Student Guide

Accessing Studiosity from Canvas

September 2021

Studiosity provides 24/7 on-demand and online study help to students.

Studiosity is available in the course navigation bar of most RMIT courses.

To access Studiosity from Canvas, please follow the instructions below.

- If you are accessing Studiosity for the first time, follow the 'Logging into Studiosity for the first time' instructions.
- If you have accessed Studiosity previously, follow the 'Logging into Studiosity again' instructions.

1. Logging into Studiosity for the first time

1. Once you are logged into your Canvas course, select the 'Study help 24/7 - Studiosity'
link, located in the course navigation bar.

(Note, Studiosity will open in a new browser tab).
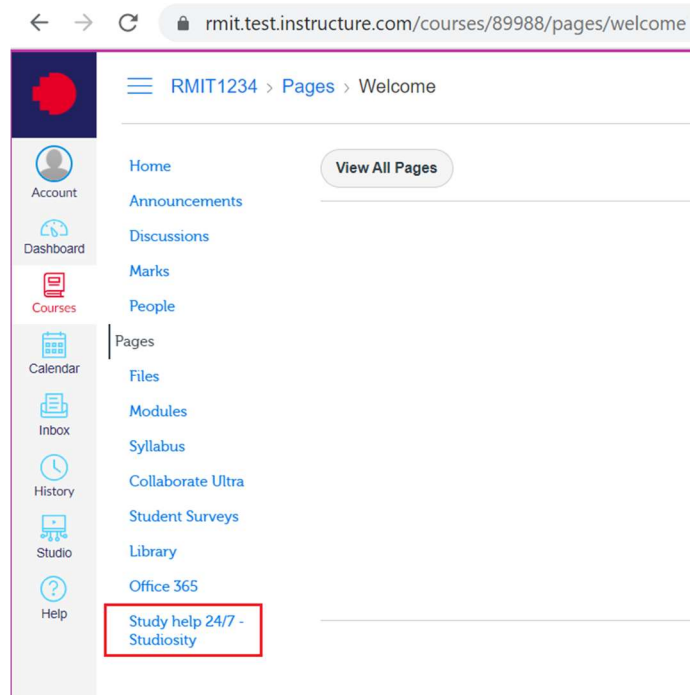
2. You will be prompted to set a 4-digit PIN to secure your account.
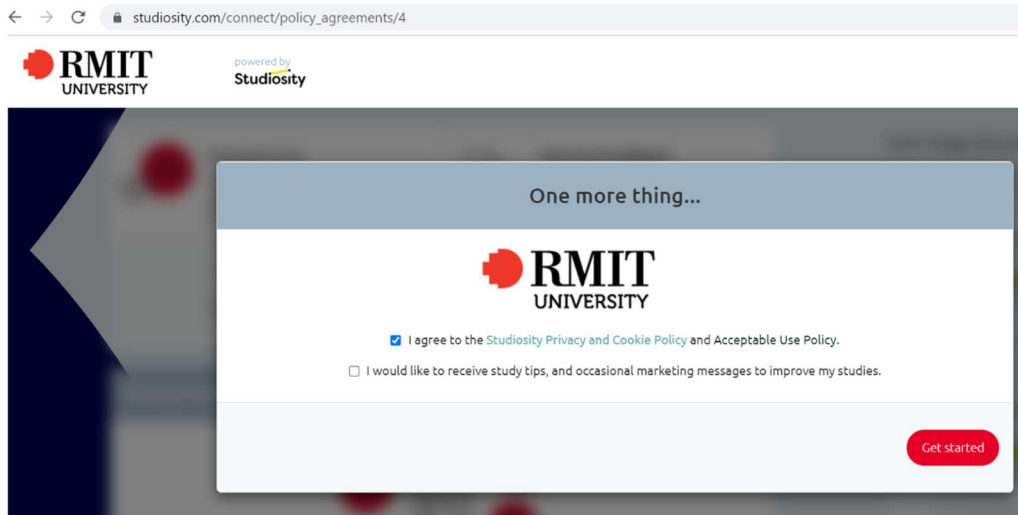
Each time you access Studiosity from any Canvas course, you will need to enter the PIN to confirm
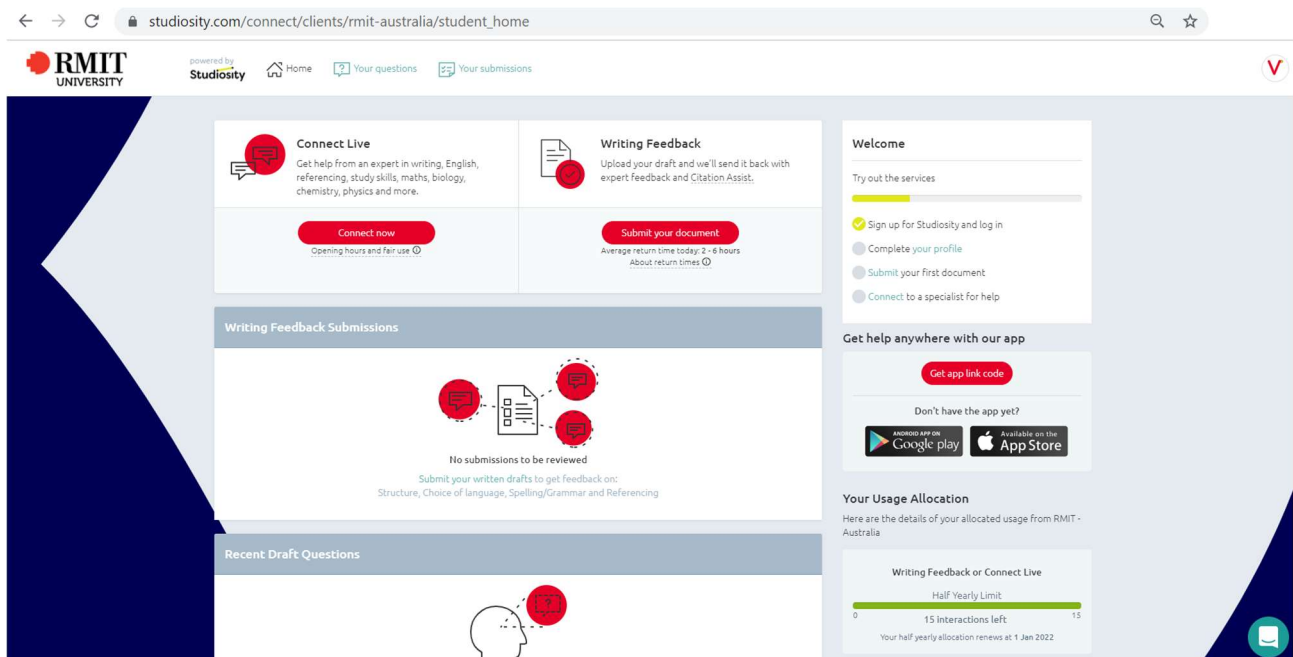your identity.
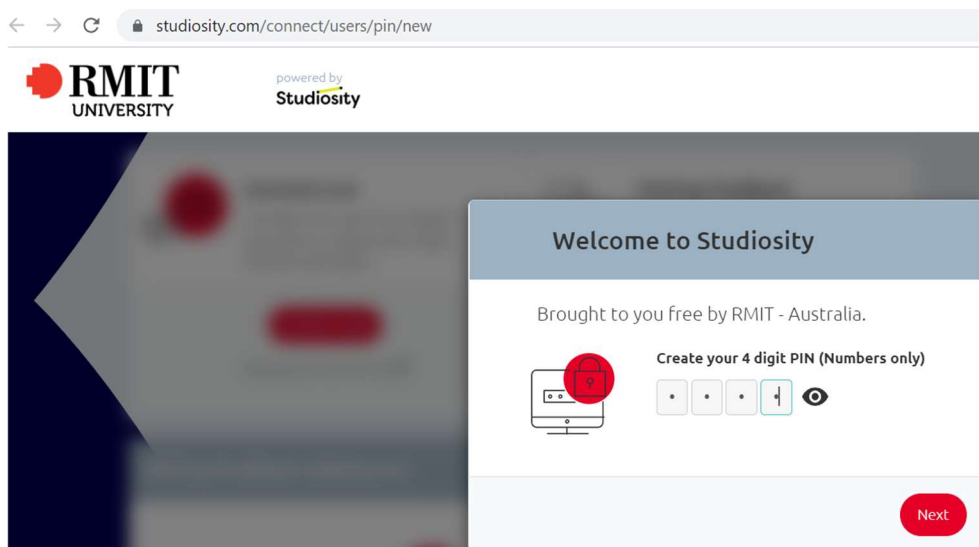
3. You will be prompted to review Studiosity's policies.

