

Q&A: Rudder2

How do I set up my Microsoft Office 365 account?

Please visit the [Microsoft 365](#) setup page on the MAST Academy website.



How do I change my Rudder2 password?

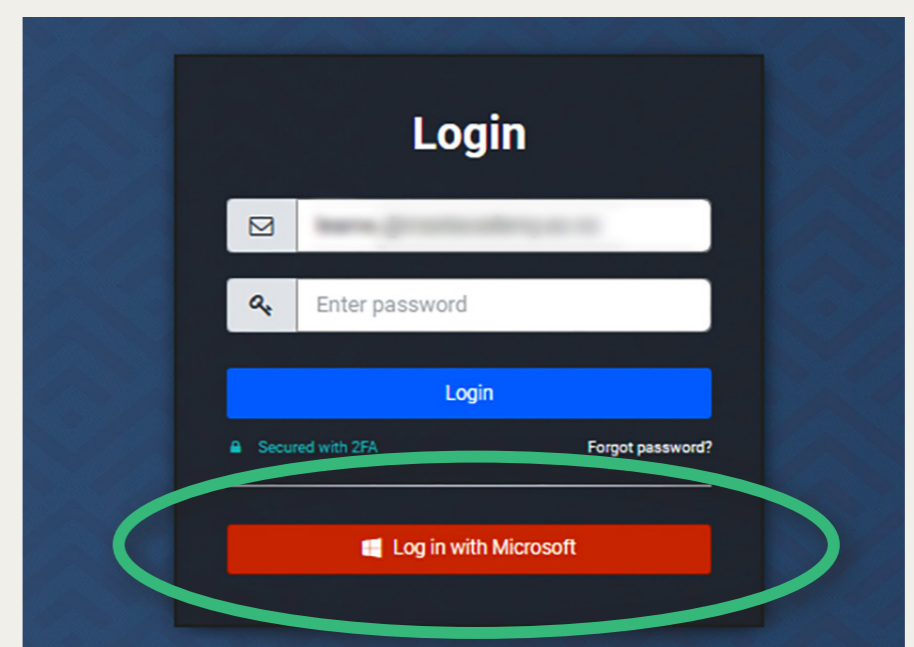
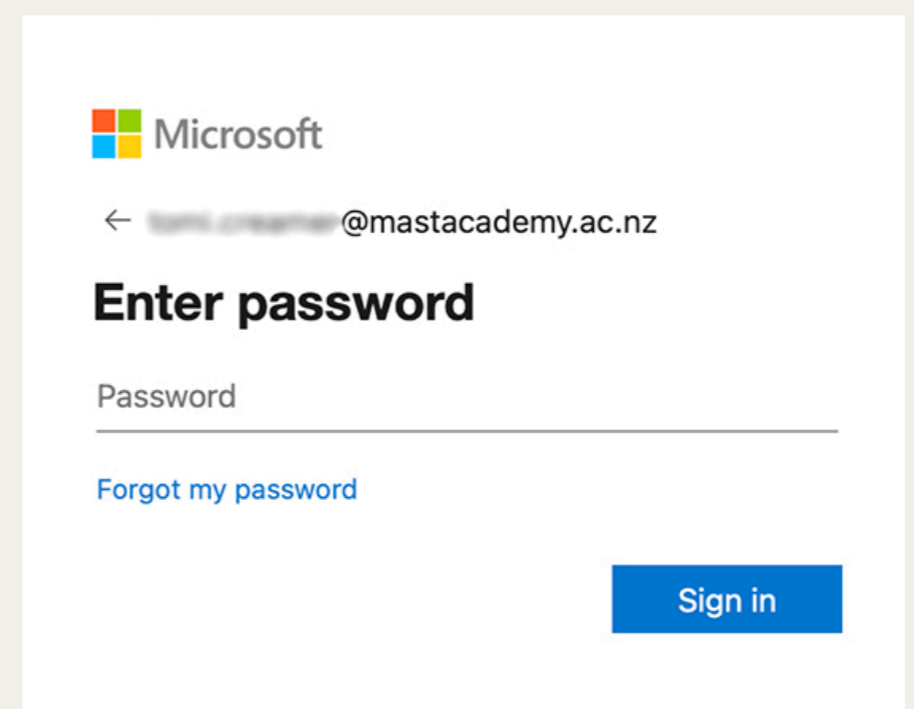
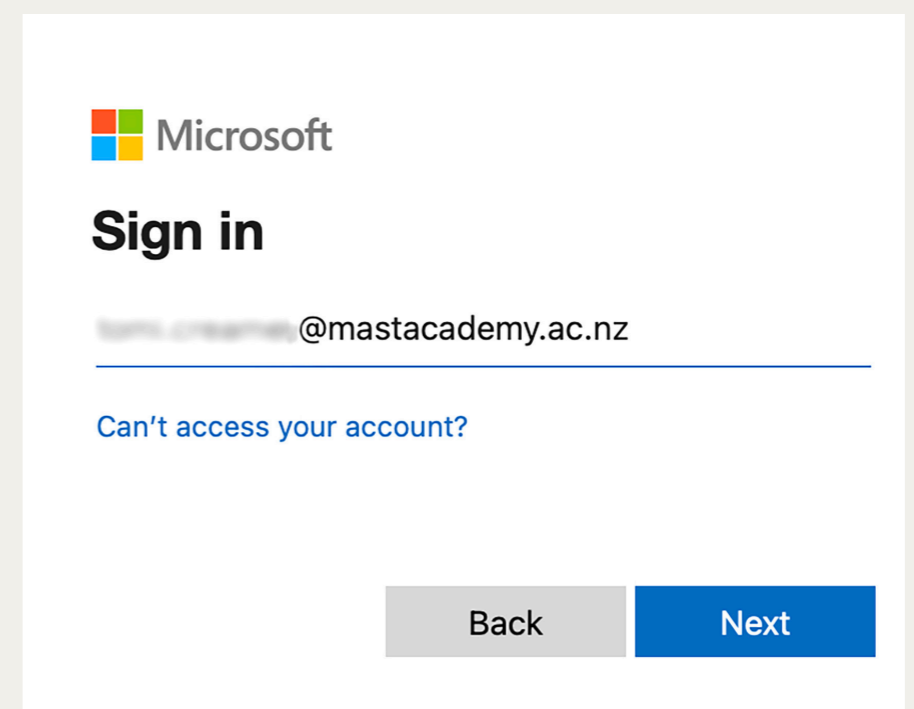
You can reset your password in Microsoft365.

