SmartScreen

SmartScreen (powered by Canvas)

User Guide for Learners

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For external use

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1. Introduction

This user guide is for learners who will be using SmartScreen products.

SmartScreen (powered by Canvas) is the City & Guilds tutor, assessor and learner support website that provides specific support materials for City & Guilds qualifications.

Canvas is the web-based learning management platform (owned by Instructure Inc.), which is used by City & Guilds to host our tutor and learner support materials.

SmartScreen (powered by Canvas) system requirements:

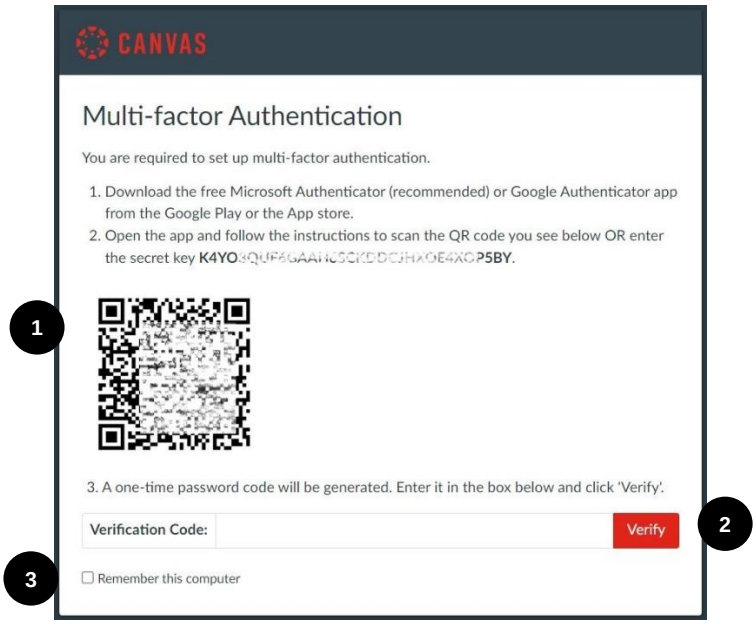
Desktop Browsers	Mobile Browsers	Canvas Mobile Apps
• Chrome 107 and 108 • Firefox 106 and 107 • Edge 106 and 107 • Respondus Lockdown Browser • Safari 15 and 16	The latest version of Safari (iOS) and Chrome (Android)	• Android 8.0 or later • iOS 15.0 or later

2. Login and setup of SmartScreen profile

Account login:

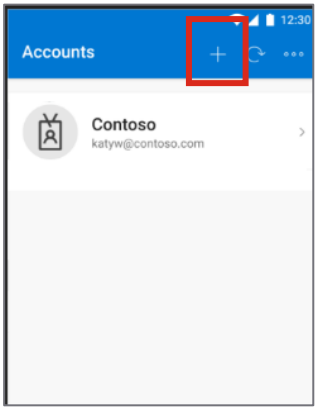
1. Access SmartScreen (powered by Canvas) via this link.
2. Enter your email address and password. If you have forgotten your password, please use the **'Forgot Password?'** link.

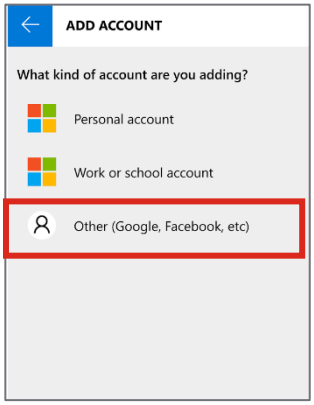
3. You will be asked to set up Multi-factor Authentication to confirm your identity. You will need to have a mobile phone on hand with **Microsoft Authenticator** (recommended) or **Google Authenticator**. These apps can be downloaded and installed via **App Store** or **Play Store**.

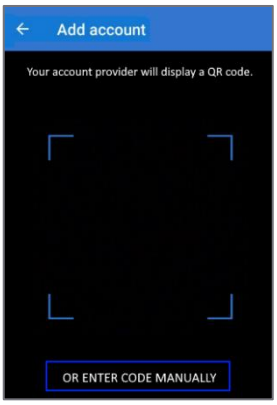


1 Open the authenticator app, set up a new entry for Canvas, scan a QR code or enter the secret key if you are accessing Canvas via smartphone or tablet.

