

Canvas Catalog Frequently Asked Questions | For Learners

Updated March 31, 2023

- **What's the difference between courses in Online@UT (Canvas) and Canvas Catalog?**
 - Online@UT (Canvas) and Canvas Catalog are separate instances of the Canvas learning management system, with the same Canvas features. However, the difference is in the purpose of education.
 - Online@UT (Canvas) courses are part of the UTK official academic education leading to a degree.
 - Canvas Catalog courses deliver non-credit, non-degree education. Current students may register for courses in Canvas Catalog for continuing education, but those courses will not be available on official transcripts.
- **How do I access a course in Canvas Catalog?**
 - See [Instructions](#) in the Canvas Catalog Help section of the web page.
- **I forgot my password. How do I login?**
 - If you have an active UT NetID, log in as the UTK User with the UT NetID and password. To reset the UTK password, follow these instructions: See [Instructions](#) for non-UTK users on how to reset a password, in the Canvas Catalog Help section of the web page.
- **I am a UTK alumnus. Can I login using a standard UTK NetID authentication?**
 - If you have an active UTK NetID, you should be able to login using your UTK NetID and Password. If you cannot login with the UTK NetID, you can create a guest account in Canvas Catalog.
- **Where can I access my completion certificate?**
 - If your course or program includes a certificate, you can view and download the certificate when you have completed the course or program. Certificates are issued automatically upon completion and can be viewed at any time.
 - **Note:** When you complete a course or program with a certificate, a link to the certificate will also be emailed to you.
 - On the Canvas Catalog Dashboard, click the **Completed** tab.
 - To view the certificate in your web browser, click the **View** link. To download the certificate, click the **Download** link.
- **How do I view a transcript of my courses or programs in Canvas Catalog?**
 - In Catalog, you can view a transcript of all your enrollment information as displayed in your **In Progress**, **Completed**, and **Not Completed** Catalog tabs. If a program has multiple programs, the transcript only shows the first subprogram.
 - Programs count as one item; no course requirements are included in the total enrollment count. If an enrolled date is not set, the course has not been started

or the enrollment date is unavailable. Transcripts also display credits earned as well as credits available to earn (when an enrollment is completed).

- In the Student Dashboard, click the **PDF Transcript** button.
 - The PDF transcript opens in a new browser tab. You can print or save transcripts to your computer. View the date of the transcript at the bottom of the PDF.
- **Where can I get help with a Canvas Catalog technology issue?**
 - [Submit a ticket for our Teaching, Learning, & Research](#) service online or contact us via phone at 865-974-9900.
 - **Where can I get help with a Canvas Catalog course/program issue?**
 - Contact the instructor or department offering the course to get help with or ask questions about the course, course policies, payment information, refunds, or anything related to specific courses or programs.
 - **How long can I access Canvas Catalog courses after course or program completion?**
 - The availability of the course upon completion is determined by a course/program coordinator.
 - **Is Canvas Catalog available on Canvas mobile applications?**
 - Yes. From the Canvas Student mobile app:
 - Tap the *Find my school* button.
 - In the *Find your school or district* field, type in ***ut.instructure.com***.
 - Choose the appropriate log in option:
 - *Log in with UTK NetID*
 - *Log in without UTK NetID*
 - **Will I receive email notification when I enroll in a course?**
 - Yes, you will receive a confirmation email with a link to the course.
 - **Where can I browse/search UT Canvas Catalog courses?**
 - View public facing [Canvas Catalog courses](#).
 - **Who should I contact if there is a problem with course fee payment?**
 - The fees paid by the learners go directly to the departments through TouchNet, an integrated payment gateway. Please inquire with your department and contact the person responsible for managing TouchNet payments.
 - **Can I get a refund for the Canvas Catalog course/program I registered for, but never started?**
 - Students who register for a paid course/program but do not open the course or begin any coursework within the course may be eligible for a refund at the

discretion of the department offering the course. Students seeking a refund must contact the department offering the course to begin the process.

Do you have any questions that were not answered here? [Submit a ticket for our Teaching, Learning, & Research](#) service online or contact us via phone at 865-974-9900.