My internet connection is unstable.
Please contact your internet service provider directly. YYGS is unable to troubleshoot any technological problems resulting from a poor internet connection.

Where do I find my Yale netID?
YYGS Connect students have not been assigned Yale netIDs and you should not need a netID to access any of our program resources. If you are trying to login to Canvas and you are being asked for a netID, then you are probably using the wrong login page. Make sure you are using this page for all Canvas logins: https://yale.instructure.com/login/canvas.

How do I login to Canvas?
1. Go to https://yale.instructure.com/login/canvas.
2. Enter your email (associated with your YYGS application) in the "Login" box
3. Enter **YYGS_Connect_21 (**or your chosen password, if you did a password reset**)** in the "Password" box

I can't remember my canvas password / My canvas password isn't working / I'd like to change my password.
1. Go to https://yale.instructure.com/login/canvas.
2. Click on the "Forgot password?" link.
3. Enter your email (associated with your YYGS application) in the "Login" box.
4. Click on the "Request password" button.
5. You should receive an email with a link to set a new password.

I recently updated my email in my YYGS system records and would like to change my email in canvas too.
1. Login to Canvas by going to https://yale.instructure.com/login/canvas.
2. Go to "Account" on the left blue menu tab and select "settings".
3. Then click on the "+ Email Address" and enter your new email. You should get an email asking you to confirm this new email.
4. Once confirmed, you can set the new email as your Canvas default email. You can then use this email to login to Canvas and receive any Canvas notifications.

I don't know how to navigate the user controls in my Zoom meetings.
Please refer to Zoom's "Attendee Controls" guide.

The sound suddenly stopped working in my Zoom meeting.
If using the Zoom app,
1. Make sure you have the latest version of Zoom installed
2. Try closing your Zoom app and restarting it
3. Try restarting your computer

If joining your Zoom meeting through a browser, try refreshing your browser page or try using a different browser

I never received the Zoom link to join my (seminar, simulation, lecture, etc) meeting
1. Please check your [Student Daily Schedule portal](). There, you will find your scheduled program components and Zoom links for the day.
2. If you are searching for meeting details/ links for a later date, please check the overall "Personal Schedule" link emailed to you (3-4days) before the start of your session.

I can't access some modules in my Canvas course site.
Some of the Canvas course content has been locked until specific dates. Please refer to the bottom right of any locked modules for the pre-set unlock time and date.

How do I contact my instructor? I can't find their email anywhere.
During the course of YYGS Connect, ALL message correspondence with your instructors should be through your Canvas course site.
1. Go to your Canvas [inbox]() and click on the "Compose a new message" icon at the top
2. In the "Course" box, select your YYGS course
3. In the "To" box, begin typing your instructor's first name and their account should appear. Make sure to also include Elena Gosalvez Blanco & Jemilat Salami-Oyenuga in the email.
4. DO NOT check the "send an individual message to each recipient" box.
5. Type in your message and click on the "send" button at the bottom of the window.