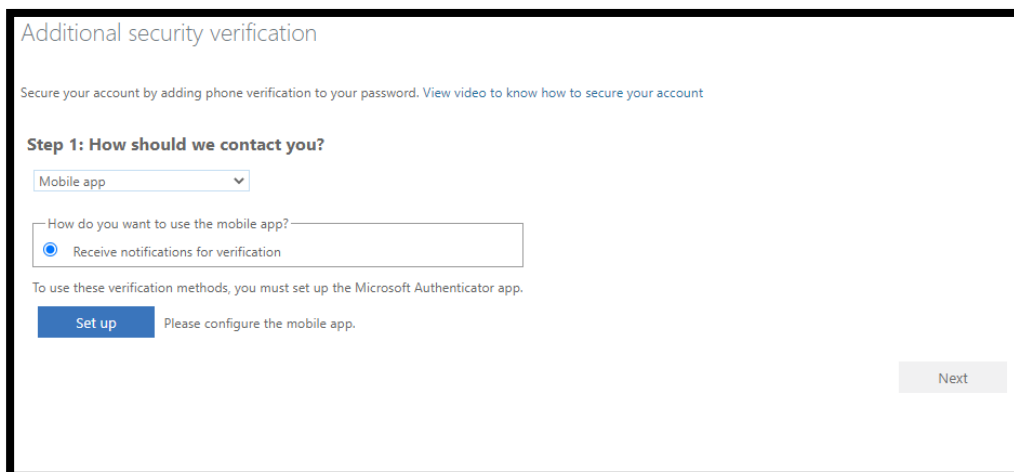
3. Upon successful first login, user will be prompted to provide more information. Click next and additional security verification page will be displayed for Students to register.



4. Select Mobile app from the dropdown list and click Set Up (Step 4a)



(Step 4b)



5. QR code will be given at the next page for user to register pair Kaplan account with mobile authenticator.

**Note:** Do not share the QR code or 9-digit code with others

(See **Installing Mobile Authenticator and Register to Account** Step 4)

### Configure mobile app

Complete the following steps to configure your mobile app.

1. Install the Microsoft authenticator app for [Windows Phone](#), [Android](#) or [iOS](#).
2. In the app, add an account and choose "Work or school account".
3. Scan the image below.

QR  
CODE

If you are unable to scan the image, enter the following information in your app.

Code:

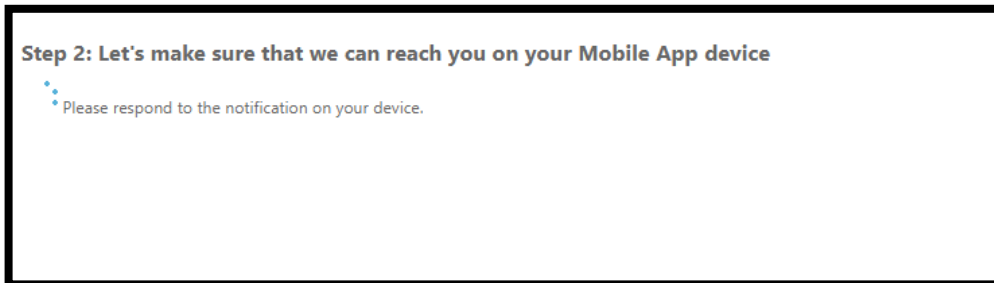
Url: <https://mobileapcommunicator.auth.microsoft.com/mac/MobileAppCommunicator.svc/>

If the app displays a six-digit code, choose "Next".

