

eLearning Services Student Handbook

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eLearning Services

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Table of Contents

eLearning Services	1
eLearning Services Staff.....	3
Role of eLearning Services	3
eLearning Services Webpage for Students	3
Canvas	3
What is Canvas?.....	4
Accessing Canvas	4
Discovery Page.....	5
Login and Password	5
Canvas App for Students	6
Canvas Calendar	6
When do classes become available in Canvas?	6
When do students lose access to Canvas classes?	7
Learn to use Canvas.....	7
Canvas Technical Support / Help	8
Help for Virtual Conferencing.....	8
Help for Respondus LockDown Browser (+Monitor).....	8
Technology Specifications	8
Using the Canvas App for Coursework	10
Software and Apps	10
Artificial Intelligence (AI)	10
Microsoft 365	10
Microsoft OneDrive	11
GIMP	11
Proctored Exams	11
Official Grades.....	11
Emergency Notifications.....	11

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Role of eLearning Services

The eLearning Services (eLS) department at LC State facilitates a variety of technology-enhanced instruction, including fully online, hybrid, virtual remote, and web-enhanced lecture courses through the Canvas learning management system (LMS).

eLearning Services Webpage for Students

The eLearning Services website has a page for [Student Information](https://www.lcsc.edu/elearning/student-information) (Full URL: <https://www.lcsc.edu/elearning/student-information>).

Information on this page includes the most current version of the eLearning Student Handbook, links to Canvas Support, information about test proctoring, and LC State Policy Information. Additionally, there are links to Student Success Tools.

Canvas

All courses have an online course space, which is facilitated through the campus learning management system (LMS), Canvas.

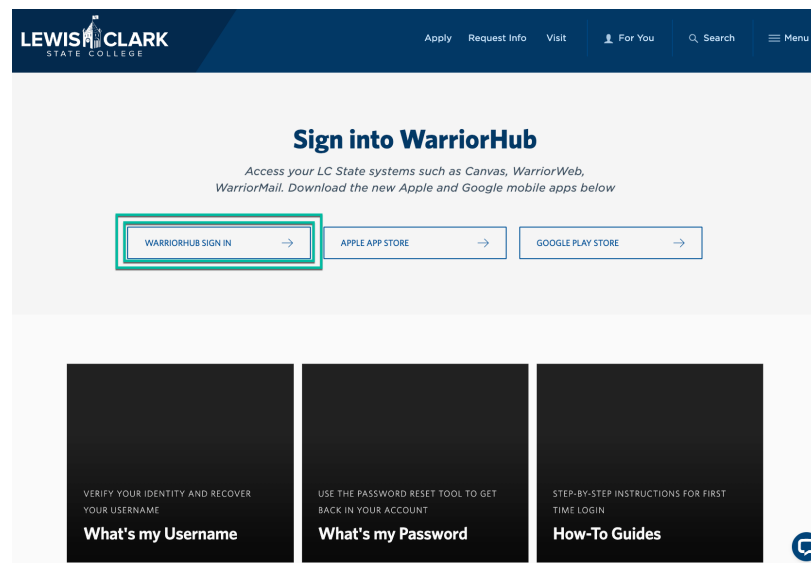


What is Canvas?

Canvas is an LMS designed by Instructure. An LMS is an application for the administration, documentation, tracking, reporting, and delivery of instructional courses. All fully online, hybrid, and virtual remote courses at LC State are delivered through Canvas, and all face-to-face courses have a course space in Canvas that will, at a minimum, contain the course syllabus.