Go to Office.com and click **Sign In**.

Enter your MAST Academy email address and click **Next**.

On the **Enter password** screen, click the **Forgot my password** and follow the instructions.

Once your password is reset, log in to Rudder2 by clicking the **Log in with Microsoft** red button.

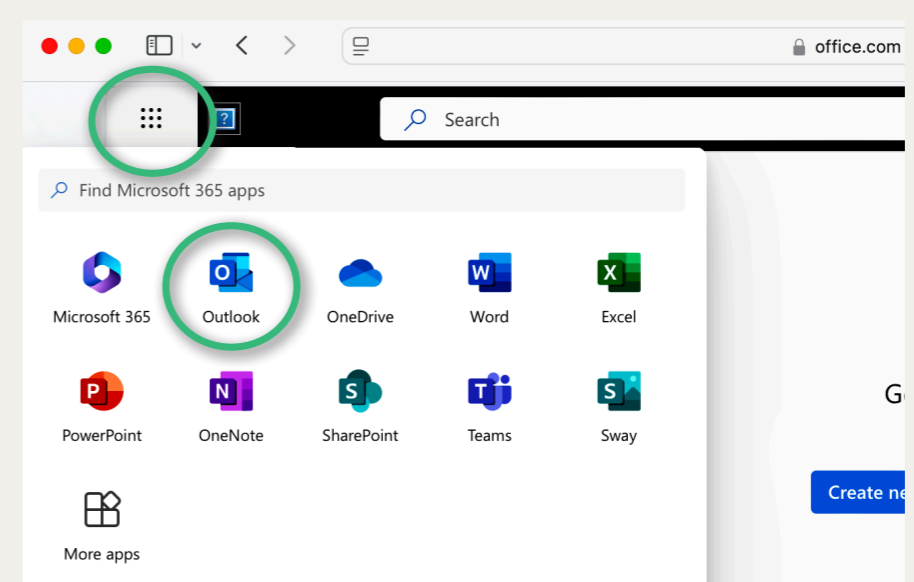
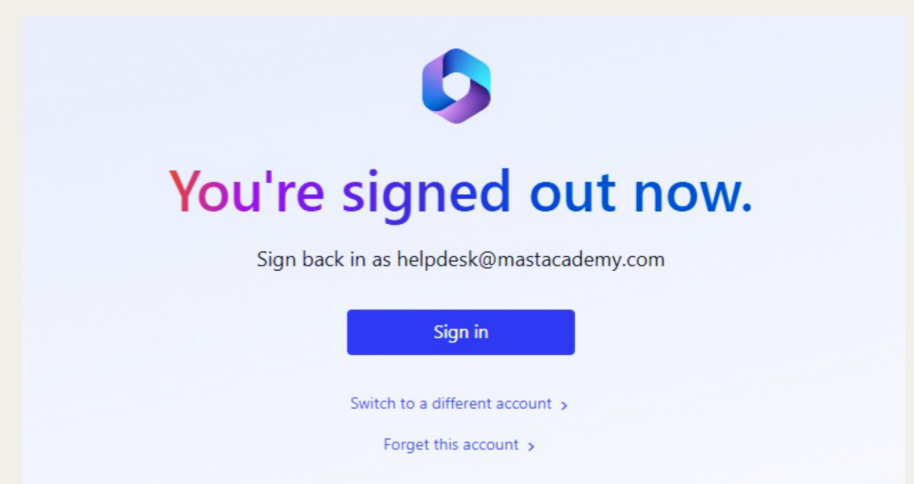


