
SmartScreen

SmartScreen (powered by Canvas)

User Guide for Learners

Version 2.0

Last modified 1-June-2025

For external use

The bottom half of the page features a large, abstract graphic composed of several overlapping triangles and polygons in various shades of red, creating a dynamic, modern background.

Document revision history

Version	Changed by	Summary of change	Approval date
1.0	City & Guilds	Document created	29.02.2024
2.0	City & Guilds	Document updated	June 2025

Contents

1. Introduction.....	3
2. Login and setup of SmartScreen profile.....	4
3. Accessing SmartScreen content.....	8
4. SmartScreen Calendar	112
5. SmartScreen Inbox	133
6. Mobile app to access SmartScreen learning content.....	144
7. Here to help.....	166

1. Introduction

This user guide is for learners who will be using SmartScreen products.

SmartScreen (powered by Canvas) is the City & Guilds tutor, assessor and learner support website that provides specific support materials for City & Guilds qualifications.

Canvas is the web-based learning management platform (owned by Instructure Inc.), which is used by City & Guilds to host our tutor and learner support materials.

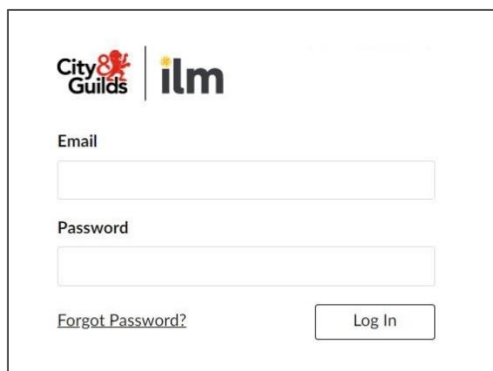
SmartScreen (powered by Canvas) system requirements:

Desktop Browsers	Mobile Browsers	Canvas Mobile Apps
<ul style="list-style-type: none">• Chrome 107 and 108• Firefox 106 and 107• Edge 106 and 107• Respondus Lockdown Browser• Safari 15 and 16	The latest version of Safari (iOS) and Chrome (Android)	<ul style="list-style-type: none">• Android 8.0 or later• iOS 15.0 or later

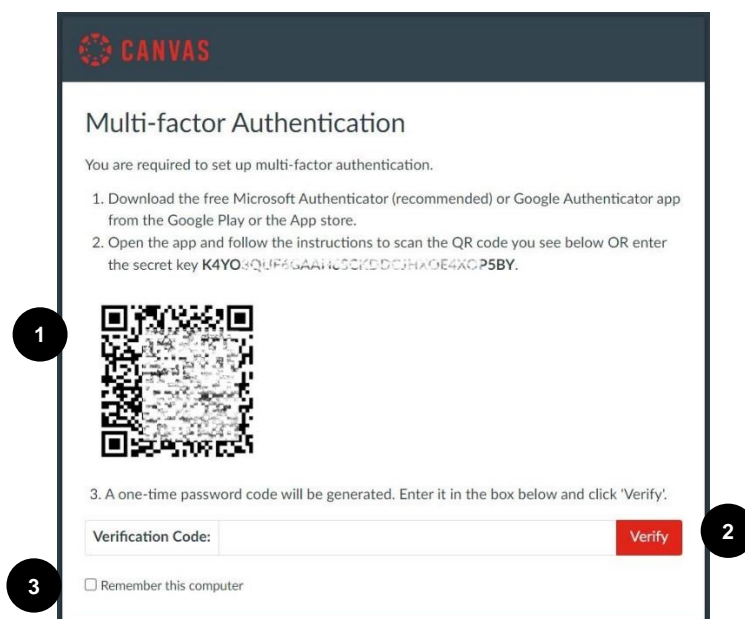
2. Login and setup of SmartScreen profile

Account login:

1. Access SmartScreen (powered by Canvas) via this [link](#).
2. Enter your email address and password. If you have forgotten your password, please use the '**Forgot Password?**' link.

