High School and District

A High School Counselor's Tutorial to the NCAA Eligibility Center

FREQUENTLY ASKED QUESTIONS

Q1: **How do I get to Butler's Canvas?**

A1: Visit canvas.butler.edu. It is highly recommended you use Google Chrome. Mobile phones can work but sometimes have issues reporting content as complete.

Q2: **How do I login without a Butler email?**

A2: Click the "Log in without Butler Email" option. This will allow you to login with any email.

Q3: **What if I can't remember my password?**

A3: Use the "Forgot Password" button to have a reset link sent to your email. The email the reset link comes from is notifications@instructure.com.

Q4: **How do I start the course?**

A4: Once you are logged in, click the NCAA tile. At the bottom of the page, click the first module to start. Then you will have a next button to progress through each module. ***Note:*** Modules must be done in order, so you must completely go through them before progressing to the next module.

Q5: **How do I progress from module to module in Canvas?**

A5: Use the "Next" and "Back" buttons located in the bottom corners of each module. ***Note:*** Modules must be done in order, so you must completely go through them before progressing to the next module.

Q6: **I finished the course and was not sent a certificate.**

A6: Ensure you have checkmarks next to each module. If any do not have a checkmark, those have something that was not completed. If they all are checked and you still did not receive your certificate, please check your spam folder. The Canvas Catalog email the certificate comes from is notifications@instructure.com.

Q7: **I need additional technical help that these questions did not answer (Canvas support).**

A7: If you can log into Canvas, click the "Help" icon located on the left side panel. Otherwise, call Canvas at 844-483-5027.

Q8: **I need additional content help that these questions did not answer (NCAA support).**

A8: For help with questions about your high school's Eligibility Center account or a college-bound student-athlete, have your high school's **PIN** ready and call the Eligibility Center's high school support line at 877-622-2321, Monday-Friday 8:30 a.m. to 5 p.m. Eastern time.

Q9: **How is my information shared?**

A9: None of the information you share is shared with Butler for the purposes of solicitation. Your information can only be accessed by Butler technical support teams for the purpose of troubleshooting.

Q10: **Will I receive updates about content in this course?**

A10: Emails will be sent to users if content has been updated such as a new law impacting requirements.

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