How do I check my MAST Academy email inbox?

To view your MAST Academy emails, go to Office.com

Click **Sign in** and enter your MAST email address and password.

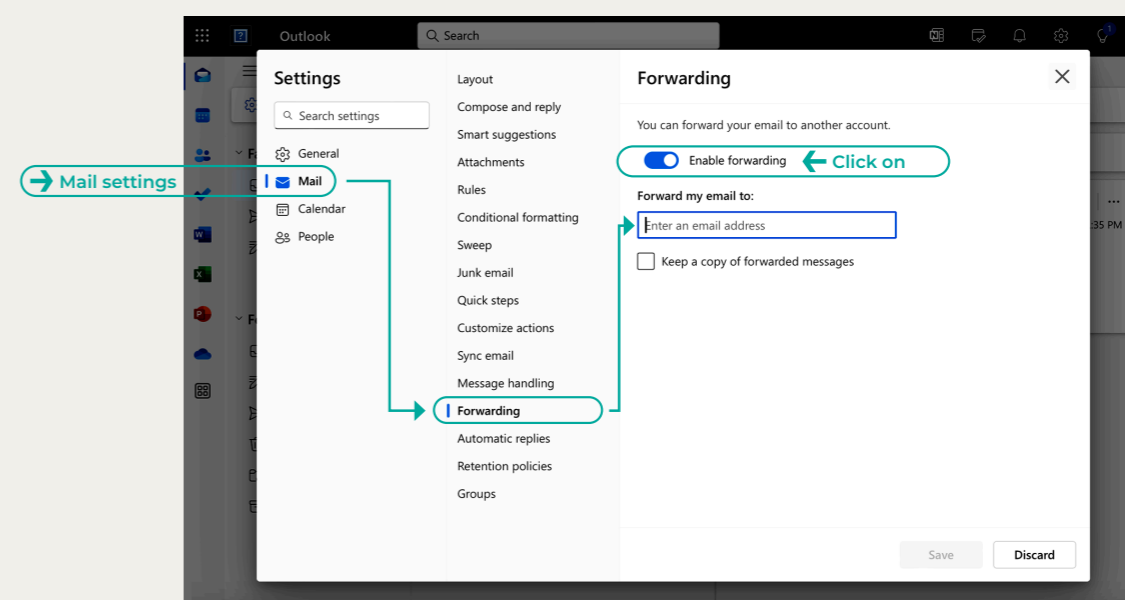
Once logged in, click on the **Apps launcher** button and select Outlook. You will see your MAST emails in the Outlook app.



Can I view my MAST Academy emails on my personal account?

Yes, you can redirect your MAST Academy emails to your own personal account.