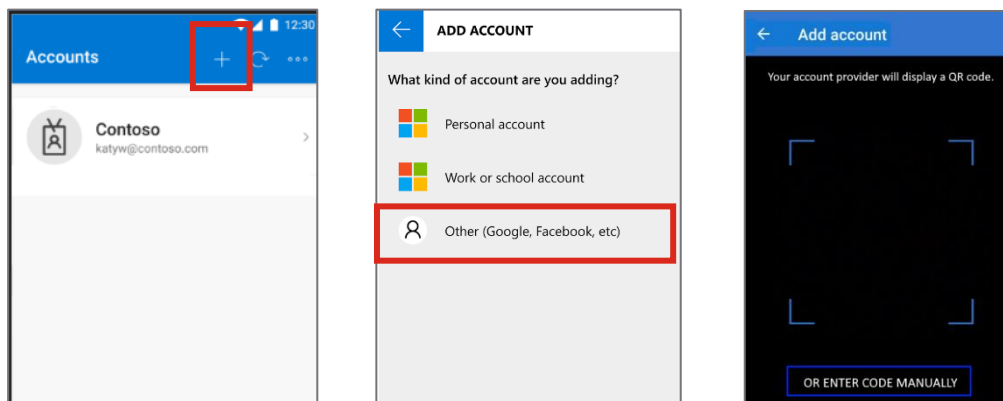
A login form for SmartScreen. At the top left are the 'City & Guilds' and 'ilm' logos. Below them are two input fields: 'Email' and 'Password'. To the left of the 'Password' field is a link that says 'Forgot Password?'. To the right of the 'Password' field is a button that says 'Log In'.

3. You will be asked to set up Multi-factor Authentication to confirm your identity. You will need to have a mobile phone on hand with **Microsoft Authenticator** (recommended) or **Google Authenticator**. These apps can be downloaded and installed via [App Store](#) or [Play Store](#).

A screenshot of the 'Multi-factor Authentication' setup screen from Canvas. The screen has a dark header with the 'CANVAS' logo. Below the header, the title 'Multi-factor Authentication' is followed by the instruction 'You are required to set up multi-factor authentication.' There are three numbered steps: 1. Download the free Microsoft Authenticator (recommended) or Google Authenticator app from the Google Play or the App store. 2. Open the app and follow the instructions to scan the QR code you see below OR enter the secret key K4YO:3QUF6GAH1C5CKDD3HXOE4XCP5BY. 3. A one-time password code will be generated. Enter it in the box below and click 'Verify'. A QR code is displayed in the center. Below it is a 'Verification Code:' input field and a red 'Verify' button. At the bottom left is a checkbox labeled 'Remember this computer'. Three black circles with white numbers 1, 2, and 3 are overlaid on the image: circle 1 is next to the QR code, circle 2 is next to the 'Verify' button, and circle 3 is next to the 'Remember this computer' checkbox.

- 1 Open the authenticator app, set up a new entry for Canvas, scan a QR code or enter the secret key if you are accessing Canvas via smartphone or tablet.

How to set-up Microsoft Authenticator app:



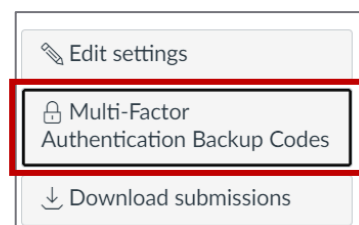
- Click on '+' button.
- Click on '**Other (Google, Facebook, etc.)**' button.
- App will launch a QR code scanner or you will be able to enter secret key manually.

2 Enter the code generated by the app and click '**Verify**'.

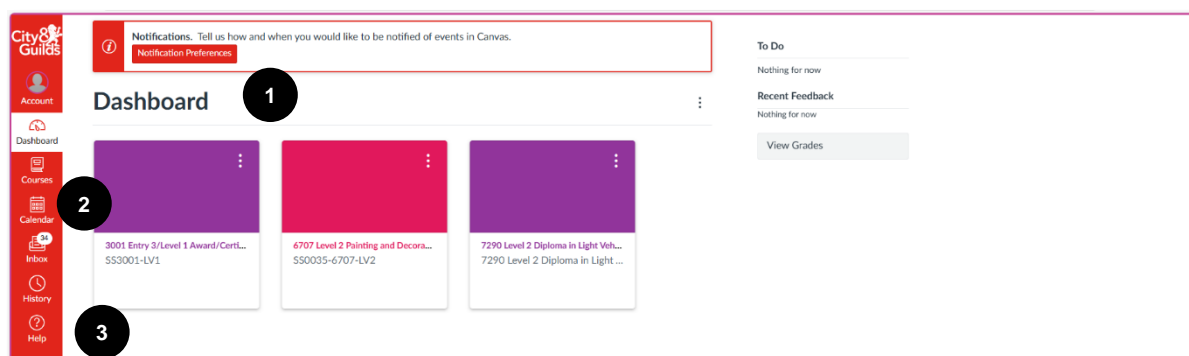
3 If you want multi-factor authentication to remember the computer you are using to log in to SmartScreen, click the '**Remember this computer**' checkbox.