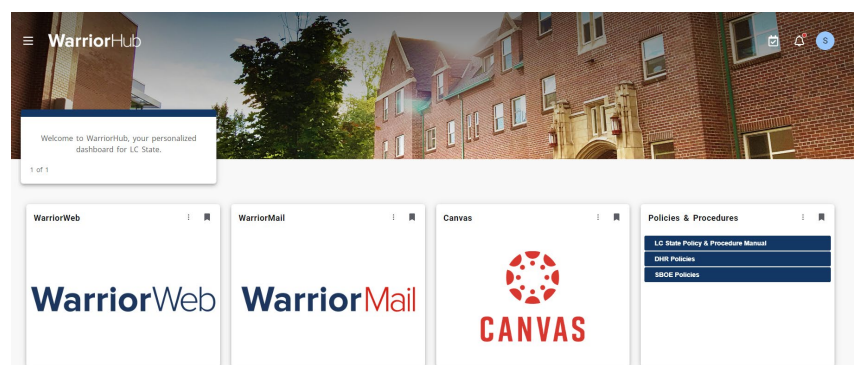
Accessing Canvas

You can go directly to Canvas using Single Sign On (SSO) through the [WarriorHub](https://www.lcsc.edu/warriorhub) (<https://www.lcsc.edu/warriorhub>). Select “WarriorHub Sign In” you will be prompted to the Single Sign On (SSO) portal. Enter the Warrior Student/Staff email and password that is affiliated with LC State College.



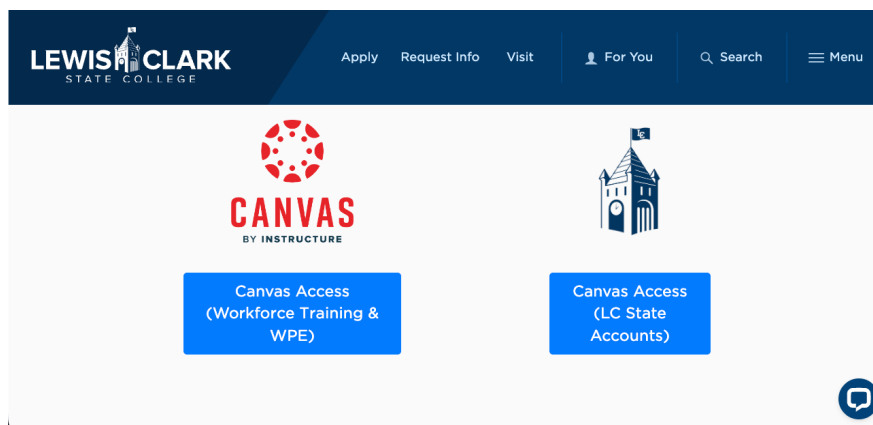
Once you're logged in, you will see a dashboard with various apps you will use as a student at LC State.

If you do not see an application you need on your dashboard interface, scroll down and click on the “Discover More” button to find and bookmark (upper right-hand corner of the app tile) to save it to the dashboard home screen.



Discovery Page

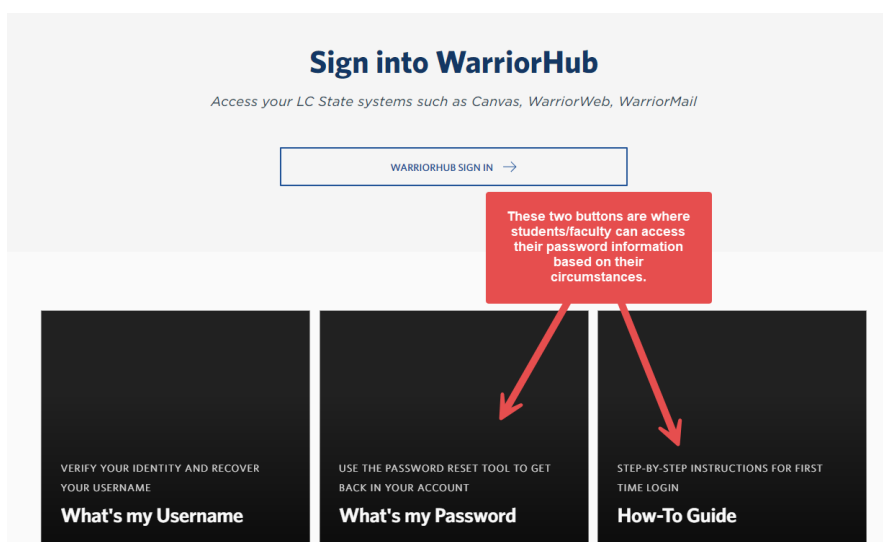
When you click on the Canvas tile within the WarriorHub, you will be directed to the Discovery Page in which you will either select LC State Access with the clock tower icon or the Canvas Access with the Canvas icon. LC State College students/staff/faculty, select the LC State Access option. For Workforce Training courses or access to the Writing Placement Exam within Canvas, select the WFT/WPE option.



