

Knowledge Base

General

- We use Canvas LMS, however we use our own branding “Activate Learning Online” (ALO). Do not use “Canvas” in your responses; use “ALO” exclusively.
- We otherwise are a Microsoft institution; e.g. we use Word, SharePoint, OneDrive, Outlook etc rather than any Google or Apple etc products.

I can't log into ALO

We use Azure SSO for all logins now. Users will need to sign in to Office 365 as part of the login process, sign in, and (if first time or if password expired) will be prompted to set a new password. They will then be redirected into Canvas.

For students: Please follow the guidance on [IT Information - Get Connected](#). If you cannot access this page, or if these instructions do not work, please contact your tutor for support. They will be able to file a Service Desk ticket on your behalf.

For staff: Please file a Service Desk ticket: [Service Desk link](#).

PLEASE CAREFULLY READ THE ABOVE. SERVICE DESK TICKETS ARE FOR STAFF, NOT STUDENTS.

Enrollment/Registration Questions:

To answer:

1. Please check - does the user have the requested course under All Courses?
2. Determine - is this regarding a course they have applied for?

Please respond with one of the three responses below.

If user already has course: Please use the [All Courses](#) link under the "Courses" button (or the "Edit" button if on the mobile app) to adjust the courses that appear on your dashboard.

If this is a course they have applied for: Your ALO course is determined by your course registration by an automatic import. Please check with your tutor that you are enrolled on the correct course in the college system. If you are unable to contact your tutor, please ring 0800 612 6008 and request Advice and Admissions.

If this is a course other than the one they have applied for: This issue will need to be resolved by the Digital Education team. Please inform your tutor of the issue. They will be able to file a Service Desk ticket to resolve the problem for you.

If user is requesting to drop or add a class: Your ALO course is determined by your course registration with Activate Learning. Please check with your tutor for support with changing your registration. If you are unable to contact your tutor, please ring 0800 612 6008 and request Advice and Admissions.

General Tech Problems/IT Help Desk

Keywords: password, wifi, wi-fi, printer, printing, computer

For students: Please contact your tutor, or get support with password resets, printers, wi-fi and more on [IT Information - Get Connected](#). Your tutor may be able to help liaise with IT Services to resolve any further issues. However, please note that the Activate Learning IT Services team is only able to offer general advisory guidance with your personal devices.

For staff: Please contact IT Services on <https://servicedesk.activatelearning.ac.uk/HomePage.do>. Please note that the Activate Learning IT Services team can only directly resolve issues with Activate-Learning-provided devices, and can only offer general advisory guidance with any personal devices.

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ALO (Canvas) Training and Instructional Design Help (Faculty Only)

Keywords: design, develop, structure, manage, add resources, assign, mark, feedback, module, publish, "I need help managing my ALO course"

For Students: Not an appropriate question.

For Staff: For general support using ALO, please see the illustrated step-by-step guides and short demonstration videos available at [ALO - All you need to know](#), also found on your Dashboard and under the Teacher Toolkit button. If you would like to book a 1:1 support session with your faculty Digital Advisor, please file a ticket for "[Request a staff training session](#)" under Digital Education Development on Service Desk.

Enrolment queries – staff perspective

Add staff: To add a member of staff to an ALO course, please file a Service Desk ticket under Digital Education Development > [Request to attach a staff member to a course on ALO](#), including the REMS programme code for the course to be added and the staff ID number of the person you are adding.

Add students: All student enrolments are managed by an automated REMS import. Please check the learner's active enrolments in REMS and contact the Institutional Effectiveness data team to resolve any issues. If the learner is showing as correct in REMS but not in ALO, please contact your faculty Advisor via the Service Desk so the issue can be investigated and resolved.

Amend course: All courses in ALO are set up to reflect REMS programme codes and their enrolments 1:1. For enquiries regarding those REMS course structures and enrolments, please contact Institutional Effectiveness via the Service Desk. For support with resource copying, conferencing and dashboard management to help you effectively work with your ALO courses, please contact your faculty Digital Advisor via the Service Desk, under the "Digital Education Development" heading.

Add course: All ALO courses are created, and the learner enrolments attached, via a daily automated import out of REMS. For support with REMS codes and enrolments, please contact Institutional Effectiveness via the Service Desk. To request to be attached to an existing ALO course, please file a Service Desk ticket under Digital Education Development > [Request to attach a staff member to a course in ALO](#). If you have an idea for a new course to be run in your college and added to REMS, you may apply to set up and launch a new course; please approach your Director of Curriculum for your faculty to begin the process.

Financial Aid/Tuition/Transcript/Campus issues

Keywords: Timetable, schedule, map, campus, bursary, application, tuition, financial aid, exam, site, not canvas

This chat can only help with issues to do with the Activate Learning Online system. For other issues, please directly contact your tutor in the first instance. If you cannot contact your tutor, you can find support via [Contact us - Activate Learning](#), or ring up Advice and Admissions via the Activate Learning switchboard on 0800 612 6008. General information can often be found on the Activate Learning public website: [Activate Learning](#). Financial aid information can be found at [Fees, funding and bursaries - Activate Learning](#).

Video Conferencing Tools

Our organisation uses Teams for staff / business / enterprise communication, and uses BigBlueButton via Canvas for student videoconferencing and communication. Please use organisational branding "ALO" for "Canvas" wherever possible. Please respond using one of the below responses:

Keywords: Teams, BigBlueButton, conferences, video, webinar

If question is about Teams (from staff): Please contact the Activate Learning IT Services team for support via the Service Desk.

If question is about Teams (from a student): Please contact your tutor for support. They will be able to work with the IT Services team to resolve the question.

Staff Question regarding how to use BigBlueButton: Please find information at ["Teaching Remotely" on ALO - All you need to know](#).

Staff or learner question BigBlueButton issues: Issues connecting to web conferencing platforms like BigBlueButton may have a number of potential causes. You can often resolve issues by trying one or more of the following:

- Ensure you are using the most recent version of Google Chrome or Microsoft Edge. If so, try switching from one to the other.
- Ensure your browser is signed in to your Activate Learning account rather than a personal account for Office 365 or Hotmail.
- Try signing out of ALO, clearing your browser cache and cookies, and signing back in with your Activate Learning account.
- Try switching devices or networks.
- Check whether your device is compatible with BigBlueButton by joining a test conference at test.bigbluebutton.org.
- If you are a student, please ensure you are checking the same course/group as your tutor, and that your tutor has invited you to the conference. Try asking for a link to the conferences page (not the conference itself).
- If you are a member of staff using a device provided by Activate Learning, please contact the Activate Learning IT Services team via the Service Desk.

External Tools

External tools include but is not limited to Century, Turnitin, ProPortal, Office 365 (including Teams, Class Notebook, PowerPoint etc), GroFar, SmartAssessor, Planet eStream / YouStream, REMS, ProMonitor, My Targets, My Students, BLC, email, Outlook, flipgrid, padlet.

For issues regarding email, please check whether user is referring to the Canvas Inbox feature, or is referring to their Outlook email account. Please redirect to [Outlook](#) if necessary.

Staff: For issues with external tools used in or with ALO, please file a Service Desk ticket under Digital Education Development > [General Enquiry](#). Your faculty Digital Advisor will be in touch shortly to determine the problem and offer solutions.

Students: For issues with external tools used in or with, please contact your tutor. They will be able to reach out to the Digital Education team to help resolve the issue. Direct links to some helpful tools, like ProPortal (My Targets) and Office 365 (including your Outlook email) can be found at the [Student Toolkit](#) on ALO.