Canvas allows you to generate backup codes that can be used when you have no access to a mobile phone. To generate codes:

- Access your '**Account**' > '**Settings**' menu.
- Click on '**Multi-Factor Authentication Backup Codes**'.
- 10 backup codes will be generated.

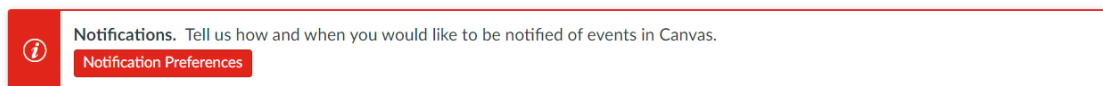


4. After login, you will be redirected to the '**Dashboard**' page.



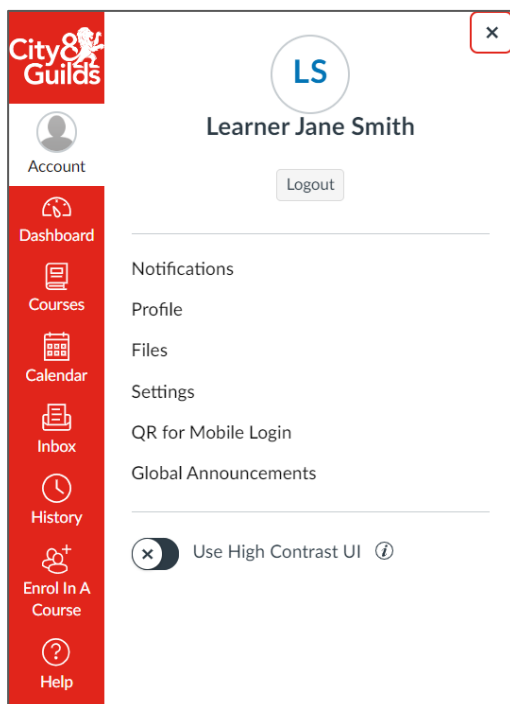
- 1 You will see all your SmartScreen content here.
- 2 List of upcoming calendar events created by you and your tutor.
- 3 Click on the '**SmartScreen Help**' button to see short how-to articles for the page you are currently on.

5. You can update your notifications preferences by clicking the '**Notification Preferences**' button on the banner on the '**Dashboard**' or via the '**Account**' menu.



Set up your personal account:

To modify your account settings, access the '**Account**' menu via the main navigation menu.



- **Notifications** – update notifications preferences for SmartScreen
- **Profile** – upload your picture or update your name
- **Settings** - update your time zone, add an email address or change accessibility settings
- **QR for Mobile Login** – allows generating QR code for quick Canvas mobile app login
- **Global Announcements** – view announcements from City & Guilds.

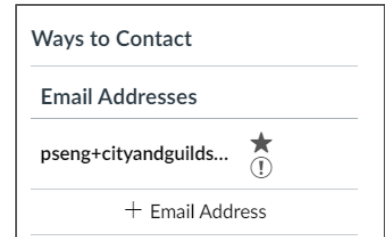
How to add an additional email address:

You can add additional email addresses to your account.

Important note: you will not be able to use the additional email to login into SmartScreen.


To add additional email:

1. Click on '**Account**' in the main menu.
2. Click on '**Settings**'.
3. In the section '**Ways to Contact**' click '**+ Email Address**'.
4. In the pop-up window add a new email address and click '**Register Email**'.
5. A confirmation email will be sent to the added address.
6. Click on the link in the email to finish your email registration.