How to set-up Microsoft Authenticator app:







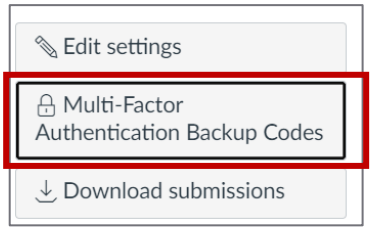
- Click on '**+**' button.
- Click on '**Other (Google, Facebook, etc.)**' button.
- App will launch a QR code scanner or you will be able to enter secret key manually.

2 Enter the code generated by the app and click '**Verify**'.

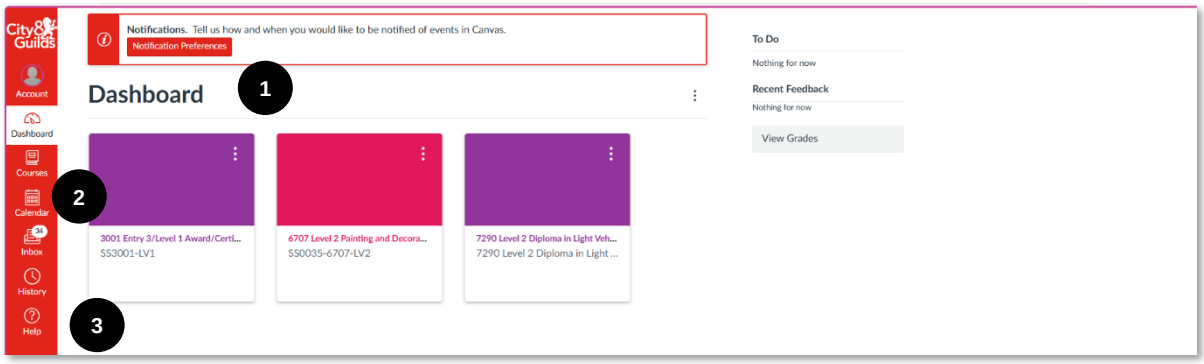
3 If you want multi-factor authentication to remember the computer you are using to log in to SmartScreen, click the '**Remember this computer**' checkbox.

Canvas allows you to generate backup codes that can be used when you have no access to a mobile phone. To generate codes:

- Access your '**Account**' > '**Settings**' menu.
- Click on '**Multi-Factor Authentication Backup Codes**'.
- 10 backup codes will be generated.



4. After login, you will be redirected to the '**Dashboard'** page.

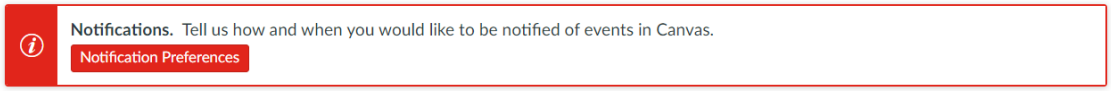


1. You will see all your SmartScreen content here.

2. List of upcoming calendar events created by you and your tutor.

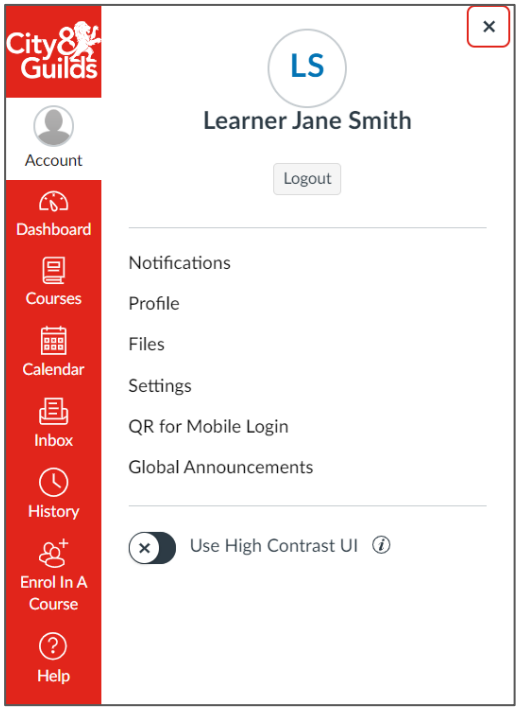
3. Click on the ‘S**martScreen Help**’ button to see short how-to articles for the page you are currently on.