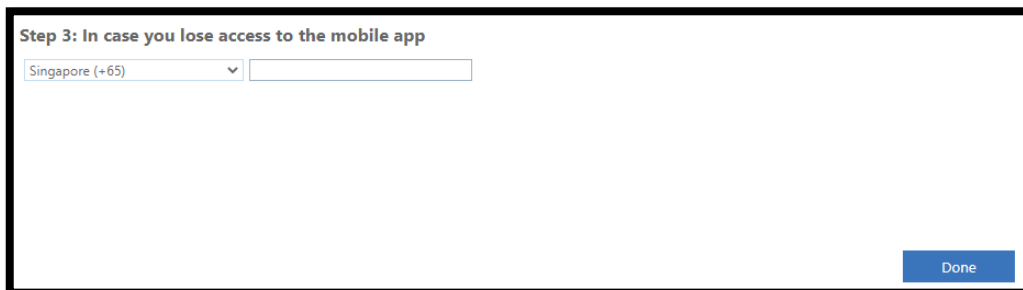
Next cancel

## (2) Installing Mobile Authenticator and Register to Account

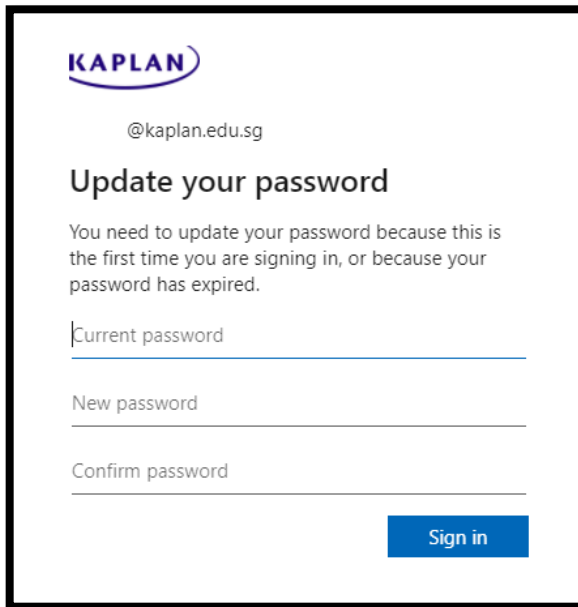
1. Microsoft Mobile Authenticator app can be found on the following app stores
  - a. Google Play Store
  - b. iOS App Store
  - c. Microsoft Store
  - d. For students using Huawei, Authenticator app is found in AppGallery
2. After installation of Authenticator, user open the Authenticator and select add Account.
3. Choose “Work or school account”
4. Proceed to scan the QR code given. (See **Initialization and Login to Application** Step 5)  
**Note:** Do not share the QR code or 9-digit code with others.



5. After account is paired with Authenticator app, click next
6. Click “Approve” on your mobile device
7. Users will be required to register their mobile number in case they lose access to Authenticator application
  - a. Select the correct Country Code
  - b. Input mobile number



8. If it is your first-time login, update your password and click Sign in.



The screenshot shows a web page for updating a password. At the top left is the Kaplan logo. Below it is the email address @kaplan.edu.sg. The main heading is "Update your password". Below the heading is a message: "You need to update your password because this is the first time you are signing in, or because your password has expired." There are three input fields: "Current password", "New password", and "Confirm password". A blue "Sign in" button is located at the bottom right of the form area.

9. MFA authenticator set-up is completed!

#### **For Students residing in China**

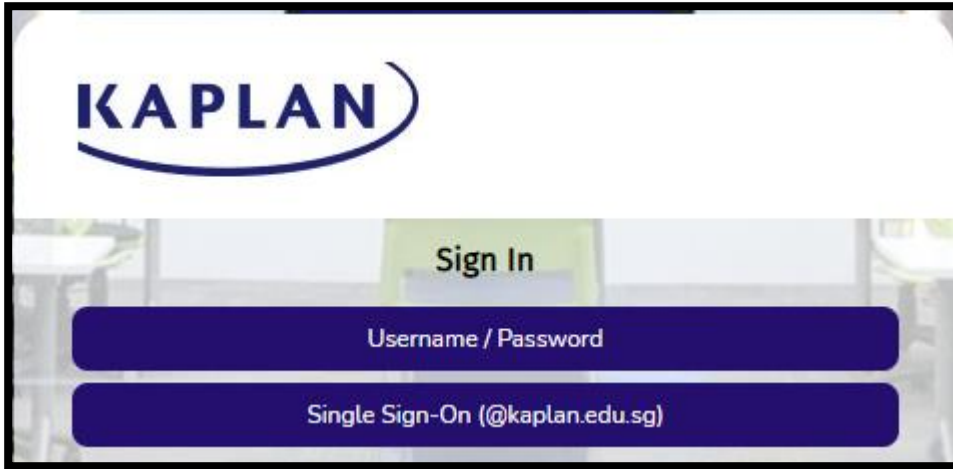
1. Android phone users will not have Play Store on their phones, the only workaround is to access the app store provided by phone manufacturers
  - a. Lenovo
  - b. Huawei
  - c. Samsung Galaxy Store
2. Authenticator apps will be able to update from where it was downloaded from.

# How do I log in to Canvas?

## Access Canvas via LMS URL

In a browser window, enter the LMS URL. Your Canvas login page will appear in the window.

<https://lms.kaplan.com.sg/>



There will be 2 types of sign-in methods.