Ways to Contact

Email Addresses

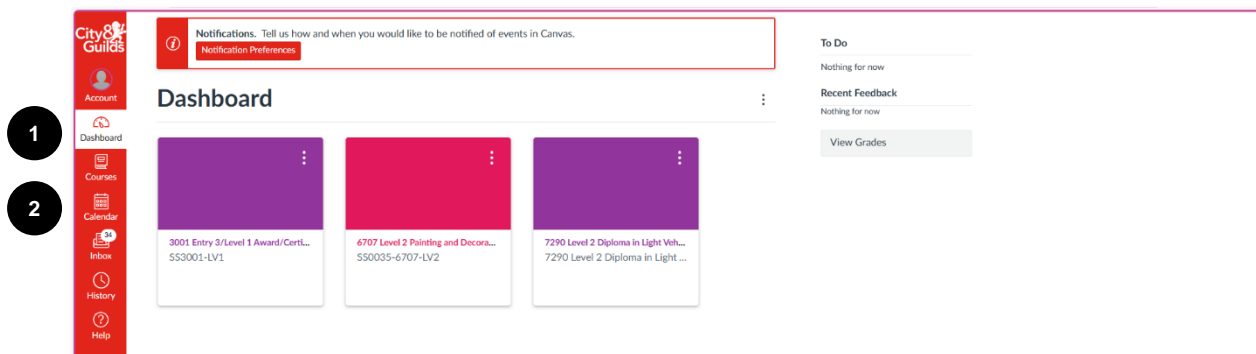
pseng+cityandguilds... 

+ Email Address

3. Accessing SmartScreen content

There are two ways to access the courses that you are enrolled in:

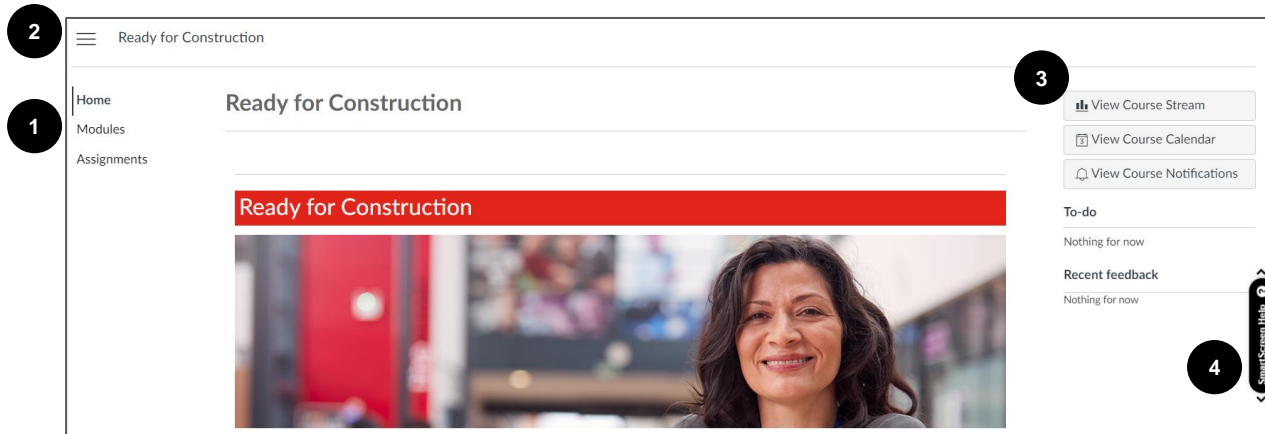
1. **Dashboard** menu.
2. **Courses** menu.



If you cannot see a course, contact your tutor from your centre to confirm that you have been enrolled.

To start learning, click on the course name. It will load on a new page.

Course navigation:



- 1 This is the course navigation menu. The list of options depends on the type of learning resource. E-learning content can be found in '**Assignments**' and downloadable resources in '**Modules**'.
- 2 To minimise the course menu, click on the three lines.

3 Here you can see course updates, to-do, notifications and calendar events created by your tutors.

4 Click here to view the guide for this page.

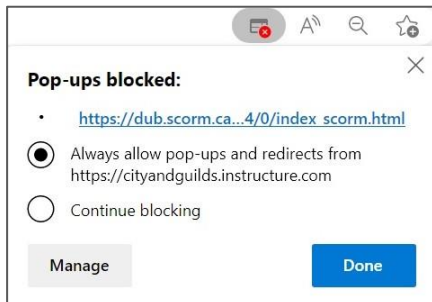
Opening e-learning resources:

Some e-learning will open in the new pop-up window which can be blocked. To open the e-learning:

1. Click on '**Pop-up blocked**' in the URL address.



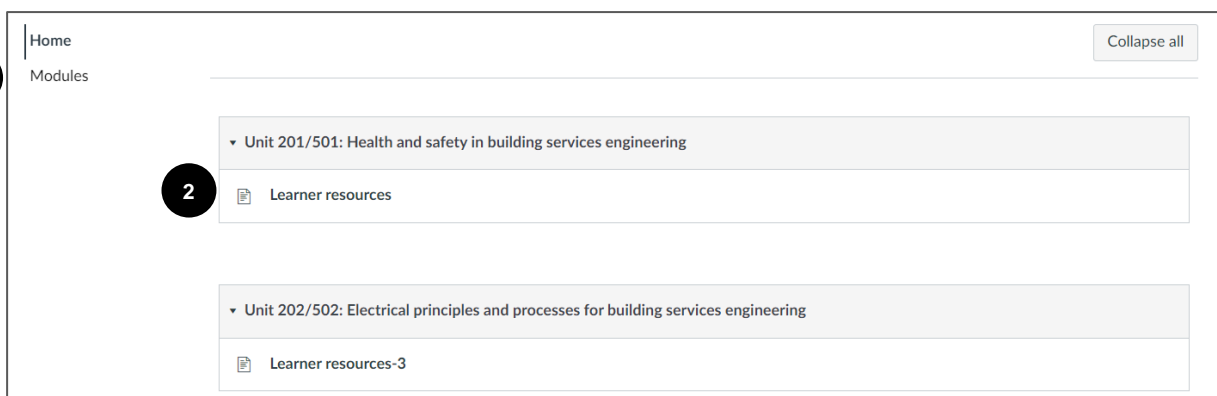
2. Select 'Always allow pop-ups and redirects from <https://cityandguilds.instructure.com>'.



3. Click '**Done**'.

How to download files:

1. Click on '**Modules**'.
2. Click on '**Learner resources**' in the unit you are interested in.
3. Click on the file name to view the file in SmartScreen or click on the download button to download it.



Learner resources

Unit 201/501: Health and safety in building services engineering

PowerPoints

[6035_I2u201_ppt_outcome1.ppt](#) ↓

3

[6035_I2u201_ppt_outcome2\(1\).ppt](#) ↓

[6035_I2u201_ppt_outcome3.ppt](#) ↓

[6035_I2u201_ppt_outcome4.ppt](#) ↓

[6035_I2u201_ppt_outcome5.ppt](#) ↓

[6035_I2u201_ppt_outcome6.ppt](#) ↓

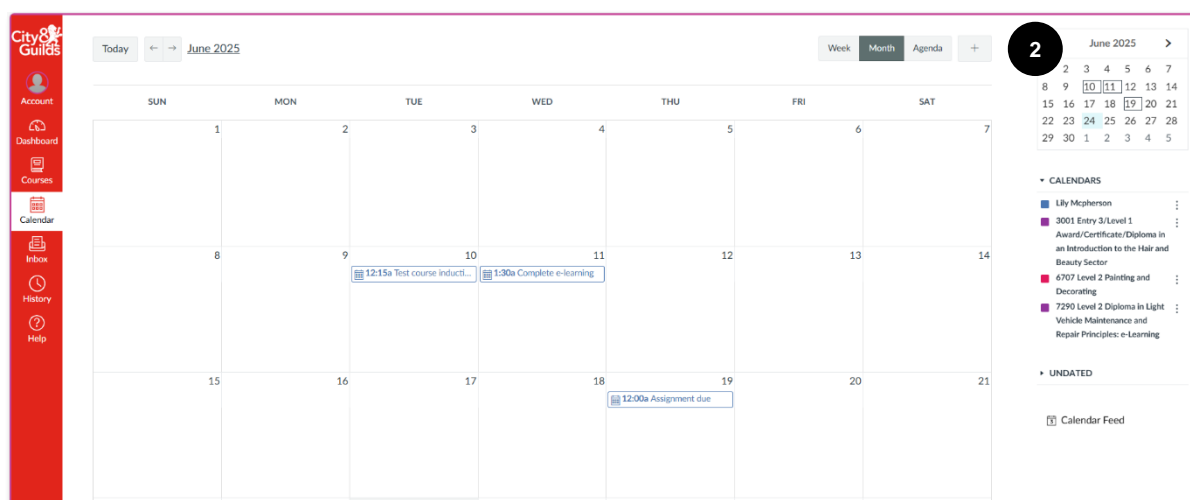
4. SmartScreen Calendar

The **Calendar** function allows you to create personal events to track any activity related to SmartScreen content or your learning.

