

Canvas

Why can't I see my course when I log in?

There are several reasons why your course may not appear in your WorldClassRoom course list. Please rule out the following to resolve the issue:

1. Have students been loaded in the course yet?

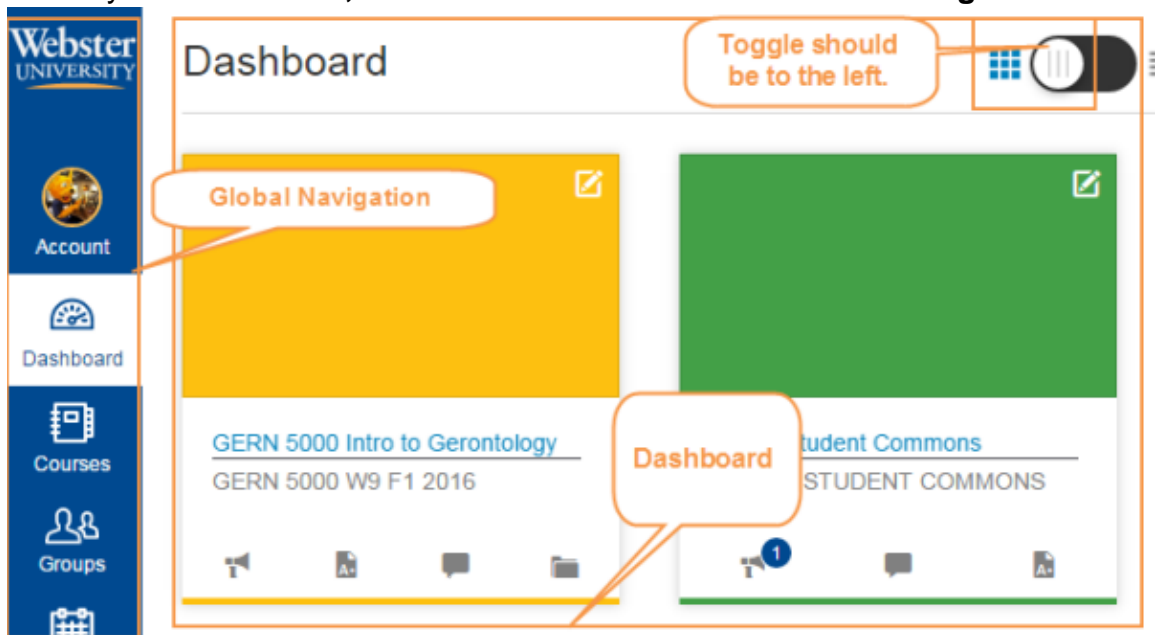
Students are loaded into WorldClassRoom courses the weekend before the official start date of the term. In other words, your course will appear in your WorldClassRoom course list the **Friday before the term starts by Noon central time**. Check the [Academic Calendar](#) for the term start date, noting that the date will differ based on the duration (semester, 8-week, or 9-week) of the course.

- If students have not been loaded in the course, please check your course list again the weekend before the term starts.
- If students have been loaded in the course, go to step 2.

2. Is the course hidden in your Courses list?

Depending on your settings, some of your courses may not appear in the main **Courses** list.

a. Check your **Dashboard**, click on **Dashboard** from the **Global Navigation**.



b. Click the **Courses** link from **Global Navigation**, then click on the **All Courses** link.

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The image shows the Canvas LMS interface. On the left is a blue navigation sidebar with the Webster University logo at the top. Below the logo are icons and labels for 'Account', 'Dashboard', 'Courses', 'Calendar', and 'Inbox'. The 'Courses' item is highlighted with an orange box and a callout bubble that says '1. Click on Courses'. The main content area is titled 'Courses' and has a close button (X) in the top right. Below the title is the text 'Online Student Commons' and 'DEFAULT TERM'. A link labeled 'All Courses' is highlighted with an orange box and a callout bubble that says '2. Click on All Courses'. A grey vertical bar is visible on the right side of the screen.

c. Check the **All Courses** list for the course.

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All Courses

The screenshot shows the 'All Courses' page in Canvas. A callout box with an orange border and text says: 'Clicking on the star will make the course show on your Dashboard.' Below the callout, the word 'Course' is written above a list of courses. The first course, 'Before You Board: International Student Orientation Online', has a star icon in a square box next to it. The other courses are 'BUSN 5600 OD SU 2016 Accounting Theory and Practice', 'BUSN 5620 OB SU 2016 Current Economic Analysis', and 'Online Student Commons', each with a star icon to its left.

Based on your findings, do the following:

- If the course is in your full **All Courses** list, click on the **Star** to add the course to your **Dashboard**
- If the course is **not** in your full **All Courses** list, proceed to step 3.

3. Are you enrolled in the course?

Verify that you are officially enrolled in the course. To check your schedule online, go to [Connections](#) > Student Academic Services > Student Schedule, make sure you **Current Option Settings** are set to the current term. You may also contact [Academic Advising](#) during regular business hours for questions about your schedule.

4. Has your enrollment changed in the last 24 hours?

If you have added, dropped, re-enrolled, or withdrawn from a course, it will take up to 24 hours for those changes to take effect in WorldClassRoom. If such a change has occurred, please wait 24 hours and check your **Dashboard** or **All Courses** list again.

If, after attempting steps 1-4, you still cannot see the course in WorldClassRoom contact the [IT Services Desk](#) immediately to resolve the problem.

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