- [Privacy and Cookie Policy](#)
- [Acceptable Use Policy](#)

Once reviewed, select 'I agree' and then 'Get started'.

4. After setting the 4-digit PIN and accepting Studiosity's policies, you will be directed to the Studiosity main page.

From the main Studiosity page, you can:

- Access the 'Connect Live' service.
- Access the 'Writing Feedback' service.
- View your previous questions and submissions.
- View your usage allocation, including the number of interactions remaining and renewal date.
- Connect with Studiosity Customer Support, via the green icon located at the bottom right of the page.
- Access the Account Details page, via the initial icon located at the top right of the page.

5. To close Studiosity, simply close the browser tab.
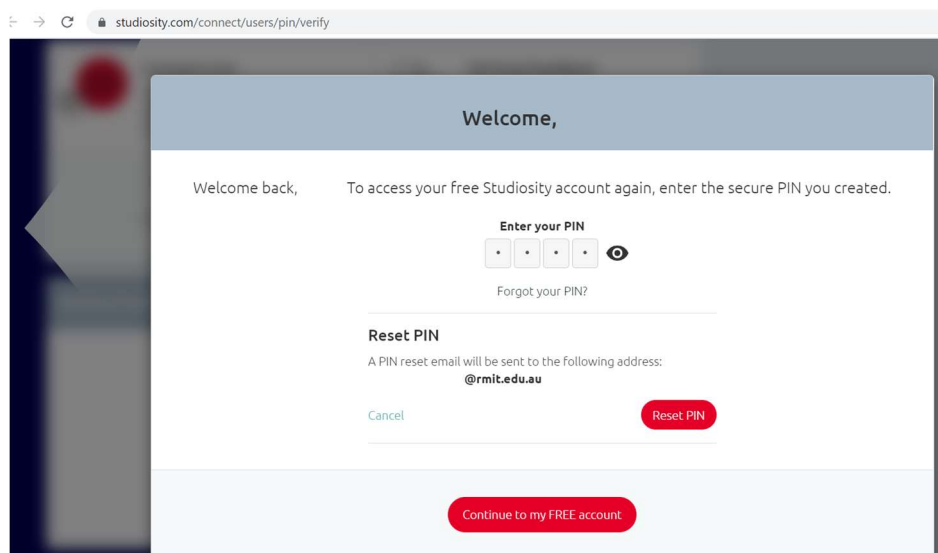
2. Logging into Studiosity again