Tutors can also create events associated with a course. These events will appear in your calendar.

To create an event:

1. Click on '**Calendar**' in the main menu.
2. Click on the '+' button.
3. In the new window enter details of the event.
4. Click '**Submit**'.



Edit event

Event: My To Do

Title:
Input Event Title...

Date:
Wed, 31 May 2023

From: Start time To: End time

Location:
Input Event Location...

Calendar:
Learner Jane Smith

More options Submit

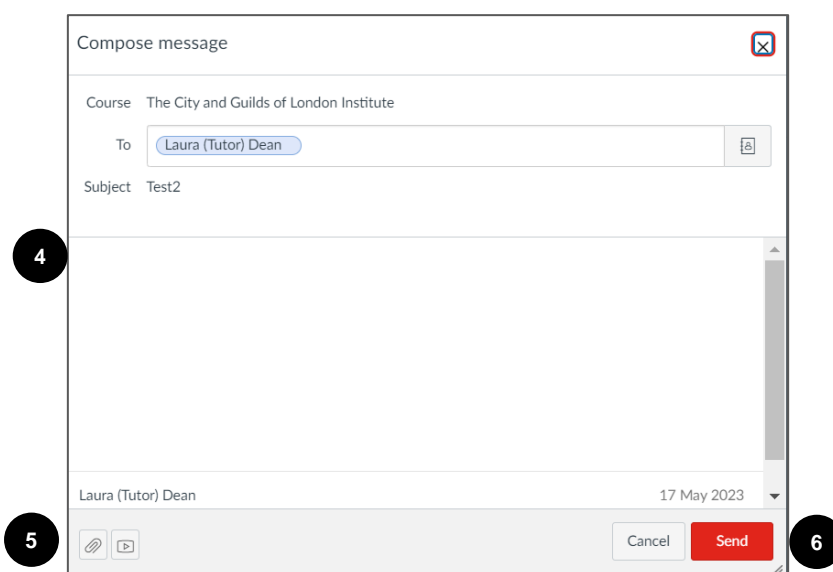
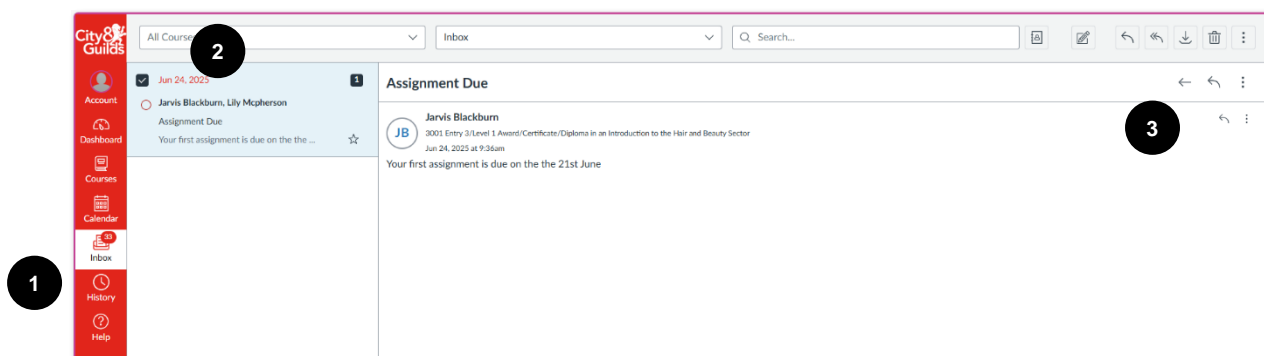
Created events will be visible on the '**Dashboard**'.

5. SmartScreen Inbox

SmartScreen has an internal messaging function for Centre Administrators and Tutors to communicate with learners. You will only be able to respond to messages you receive. Each time a message is sent by your Tutor or Centre Administrator, you will receive an email notification.

How to respond to a message:

1. Click on 'Inbox' in the main menu.
2. Click on the message. New messages will have a red dot next to the sender's name.
3. Click on the reply button.
4. This is the box for your reply.
5. You can attach a file or record a video using the camera of your PC or laptop.
6. Click 'Send'.