Login and Password

To locate your username, you will need to access the [WarriorHub](https://www.lcsc.edu/warriorhub) Portal page on LC State's website (<https://www.lcsc.edu/warriorhub>). Click on the square button titled 'What's my Username'. There you will fill out the form to receive your username information. You will receive an email with your username information. For further assistance, contact IT Help Desk by email at helpdesk@lcsc.edu or by phone at (208) 792-2231.

To set or change your password, visit the [WarriorHub](https://www.lcsc.edu/warriorhub) Portal page on LC State's website (<https://www.lcsc.edu/warriorhub>). Click on the square button titled 'What's my Password' or 'Log in for the First Time' depending on your situation. For further assistance, contact IT Help Desk by email at helpdesk@lcsc.edu or by phone at (208) 792-2231.



Canvas App for Students

The Canvas Student App allows students to access their courses using a mobile device.

Please review [Using the Canvas App for Coursework](#) to learn about recommendations for use of the Canvas App.

****When first logging in, use 'Finding my School' to search for “LC State” and select it for the correct institution to log into. After that, two options will pop up, LC State SSO or LC State WFT&WPE. If you are an enrolled student at LC State and have an LC State Warrior email, select the LC State SSO as your institution. If you are not an LC State student, you will select LC State Workforce Training (WFT) & Writing Placement Exam (WPE) as your institution.**

Canvas Student is available for Android and iOS devices:

- [Canvas Student Android Guide](#) (Full URL: https://community.instructure.com/en/kb/canvas_mobile-app-android-guide)
- [Canvas Student iOS Guide](#) (Full URL: https://community.instructure.com/en/kb/canvas_mobile-app-ios-guide)

Canvas Calendar

The Canvas Calendar tool brings together all assignments, quizzes, and discussion due dates, non-graded events, and appointments that are booked through Canvas. It allows students to view everything they need for all courses that use the calendar tool in one place, or to filter the calendar to see dates for specific courses. A calendar feed can even be exported to allow users to see their Canvas Calendar dates in their preferred calendar publisher. The LC State Academic and Instructional Calendar can also be added to the Canvas Calendar feed.

Export Canvas Calendar Feed

You can import your Canvas calendar to your Outlook Calendar. The calendar feed will contain events and assignments from all your Canvas calendars.

- [How do I subscribe to the Calendar feed using Outlook as a student?](#) (Full URL: <https://community.canvaslms.com/t5/Student-Guide/How-do-I-subscribe-to-the-Calendar-feed-using-Outlook-as-a/ta-p/531>)

When do classes become available in Canvas?

Traditional term Canvas courses become available to students on the Friday before the first day of classes.

Access to online course spaces, three days before the first day of the term, allows students to confirm their login information and verify that all courses appear on their Dashboard in Canvas. Instructors are only required to have the syllabus available at this time, and they cannot require students to complete course activities during this early access period.

Session B Courses become available on the first day of the class.

When do students lose access to Canvas classes?

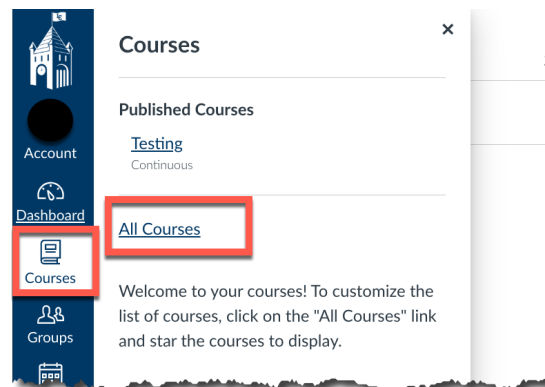
Canvas classes become unavailable to students at end of day (11:59pm) the Sunday following Finals Week. Finals Week ends on a Friday, then the following Sunday students will no longer see the courses on their dashboards in Canvas.

If you need submissions or group work saved for continued access (such as for a portfolio), you must retrieve that content before that date.