5. You can update your notifications preferences by clicking the ‘**Notification Preferences**’ button on the banner on the ‘**Dashboard**’ or via the ‘**Account**’ menu.



Set up your personal account:

To modify your account settings, access the **‘Account**’ menu via the main navigation menu.



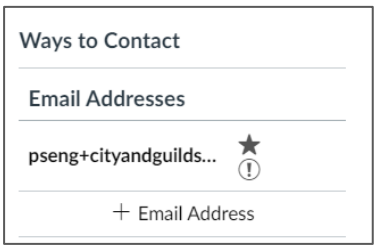
- **Notifications** – update notifications preferences for SmartScreen
- **Profile** – upload your picture or update your name
- **Settings** - update your time zone, add an email address or change accessibility settings
- **QR for Mobile Login** – allows generating QR code for quick Canvas mobile app login
- **Global Announcements** – view announcements from City & Guilds.

How to add an additional email address:

You can add additional email addresses to your account.

Important note: you will not be able to use the additional email to login into SmartScreen.

To add additional email:

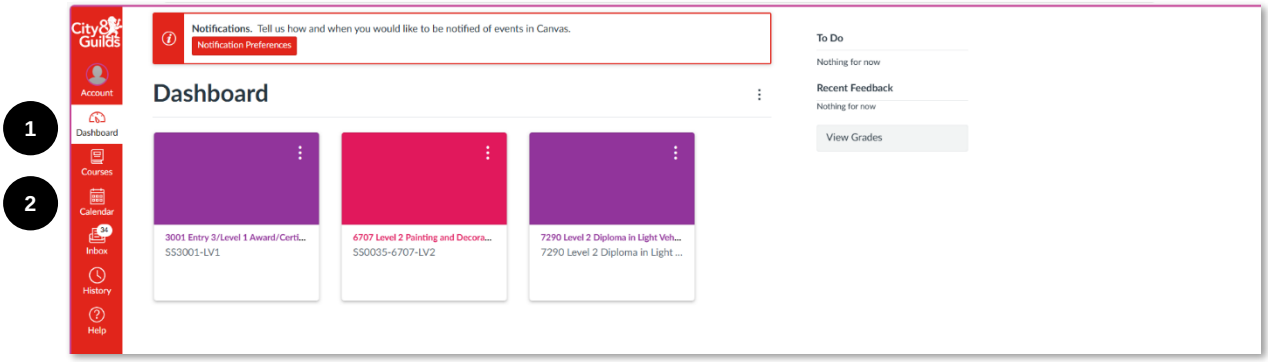


1. Click on '**Account**' in the main menu.
2. Click on '**Settings**'.
3. In the section '**Ways to Contact**' click '**+ Email Address**'.
4. In the pop-up window add a new email address and click '**Register Email**'.
5. A confirmation email will be sent to the added address.
6. Click on the link in the email to finish your email registration.

3. Accessing SmartScreen content

There are two ways to access the courses that you are enrolled in:

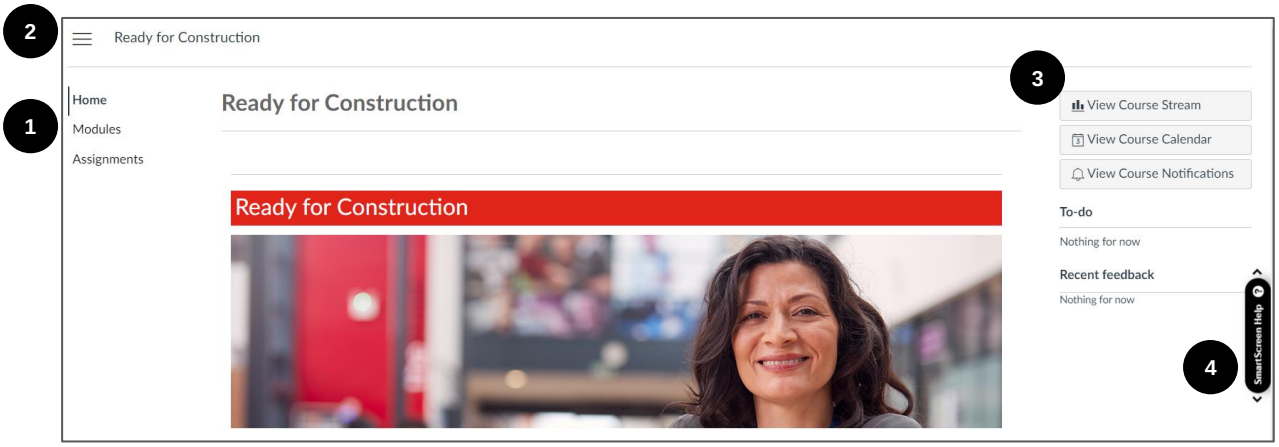
1. **Dashboard** menu.
2. **Courses** menu.



If you cannot see a course, contact your tutor from your centre to confirm that you have been enrolled.

To start learning, click on the course name. It will load on a new page.

Course navigation:



1 This is the course navigation menu. The list of options depends on the type of learning resource. E-learning content can be found in '**Assignments**' and downloadable resources in '**Modules**'.

2 To minimise the course menu, click on the three lines.

3 Here you can see course updates, to-do, notifications and calendar events created by your tutors.

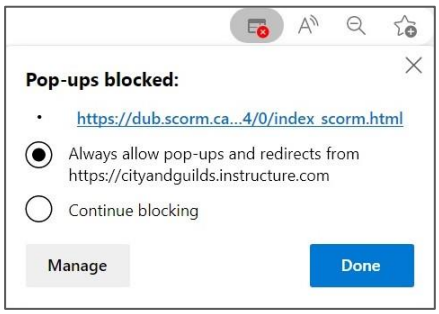
4 Click here to view the guide for this page.

Opening e-learning resources:

Some e-learning will open in the new pop-up window which can be blocked. To open the e-learning:

1. Click on '**Pop-up blocked**' in the URL address.

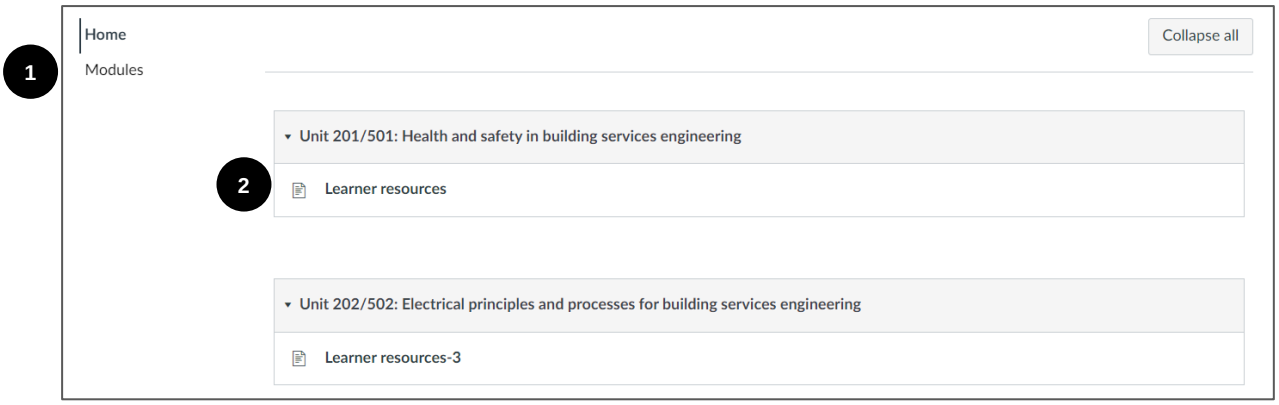
2. Select 'Always allow pop-ups and redirects from https://cityandguilds.instructure.com'.