In the **Settings** window select **Mail settings > Forwarding**. Choose to Enable **forwarding**, then enter your email address that you wish to forward the MAST emails to.



How do I see my assessments and study guides in Rudder2.

Login to your Rudder2 portal.

Select **Learning Portal** on your Rudder2 dashboard.

The Learning Portal will direct you to the Learning Management System (powered by Canvas).

On the **'Dashboard'** you can access the units assigned to you by your Training Advisor.

Clicking on a unit takes you to its **Home Page**, where you can access the study guide and assessments.

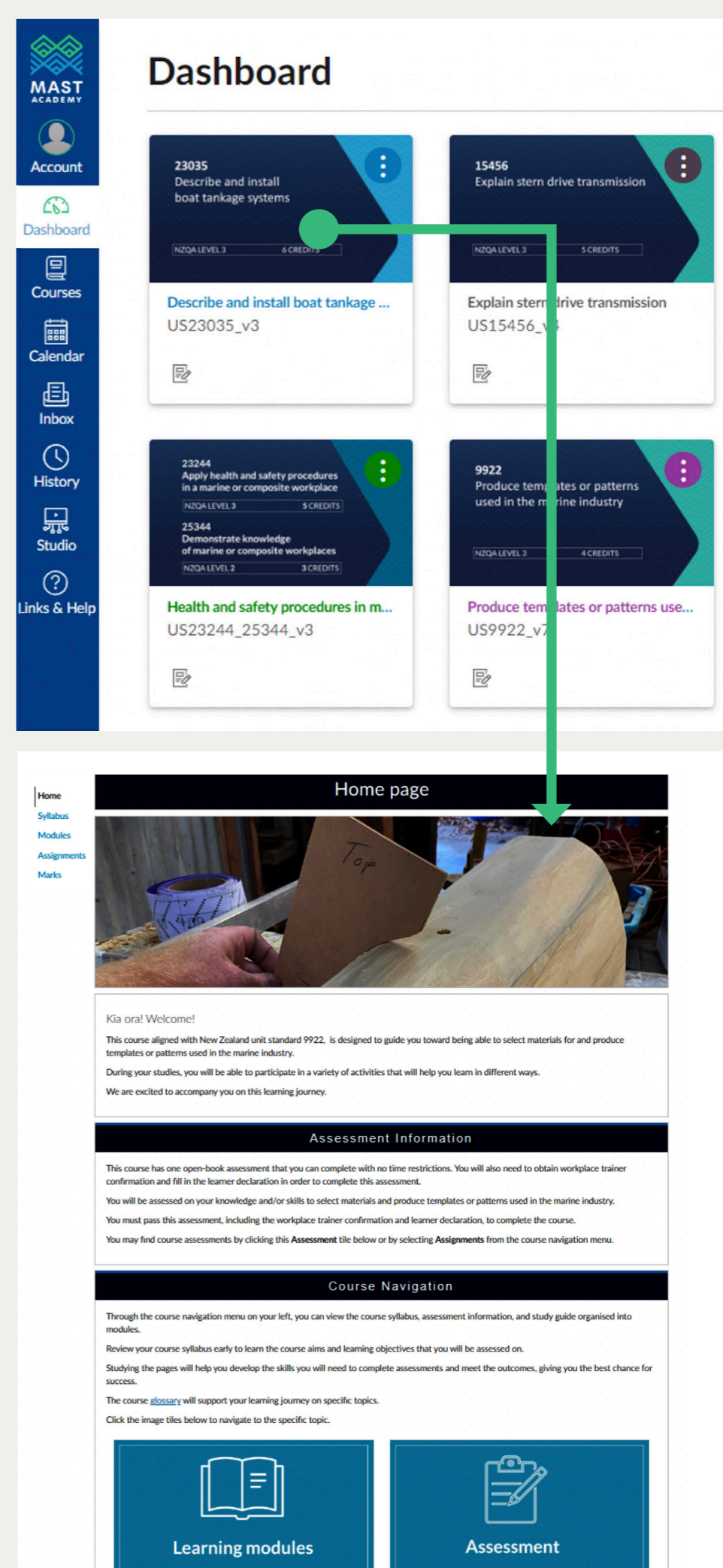
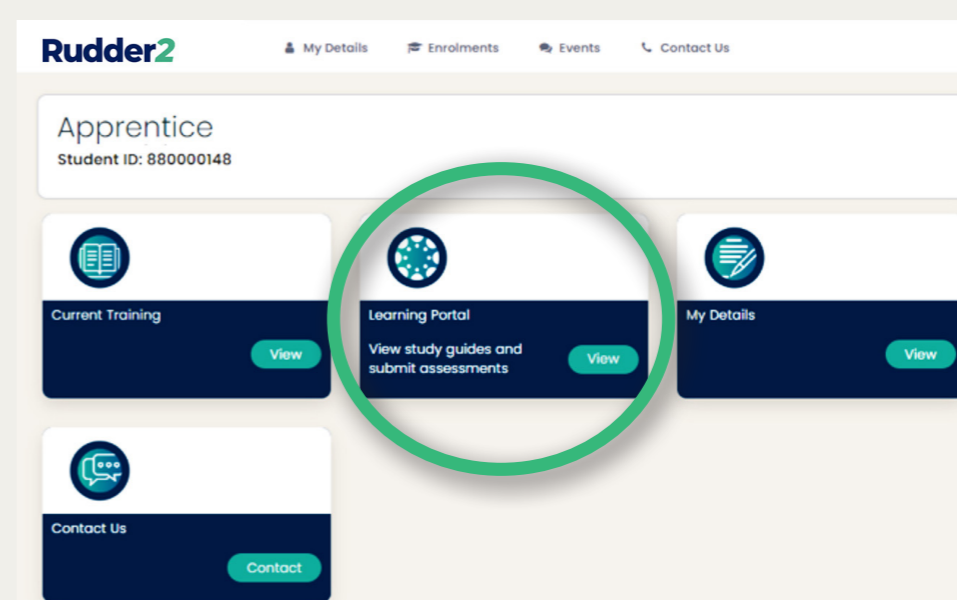
Accessing through the mobile app