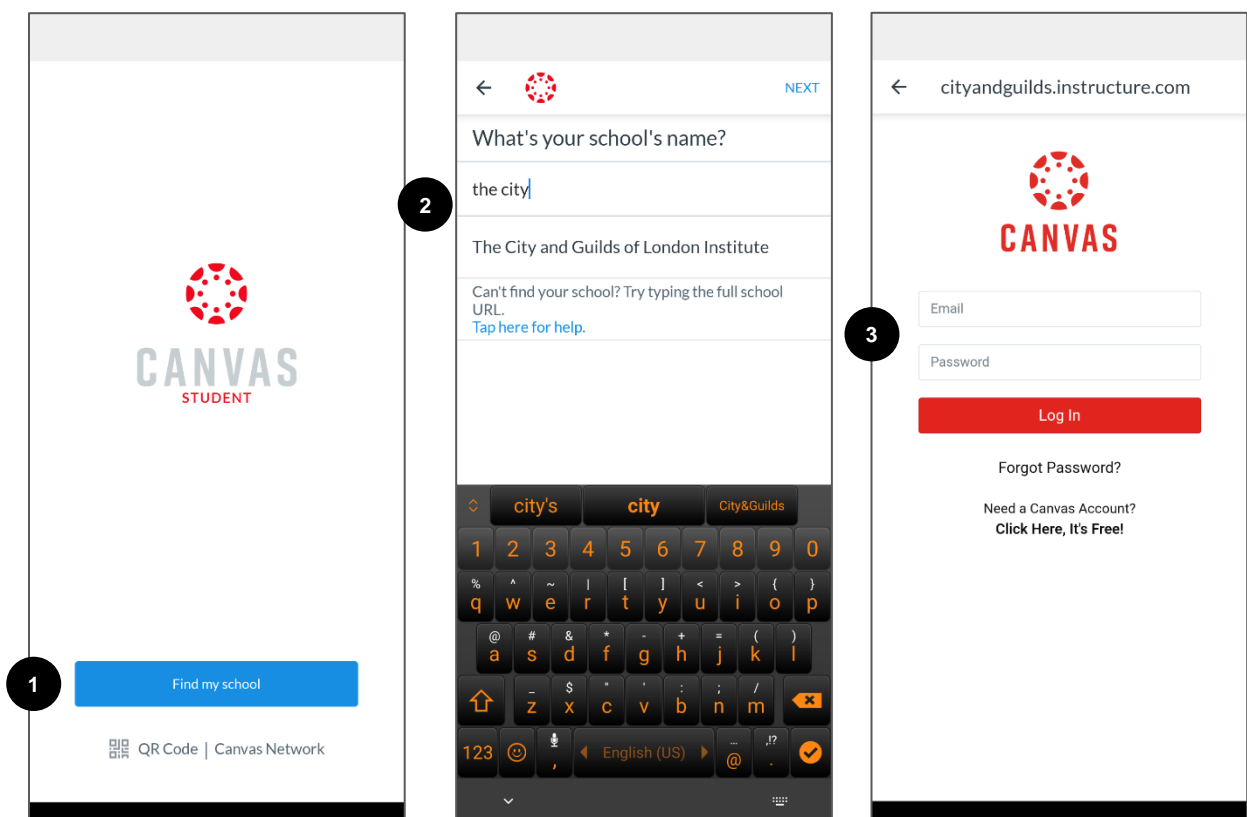


6. Mobile app to access SmartScreen learning content

There is a mobile app that you can download to access SmartScreen learning content.

How to install and login to the app:

1. Search '**Canvas Student**' in the Play Store on an Android phone, or in the App Store on an iPhone.
2. Click '**Install**'.
3. After the app is installed, there are two ways you can log in:
 - a. On your PC or laptop open SmartScreen and go to '**Account**' > '**QR for Mobile Login**'. Scan a QR code with your phone camera. You will be logged in to the app.
 - b. In the Canvas app:
 - 1 Click the '**Find my school**' button.
 - 2 Enter 'The City and Guilds of London Institute'.
 - 3 Then enter your email, password and click '**Log In**'.