3. Click '**Done**'.

How to download files:

1. Click on '**Modules**'.
2. Click on '**Learner resources**' in the unit you are interested in.
3. Click on the file name to view the file in SmartScreen or click on the download button to download it.



Home

Modules

Learner resources

Unit 201/501: Health and safety in building services engineering

PowerPoints

6035_l2u201_ppt_outcome1.ppt

3 6035_l2u201_ppt_outcome2 (1).ppt

6035_l2u201_ppt_outcome3.ppt

6035_l2u201_ppt_outcome4.ppt

6035_l2u201_ppt_outcome5.ppt

6035_l2u201_ppt_outcome6.ppt

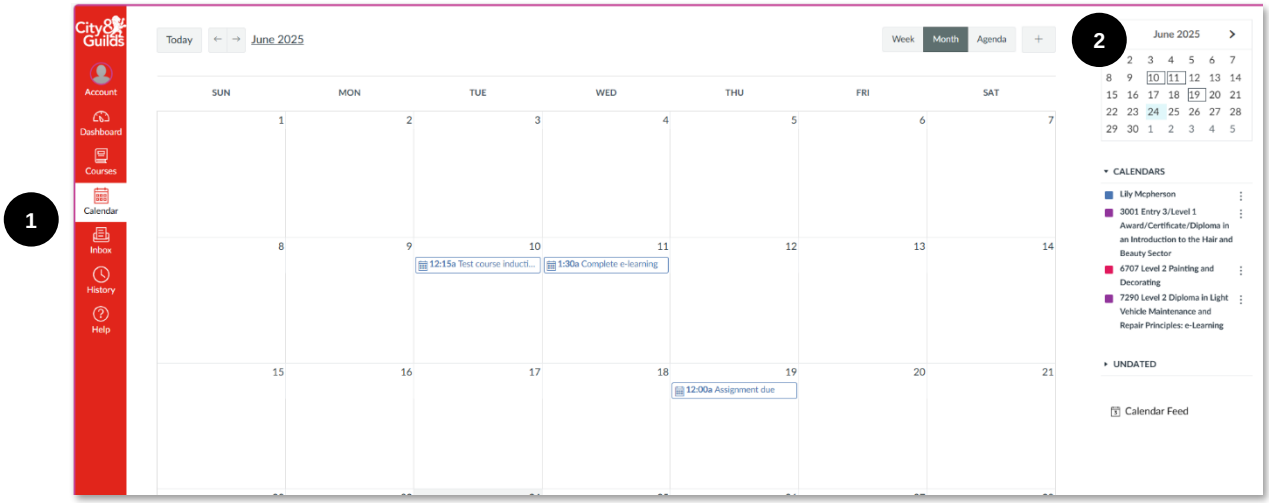
4. SmartScreen Calendar

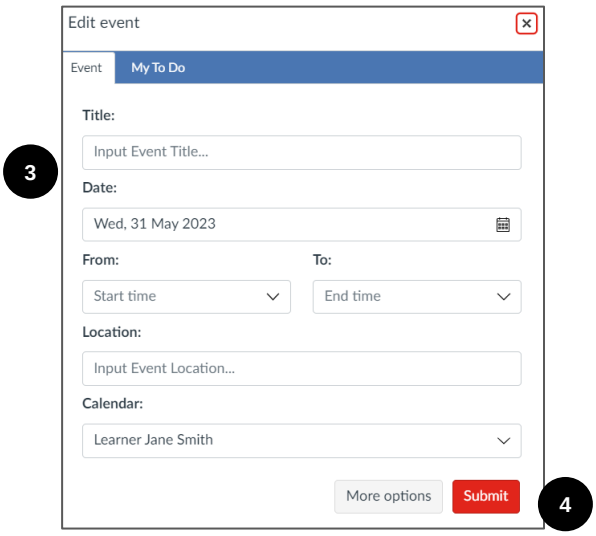
The **Calendar** function allows you to create personal events to track any activity related to SmartScreen content or your learning.

Tutors can also create events associated with a course. These events will appear in your calendar.