- (1) [Username/Password](#)
- (2) [Single Sign-On \(SSO\)](#)

If you are issued with @kaplan.edu.sg account, select (2) Single Sign-On (SSO) to login Canvas.

## Login Troubleshooting

If you are having trouble logging in to your account, here are some tips:

- Verify you are using the correct Canvas URL for your account.
- If you do not have a login, please contact the programme management team.
- If you have forgotten your password,
  1. Username/Password Login, click on the “Forgotten Password?” link to [reset your password](#).
  2. SSO login, refer to this [guide](#) for password reset.

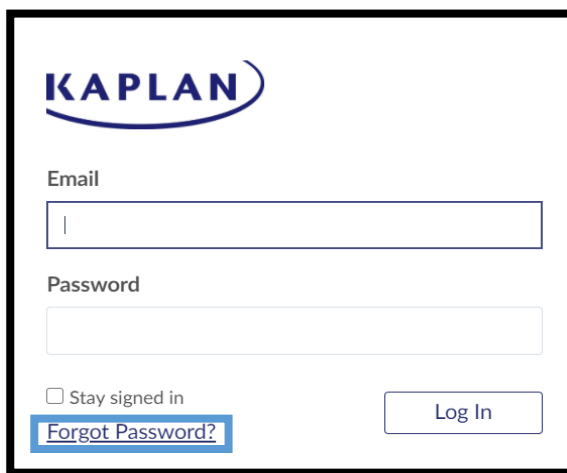
## (1) Using Username/Password

1. Select Username/Password and you will be directed to the login page.

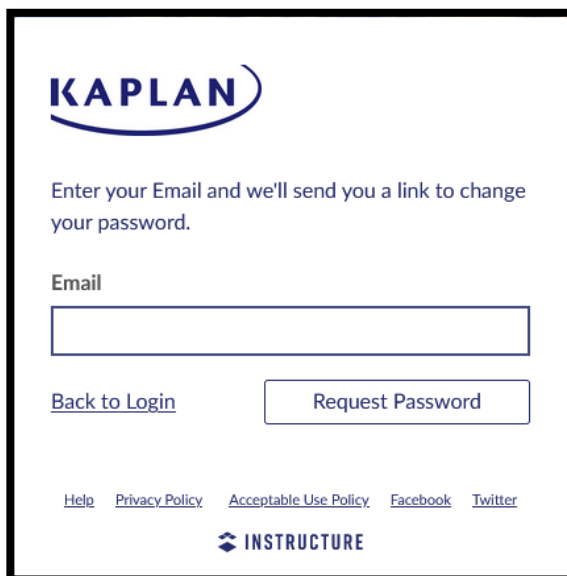


### For first time login to Canvas

2. Click on Forgot Password link

A screenshot of the Kaplan login page. At the top is the 'KAPLAN' logo. Below it are two input fields: 'Email' and 'Password'. Under the 'Email' field is a 'Log In' button. To the left of the 'Log In' button is a checkbox labeled 'Stay signed in' and a link labeled 'Forgot Password?' which is highlighted with a blue rectangular border.

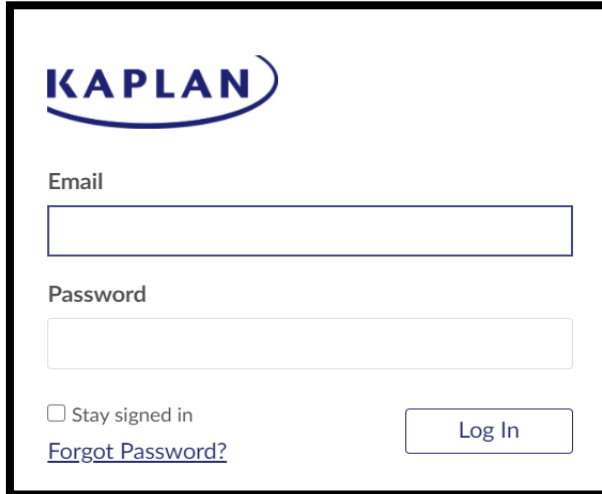
3. Key in your email registered with Kaplan and request for password. It may take up to 30 minutes for the Password reset email.

A screenshot of the Kaplan password reset page. At the top is the 'KAPLAN' logo. Below it is the text 'Enter your Email and we'll send you a link to change your password.' followed by an 'Email' input field. Below the input field are two buttons: 'Back to Login' and 'Request Password'. At the bottom, there are links for 'Help', 'Privacy Policy', 'Acceptable Use Policy', 'Facebook', and 'Twitter', and the 'INSTRUCTURE' logo.

