

How to Access Canvas

Go to <https://mtsac.instructure.com>



Reset Your Password

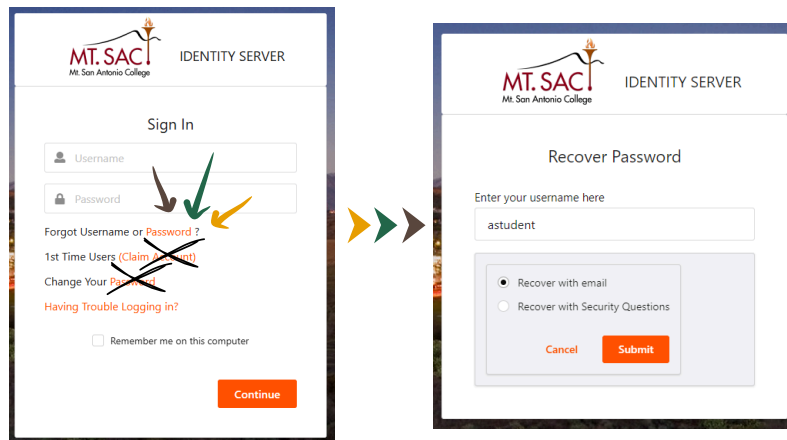
The first time you sign in, you will “recover” your password using your Mt. SAC username*

Check the email address you used to apply

You will get an email to reset your password

Click the link to reset your password

After your password is reset, you can log in and view your class(es)



Potential Canvas Issues

Don't see your class yet?

That's ok! Your class will show up at 3pm on the first day. You should see the Mt. SAC logo even if there are no class tiles.

Error! message when resetting your password

If you get a message that says “error! The server encountered an internal error. Please contact administrator”, please email us for a password reset. Please include your username.

Can't find your username?

*Your username is NOT your email address... it is typically the first letter of your first name, then your last name, and numbers (e.g. asample7). It is in your Mt. SAC HSR Welcome Email (email us if you didn't get it).

Not receiving the password reset email?

Check your spam folder and, if you see it, mark it as “not spam” for the future. If you don't get it, please send the email address you'd like to use and your username to hsr@mtsac.edu and we can update it for you.

Authentication Errors

Most of the time that just means that the system is overloaded. Keep trying to sign in and/or try using incognito mode.

NEED HELP?

Email
hsr@mtsac.edu

Check out the
“Get Started” Guide