To create an event:

1. Click on '**Calendar**' in the main menu.
2. Click on the '**+**' button.
3. In the new window enter details of the event.
4. Click '**Submit**'.





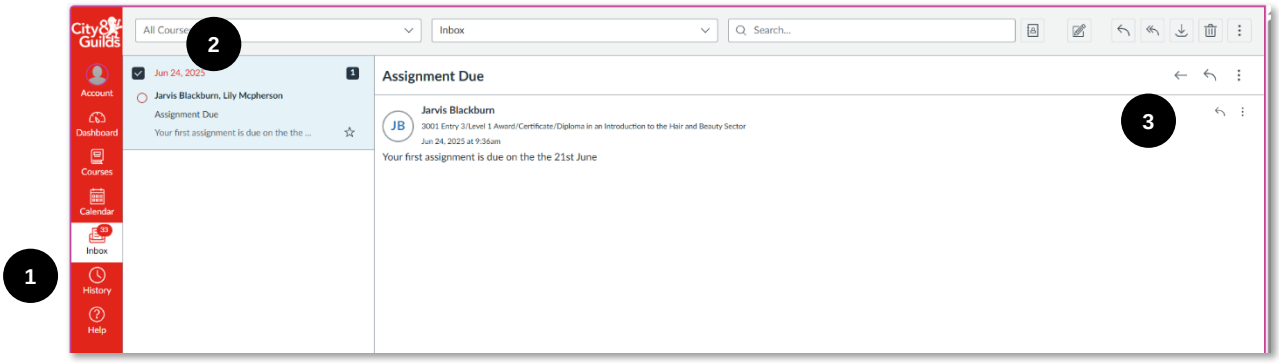
Created events will be visible on the ‘**Dashboard**’.

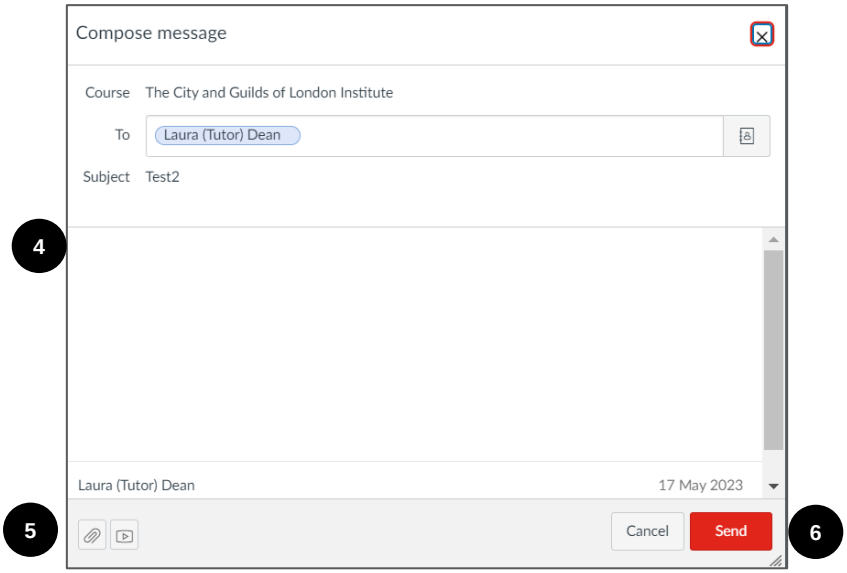
5. SmartScreen Inbox

SmartScreen has an internal messaging function for Centre Administrators and Tutors to communicate with learners. You will only be able to respond to messages you receive. Each time a message is sent by your Tutor or Centre Administrator, you will receive an email notification.

How to respond to a message:

1. Click on '**Inbox**' in the main menu.
2. Click on the message. New messages will have a red dot next to the sender's name.
3. Click on the reply button.
4. This is the box for your reply.
5. You can attach a file or record a video using the camera of your PC or laptop.
6. Click '**Send**'.





6. Mobile app to access SmartScreen learning content

There is a mobile app that you can download to access SmartScreen learning content.