4. Once your request a password reset, a confirmation email is sent to the registered email address.



5. If you do not receive the confirmation email after clicking Forgot Password and providing an email address, one of two problems could be the cause: a) you are not enrolled in Kaplan; or b) you have provided a different or no email address during the enrolment. Please contact the programme management team for assistance.
6. Once you have reset the password, proceed to login to Canvas.

A screenshot of the Kaplan login interface. At the top left is the Kaplan logo, consisting of the word "KAPLAN" in a bold, blue, sans-serif font with a blue arc underneath. Below the logo are two input fields: the first is labeled "Email" and the second is labeled "Password". Below the "Email" field is a checkbox with the text "Stay signed in" to its right. Below the "Password" field is a button labeled "Log In". To the left of the "Log In" button is a blue hyperlink labeled "Forgot Password?".

**KAPLAN**

Email

Password

Stay signed in

[Forgot Password?](#)

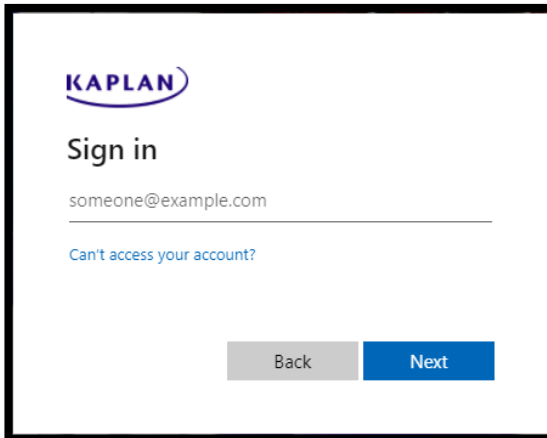
Log In

## (2) Using Single Sign On (SSO)

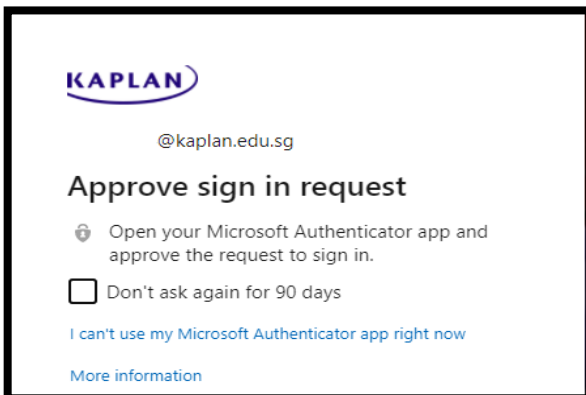
1. Please ensure that you have setup MFA and get ready your mobile device for the authentication approval. If you have not setup MFA, refer to this [guide](#) here.
2. Select Single Sign-On (@kaplan.edu.sg) and you will be redirect to Office365 login.



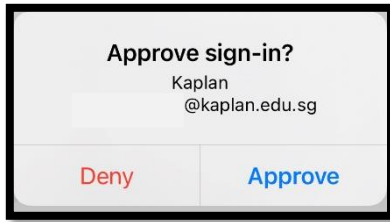
3. Key in your [@kaplan.edu.sg](mailto:@kaplan.edu.sg) email and sign in.



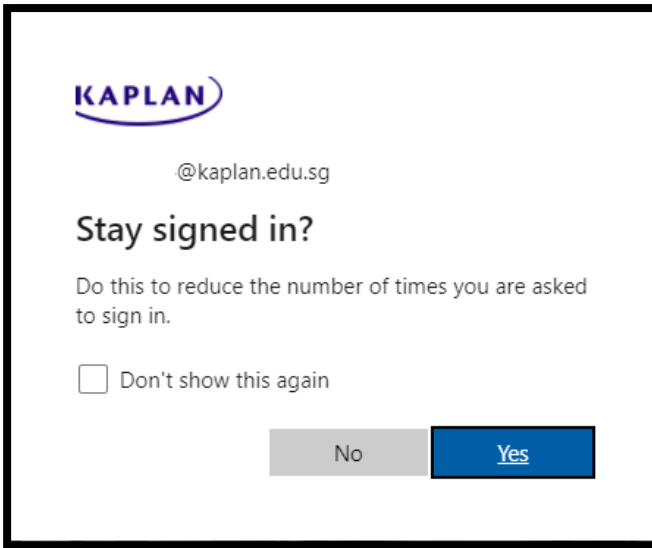
4. A prompt will appear for you to approve the request to sign in. You will receive a notification on your mobile app (if the setting for Microsoft Authenticator is turned on).