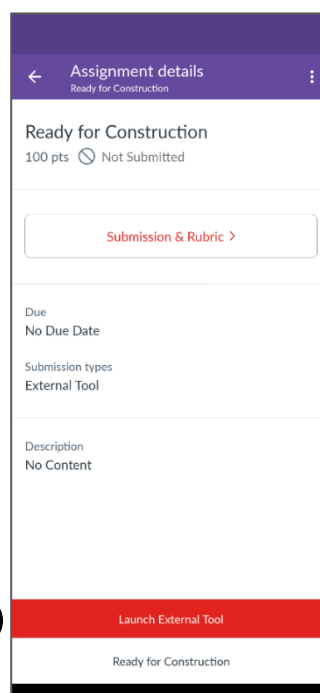
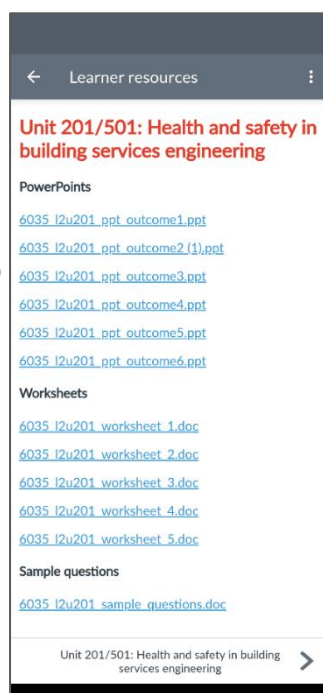
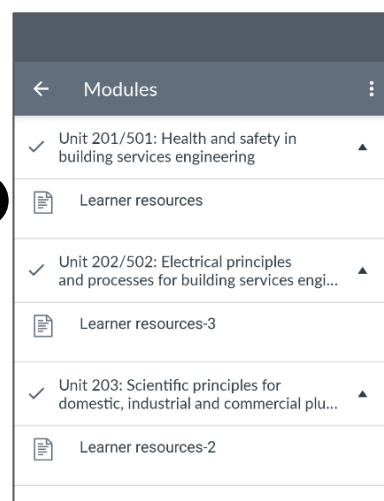
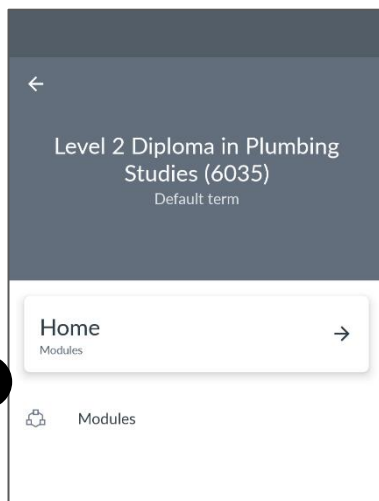
How to view learning content in the app:

1. On your '**Dashboard**' click on the relevant course.
2. You will see the course menu.
3. Click on '**Learner resources**' in the unit you want to view.

4. To open and view the resources, you will need to have the right app to open this type of file installed on your phone, e.g. MS Word, PowerPoint etc.

5. To open e-learning content, click

'**Launch External Tool**'. The content will open in a new window.



7. Here to help

You can find links to this user guide, FAQ and SmartScreen webpages in the '**Help**' menu.

The '**SmartScreen Help**' button at the right-hand side of the screen provides short how-to guides. Click on it to view help articles related to the page you are interested in. The button can be moved around the screen.

If you have a question, which has not been answered here, please call our Customer Services Team on 0192 4930 800.

Contact us

Giltspur House 5-6 Giltspur Street London EC1A 9DE

general.enquiries@cityandguilds.com

01924 930 801

www.cityandguilds.com

About City & Guilds

Since 1878 we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life changing link between skills development, social mobility, prosperity and success. Everything we do is focused on developing and delivering high-quality training, qualifications, assessments and credentials that lead to jobs and meet the changing needs of industry.

We work with governments, organisations and industry stakeholders to help shape future skills needs across industries. We are known for setting industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We train teams, assure learning, assess cohorts and certify with digital credentials. Our solutions help to build skilled and compliant workforces.

Every effort has been made to ensure that the information contained in this publication is true and correct at time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept responsibility for any loss or damage arising from the use of information in this publication.

©2022 The City & Guilds of London Institute. All rights reserved. City & Guilds is a trademark of the City & Guilds of London Institute, a charity registered in England & Wales (312832) and Scotland (SC039576).