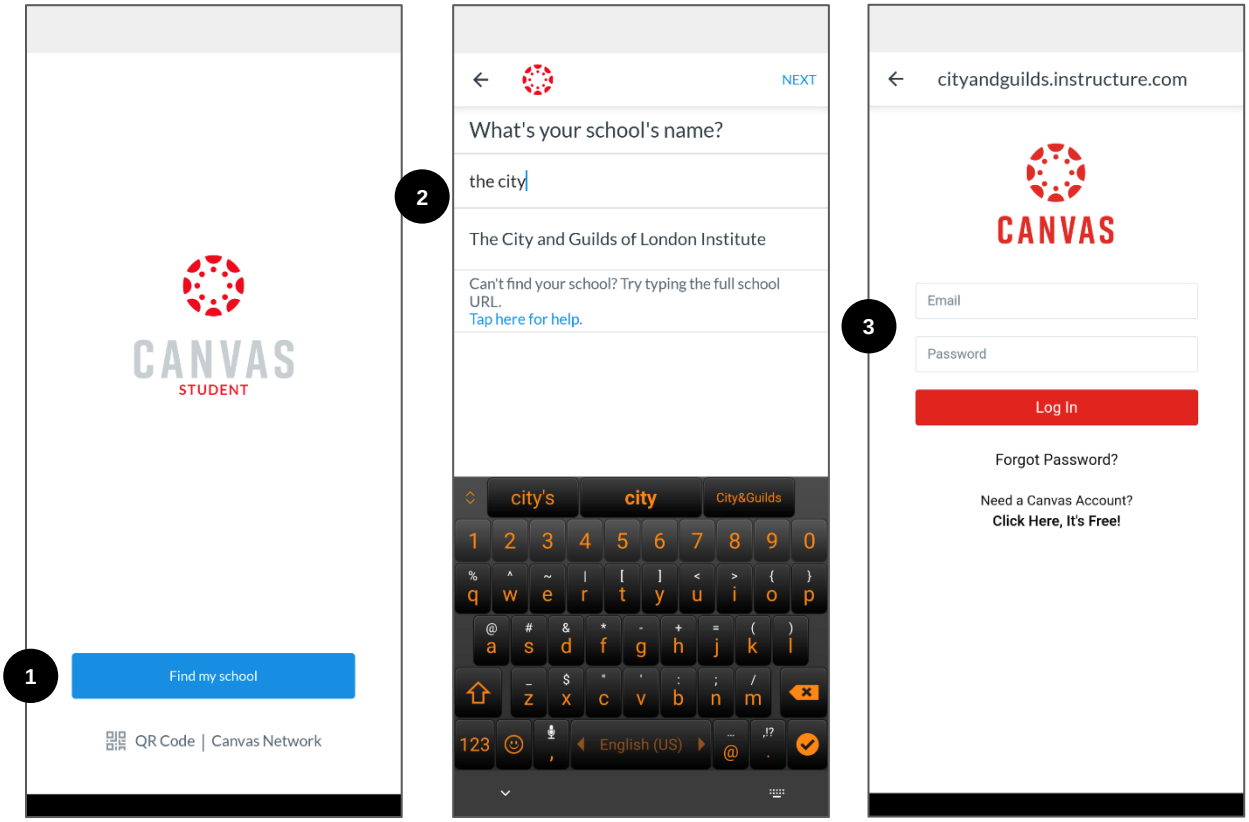
How to install and login to the app:

1. Search '**Canvas Student**' in the Play Store on an Android phone, or in the App Store on an iPhone.
2. Click '**Install**'.
3. After the app is installed, there are two ways you can log in:
   a. On your PC or laptop open SmartScreen and go to '**Account**' > '**QR for Mobile Login**'. Scan a QR code with your phone camera. You will be logged in to the app.
   b. In the Canvas app:

1 Click the '**Find my school**' button.

2 Enter 'The City and Guilds of London Institute'.

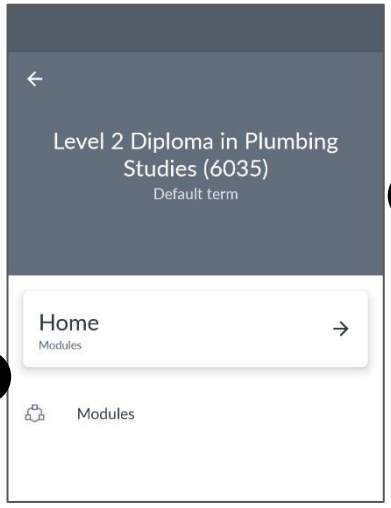
3 Then enter your email, password and click '**Log In**'.