5. Go to your mobile device and open Microsoft Authenticator. Click on approve to sign in.

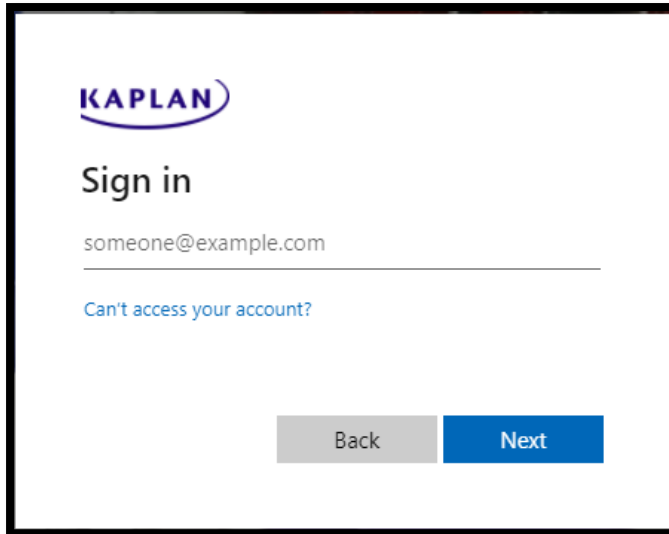


6. Select the option (Yes/No) to continue to Canvas homepage.



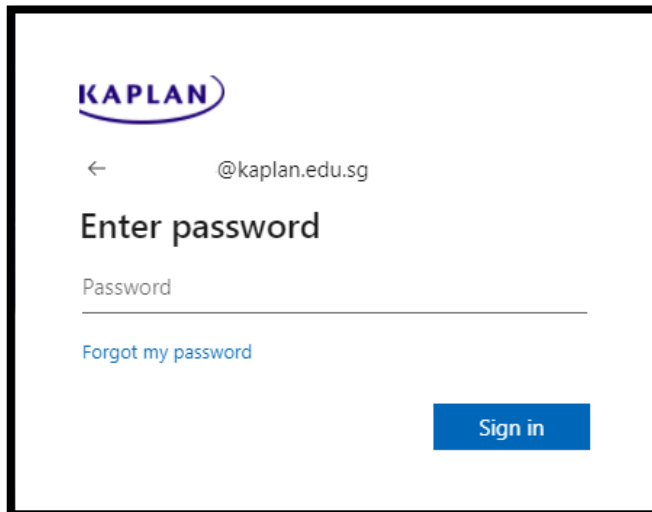
## Reset password for @kaplan.edu.sg Account

1. Go to <https://login.microsoftonline.com> (Sign in page):



The screenshot shows the Microsoft Sign in page for Kaplan University. At the top left is the KAPLAN logo. Below it, the text "Sign in" is displayed. A text input field contains the placeholder "someone@example.com". Below the input field is a link that says "Can't access your account?". At the bottom of the page are two buttons: a grey "Back" button and a blue "Next" button.

2. Key in your email address (e.g. CTXXXXX@kaplan.edu.sg), click "Next"



The screenshot shows the Microsoft Enter password page for Kaplan University. At the top left is the KAPLAN logo. Below it, there is a back arrow and the text "@kaplan.edu.sg". The main heading is "Enter password". Below this is a text input field with the placeholder "Password". Below the input field is a link that says "Forgot my password?". At the bottom right of the page is a blue "Sign in" button.

3. Click "Forgot my password"

4. Key in characters you see in the picture.

**KAPLAN**

## Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Username:

Example: user@contoso.onmicrosoft.com or user@contoso.com

Enter the characters in the picture or the words in the audio.

[Next](#) [Cancel](#)

5. Enter the phone number registered during the setup.

## Get back into your account

**verification step 1** > choose a new password

Please choose the contact method we should use for verification:

Text my mobile phone

Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (\*\*\*\*\*25) below. You will then receive a text message with a verification code which can be used to reset your password.

[Text](#)

[Cancel](#)

6. Enter the verification code received on your mobile device.

**KAPLAN**

## Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Text my mobile phone

Call my mobile phone

We've sent you a text message containing a verification code to your phone.

Enter your verification code

Next

[Cancel](#)

7. Enter the new password and click finish.

**KAPLAN**

## Get back into your account

verification step 1 ✓ > choose a new password

\* Enter new password:

Password strength

\* Confirm new password:

Finish Cancel