**1. Once you are logged into your Canvas course, select the 'Study help 24/7 - Studiosity'
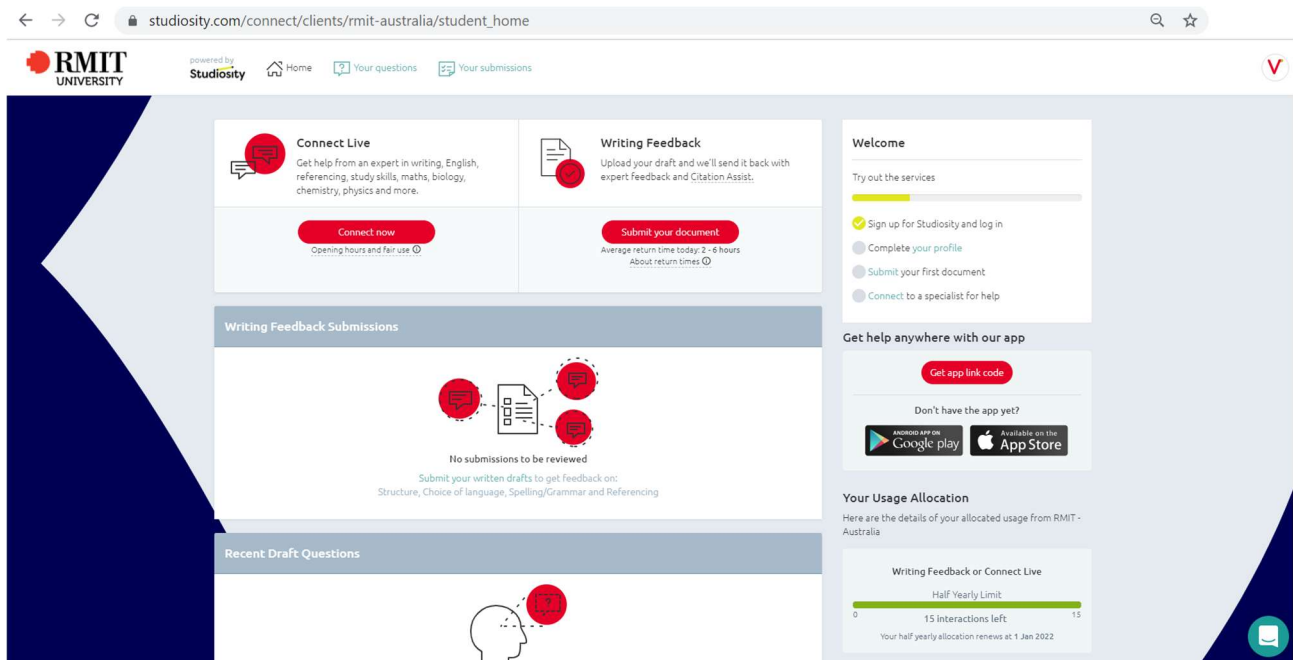link, located in the course navigation bar.**
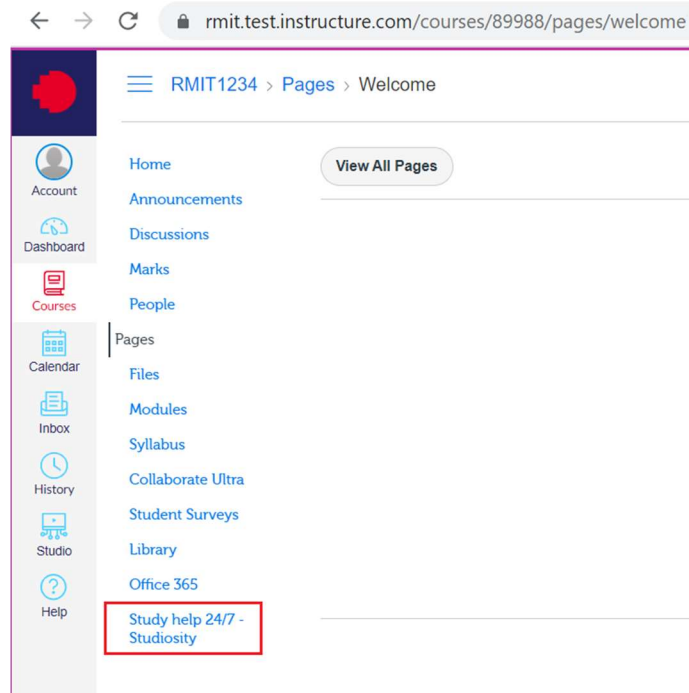
2. Enter your 4-digit PIN.

If you forget your PIN, select 'Forgot your PIN' and 'Reset PIN'.

A PIN reset email will be sent to your RMIT email address.

3. After entering your 4-digit PIN, you will be directed to the Studiosity main page.


4. To close Studiosity, simply close the browser tab.

5. To access Studiosity again, follow steps 1 – 4.

3. Getting help for Studiosity

1. Please visit the Studiosity Help Centre to view advice and answers from Studiosity.

2. To interact with Studiosity Customer Support, select the green icon located at the bottom right of all Studiosity pages.
(Note, you will need to be logged into Studiosity).
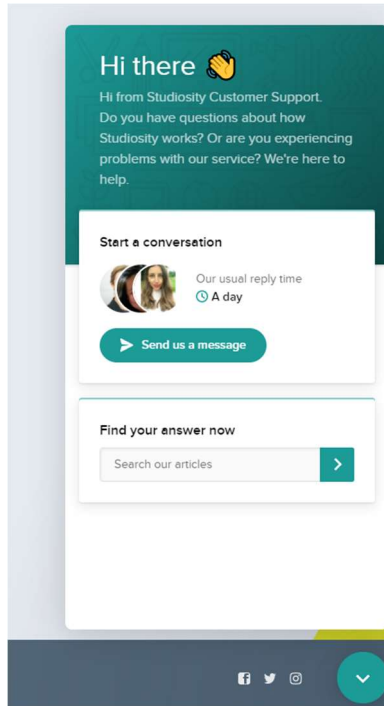
3. RMIT's Service and Support Centre assists staff and students with information technology enquiries.

- For critical issues relating to Studiosity in Canvas, please call +61 3 9925 8888.
- For non-urgent requests and queries, please send a request via the Service and Support page.