How to view learning content in the app:

1. On your '**Dashboard**' click on the relevant course.
2. You will see the course menu.
3. Click on '**Learner resources**' in the unit you want to view.
4. To open and view the resources, you will need to have the right app to open this type of file installed on your phone, e.g. MS Word, PowerPoint etc.
5. To open e-learning content, click '**Launch External Tool**'. The content will open in a new window.

1



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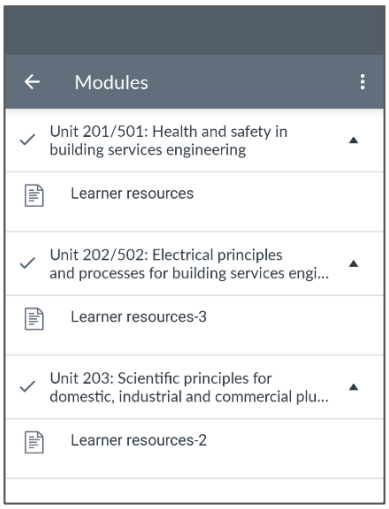

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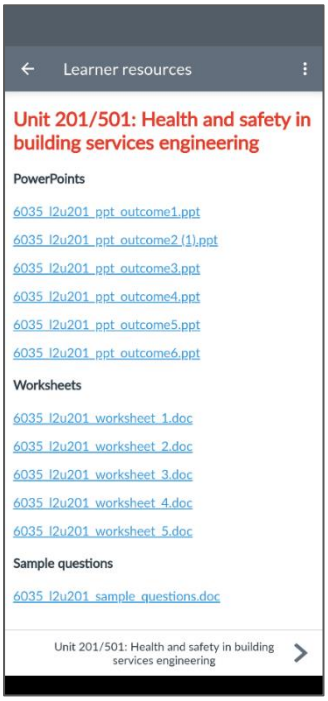

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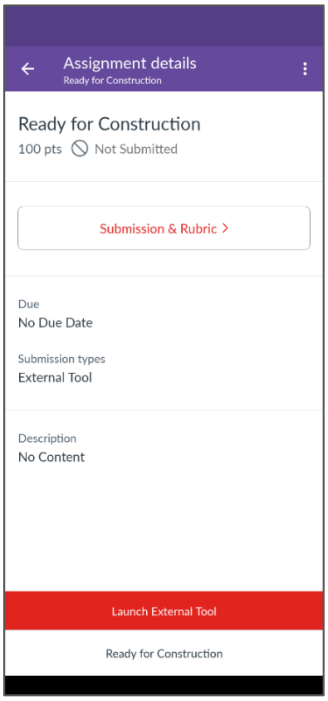

7. Here to help

You can find links to this user guide, FAQ and SmartScreen webpages in the ‘**Help**’ menu.

The ‘**SmartScreen Help**’ button at the right-hand side of the screen provides short how-to guides. Click on it to view help articles related to the page you are interested in. The button can be moved around the screen.

If you have a question, which has not been answered here, please call our Customer Services Team on 0192 4930 800.

Contact us

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About City & Guilds

City & Guilds is the global skills partner, empowering people, organisations and economies to develop the skills they need for growth. With almost 150 years of trusted expertise, we support people into work, help them develop on the job and move into the next job.

We work with Governments, employers, training providers, colleges and industry stakeholders to design and deliver high-quality training, qualifications, assessments and credentials that lead to meaningful career progression. We understand the life changing link between skills development, social mobility and success. Our solutions span critical sectors including construction, engineering, transport, energy and electrical, serving over 1 million learners annually.

Through our comprehensive portfolio of brands and trusted global network, we set industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We believe you can achieve your potential - and we're here to help make it happen.

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