

# User Guide: Account Setup & Enrollment

Out to Protect Online Training Portal • Canvas LMS



Welcome to your online training course with Out to Protect. This portal runs on the Canvas Learning Management System (LMS). As public safety and law enforcement personnel, protecting system integrity and training records begins with a secure login process.

## System Requirement

Please follow these technical steps precisely to self-enroll, verify your identity, and establish mandatory Multi-Factor Authentication (MFA).

## Account Registration Steps

### Step 1: Access the Self-Enrollment Portal

1. Open your web browser and navigate directly to the specific enrollment URL provided to you by Canvas or your agency training manager (e.g., [https://canvas.instructure.com/enroll/\[CourseCode\]](https://canvas.instructure.com/enroll/[CourseCode]) ).
2. If you only have a 6-character course "join code", navigate to <https://outtoprotect.instructure.com/register> instead and enter the code manually when prompted.

### Step 2: Complete the Enrollment Form Fields

Once you arrive on the enrollment landing page, fill out the required text fields exactly as follows:

- **Email Address:** You **must use your official, government-issued email address** (e.g., matching a [.gov](#) , [.org](#) , or department-specific secure domain). Personal email addresses (such as Gmail, Yahoo, or iCloud) are unauthorized for official training tracking.
- **Select User Status:** Select the option that states **"I am a new user"**. *(Note: If you have previously completed an Out to Protect course using this exact email address, select "I am a returning user" and enter your existing password).*
- **Full Name:** Enter your legal first and last name.
  - *California Personnel Notice:* Ensure the name you input exactly matches the legal name tied to your **POST ID number** to ensure accurate automated transfer of training credits.

### Step 3: Complete Registration via the Verification Email

Before accessing your training course shell, you must authenticate ownership of your department email account:

1. Minimize your browser and open your agency email mailbox.
2. Locate an automated message from Canvas / Out to Protect regarding account registration.
  - *Troubleshooting:* Check your agency's spam, junk, or automated quarantine filters if the message does not appear within 5 minutes.
3. Open the message and click the secure link labeled "**Click Here To Finish The Registration Process**". This will redirect your web browser back to a secure Canvas portal page.

### Step 4: Create Your Password and Establish Multi-Factor Authentication (MFA)

Because security protocols require multi-factor verification, you must secure your identity at the exact same time you choose your login password:

1. **Choose a Password:** On the registration landing page, enter a strong password in the field provided. The password must contain a minimum of 8 characters.
2. **Select an Authentication Method:** Before submitting the form, the system will prompt you to establish a mandatory second security factor. Choose one of the following two options:
  - **Option A (Authenticator App - Recommended):** Open an authenticator application on your smartphone (such as Google Authenticator, Microsoft Authenticator, or Duo Mobile). Tap the "+" or "Add" button inside your application, select **Scan QR code**, and aim your device's camera at the barcode displayed on your Canvas screen. Enter the temporary rotating 6-digit passcode generated by the application into the Canvas verification text field.
  - **Option B (Text Message):** Select your cellular service carrier from the provided dropdown menu, enter your mobile phone number, and click **Send Code**. Canvas will transmit a secure code to your phone via SMS. Type this verification code into the prompt box on your computer screen.
3. **Save and Finalize:** If you are logging in from a secure, dedicated department computer, you may check the box for "**Remember this computer**" to bypass the MFA challenge on this specific terminal for the next 30 days. Click **Register** or **Submit** to finalize your account profile. You will be routed immediately to your active course dashboard.

#### Need Technical Assistance?

If agency firewalls block your verification email, or if you encounter issues binding your MFA device, contact technical support through either channel below:

**Web Support:** Go to [outtoprotect.org](https://outtoprotect.org) and click "Contact Us" at the top of the page.

**Phone Support:** Call our administrative support office toll-free at **855-687-5428**.