Learn to use Canvas

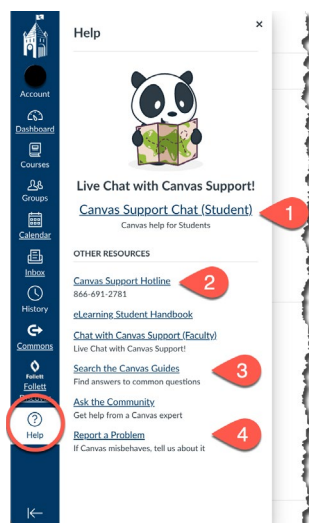
It is the responsibility of the student to learn how to use Canvas; eLearning has created a resource in Canvas called “Passport to Canvas”. All students are enrolled in this self-paced training on how to use Canvas. Passport to Canvas consists of nine modules that guide students through everything they need to know about using Canvas as a student. Participants are taken on a tour around the globe, stopping at each of the Instructure offices to learn another facet of the Canvas platform and some fun facts about each Instructure office.

If you don’t see “Passport to Canvas” on your Dashboard when you sign into Canvas, go to “Courses” in the left-hand global navigation menu, then select “All Courses.” Click the icon “Star” next to the “Passport to Canvas” course to have it display on your Dashboard. If you don’t see the course in “All Courses,” email eLearning@lcsc.edu to be enrolled.



Canvas Technical Support / Help

Canvas Help is available 24/7 and is available online or by phone. You can access the Canvas Help by clicking on “Help” in the Global Navigation on the left-hand side of Canvas. From the Help link in Canvas you can:



1. [Chat with Canvas Support](#) –This offers a quick response time via online chat with a Canvas support technician.
2. Call the Canvas Support Hotline (866-691-2781)
3. [Search the Canvas Guides](#) – Find answers to common questions.
4. Report a Problem - File a support ticket with Canvas; Canvas support will follow up with you via email.

Help for Virtual Conferencing

LC State IT supports Teams in Canvas for virtual conferencing. If you need technical assistance, contact the IT Helpdesk at helpdesk@lcsc.edu or call (208) 792-2231.

Help for Respondus LockDown Browser (+Monitor)

The LockDown Browser download link and application are different for each institution. If a course requires this tool, the link should be provided in Canvas. If you do not see it in Canvas, contact your instructor to obtain it. For support, contact Respondus directly for support regarding Respondus LockDown Browser. Visit the [Respondus Student Help page](https://web.respondus.com/student-help/) (Full URL: <https://web.respondus.com/student-help/>) to start a live chat or submit a ticket. eLearning Services and LC State IT Helpdesk do not offer technical support for the lockdown browser.

Technology Specifications

There are minimum technology specifications that must be met to operate the Canvas LMS and be a successful remote/online student. [Access Canvas's full list of technology requirements](https://community.instructure.com/en/kb/articles/662718-what-are-the-browser-and-computer-requirements-for-instructure-products) (Full URL: <https://community.instructure.com/en/kb/articles/662718-what-are-the-browser-and-computer-requirements-for-instructure-products>)

Minimum Specifications

*****Students must have access to a full desktop/laptop computer operating system. *****

Technology

Accessing online courses from a tablet or other mobile device is not sufficient to perform certain Canvas functions. LC State has established the following technology requirements for students taking online courses.

- Internet Connection
 - Consistent, reliable access to a high-speed internet connection is required to successfully participate in remote and online instruction
 - 1.5 MBps download speed is recommended
- Hardware
 - 2.4GHz or faster processor
 - 4 GB or higher RAM
 - Webcam with microphone is strongly recommended
 - Speakers/headphones/earbuds for listening to audio or video
- Operating System Minimum Requirements
 - Windows 10 or newer
 - MacOS 13 or newer

Important Note:

CHROMEBOOKS ARE NOT RECOMMENDED AS YOUR MAIN COMPUTER AT LC STATE. Certain Canvas features and some software programs used by campus departments will not run on the Chromebook operating system.

Web Browsers

Always use the most current version of your preferred browser. Canvas supports the current and first previous major releases of the following browsers:

- Google Chrome
- Mozilla Firefox
- Safari

PLEASE NOTE: Canvas no longer supports Internet Explorer - You must use one of the browsers above for Canvas to operate properly. Use of Microsoft Edge or Apple Safari may result in display issues; it is recommended to only use Chrome or Firefox.

Third Party Browser Extensions

The use of third-party browser extensions, add-ons, or custom scripts - such as Better Canvas, Dark Reader, and Stylus - to alter the visual display, color themes, or user interface of the Canvas Learning Management System (LMS) is not recommended.

