# **Cañada Course Welcome Email Template**

Instructors may want to use the template below as a jumping off point for the welcome message that they send to students ***prior*** to the start of the semester. Faculty are encouraged to send welcome messages out to each of their courses each semester.

Dear Students,

Welcome to [COURSE NAME AND NUMBER]. The course will be available to you on [DATE COURSE OPENS], but until then please review the information below. You’ll find the information you need to access the course, get Canvas help if you need it, and begin the course successfully.

## **How to Access the Course**

1. Open up the latest version of your browser. *We strongly recommend using* ***Chrome*** *for the best experience.*
2. Navigate to [my.smccd.edu/canvas](https://my.smccd.edu/canvas/) or search for “**SMCCCD Canvas**” and click Login.
3. Enter your Canvas username (your student email) and your Canvas password. Click Log In.
   * If you are a new student, or do not have a Canvas password yet, please visit the [First Time Login Tutorial Page](https://smccd.edu/student-tutorials/mysmccd-login-portal/first-time-login.php).
     1. **Don’t have a my.smccd.edu email yet?** Enter your G number for your username and reset your password. Password reset link will go to your personal email.

## **Get Help with Canvas**

If you’ve never used Canvas before, watch the [Canvas Overview video (7 minutes)](https://vimeo.com/74677642) to get started. You can also learn more about how to use the tools in Canvas from the [SMCCD Student Canvas Guides](https://smccd.instructure.com/courses/4635) and the [Canvas Student Guides](https://guides.instructure.com/m/4212).

If you have any questions about Canvas, you can contact Canvas Support:

* *Anytime:* Submit a Canvas Support Ticket | <https://smccdhelp.zendesk.com/hc/en-us>
* *Weekdays:* Call or Text the SMCCD Support Hotline I (844) 505-4565
* *Anytime:* Chat with Canvas Support | <https://cases.canvaslms.com/liveagentchat?chattype=student>

## **How to Start the Course**

[In this section, outline what you’re expecting students to do in the first 1-2 weeks of the course. If you have created a course navigation overview video, this would be a great place to share that with students so they know where things will be in the course once it opens.]

## **How to Contact Me**

[In this section, outline your preferred methods of communication and how often you plan to respond to students].

If you have any questions about the course, you can reach me by email at [youremail@smccd.edu](mailto:youremail@smccd.edu), or by phone at [YOUR PHONE]. I respond to emails within 48 hours and I respond to voicemails within 72 hours.

I will also have office hours on [TIME, DATE & ACCESS INFORMATION]. Feel free to email to make an appointment to meet outside of this time, or in-person if needed.

Once the course has begun, I will also be active in the Discussion Boards in our course, so that will be another way to reach me if needed.

I look forward to working with you this semester! See you in the course!

[YOUR SIGNATURE]