While these tools are often used to create custom dark modes or aesthetic themes, they actively manipulate the underlying code of the Canvas Rich Content Editor (RCE). This code manipulation can corrupt formatting, resulting in assignment submissions being illegible to instructors in the Canvas grading tool.

In addition to assignment submission issues, use of these types of browser extensions can cause the exam proctoring software, Respondus LockDown Browser, to lock students out of exams.

Using the Canvas App for Coursework

LC State encourages downloading and use of the Canvas App for Students, which allows students access to courses using a mobile device. Students can use the app to view grades, participate in discussions, check their calendar and to-do items, access course materials, and check their inbox for messages. However, eLearning recommends submitting assignments or taking quizzes or tests on a computer/laptop only.

*****Online students MUST still have access to a computer, as certain Canvas features and some software programs used by campus departments won't run on a mobile device.*****

Software and Apps

eLearning Services encourages use of the following programs and apps for student success.

Artificial Intelligence (AI)

Artificial Intelligence (AI) – AI tools and applications (such as Copilot, ChatGPT, etc.) have had a major impact on our professional and educational lives. While AI can be a valuable and convenient tool, it is important for students to understand that there are appropriate times and situations for their use.

There is no formal policy at LC State for, or against, AI tools in the classroom. This allows faculty to promote or restrict its use to best suit the needs of students and the course learning objectives. If you are unclear how you may use AI tools appropriately in a course, please review your syllabus and consult your instructor. Unauthorized use of AI in a class can be considered plagiarism and is a violation of the [Student Code of Conduct](https://www.lcsc.edu/media/3drosz3l/policy-5105-student-code-of-conduct.pdf), Section 3: Prohibited Conduct (Full URL: <https://www.lcsc.edu/media/3drosz3l/policy-5105-student-code-of-conduct.pdf>).

Microsoft 365

LC Students have access to Office 365 for Education, which includes the use of the web-based versions of Outlook, Word, Excel, PowerPoint, OneNote, and additional classroom tools! LC Students will use their WarriorMail accounts to access these tools. LC State IT provides student support for Office 365. Visit the [Information Technology page](https://www.lcsc.edu/it) for more information (Full URL: <https://www.lcsc.edu/it>).

Microsoft OneDrive

Use the Microsoft OneDrive app on your mobile for scanning capabilities. You will open the app, select the “+” button located on the bottom corner of the screen, then select “Scan Photo” to scan your document(s). Save the image to your desired location in your OneDrive.

GIMP

GIMP is an acronym for GNU Image Manipulation Program. It is a free image editing program for resizing, cropping, editing, and creating original images. Technical support for GIMP is not provided by LC State IT or eLearning Services. For support, [visit GIMP](http://www.gimp.org) (Full URL: www.gimp.org).

Proctored Exams

Please visit the [LC State Testing Center website](https://www.lcsc.edu/testing-center) (Full URL: <https://www.lcsc.edu/testing-center>) for the latest information on the hours of the LC State main campus Testing Center, or to request information for testing at alternative approved sites in other locations

Please note that the use of Respondus LockDown Browser (+Monitor) is on a case-by-case basis per an instructor’s discretion and availability of proctoring options due to circumstances. If Respondus is required for your exams, it must be used on a PC or MAC only. Respondus will not operate correctly on a tablet, phone, or Chromebook.

Official Grades

Final, official student course grades are posted in WarriorWeb. Grades listed in Canvas may not accurately reflect your final, official grade for a course. The “Grades” tool in Canvas allows instructors to share scores and feedback on assignments, but final grades are ultimately determined by the instructor and submitted to WarriorWeb. Refer to the course syllabus for specific grading information and address all grade-related questions to your instructor.

Emergency Notifications

[Warrior Alerts](https://www.lcsc.edu/public-safety/safety-on-campus/warrior-alerts) (Full URL: <https://www.lcsc.edu/public-safety/safety-on-campus/warrior-alerts>) is an institution-wide, multi-modal (email, text message, voice, and text-to-speech) emergency notification system. All College employees and students are enrolled automatically through employee and student database modules upon employment/enrollment. You must remain enrolled to receive Emergency Notifications and Timely Warnings that are issued to the campus.

Students and Employees are encouraged to log into WarriorWeb to verify their contact information is correct and up to date to ensure you receive alerts.