You can access all your learning materials and assessments on your mobile device by downloading the **Canvas Student app**

Use QR codes here or click on the links below to download:

[Canvas Student app – on Google Play](#)

[Canvas Student app – on Apple Store](#)



How do I get my assessment verified by my company Workplace Trainer?

Before submitting your assessment, you must have it verified (signed off) by your Workplace Trainer. The areas requiring verification are clearly marked throughout the assessment document.

Your Workplace Trainer can verify your course assessment in one of the following three ways:

Editable PDF Method:

- Download the editable PDF assessment, complete it, and email it to your Workplace Trainer for digital signing.
- Once signed, your Workplace Trainer will send it back to you.
- Upload the signed file along with any additional required evidence.

Canvas Student Mobile App Method:

- Open the PDF assessment using the Canvas Student Mobile App and fill in your answers.
- Present the assessment on your mobile device to your Workplace Trainer for verification and digital signing.
- Submit the verified assessment directly through the app.

Printed Copy Method:

- Print the PDF assessment and complete it by hand.
- Present the hard copy to your Workplace Trainer for signing.
- Scan the signed document and upload it along with any required evidence. (Refer to the guide: "How to scan and submit hard copy assessments using your mobile phone.")


Important: Ensure your Workplace Trainer verifies your assessment before submitting it to Rudder2. Assessments without Workplace Trainer verification will be returned for resubmission.

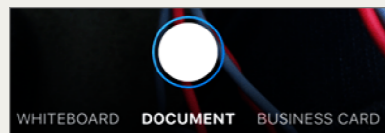
How to scan and submit hard copy assessments using your mobile phone.

If you printed the assessment, you would need to scan the completed assessment and submit it as one file. You can attach additional evidence as separate files with your assessment.

Using OneDrive:

As part of the Microsoft365 package, you can download the **OneDrive** mobile app. Log in to the app using your MAST Microsoft365 email and password.

1. In the OneDrive app, tap the **Scan** icon .
2. Select **Document** and tap the white circle icon to scan the item.



Tip: For assessment scanning use the option for multi-page scanning, which helps you combine multiple scans into a single PDF. To use that option, tap **Add**, then scan your next document.

3. Once you're done editing your item, tap **Done** (or the checkmark on Android devices), enter a file name, then tap **Save** (or the checkmark on Android devices).
4. Find the doc on your OneDrive (you may be prompted to share the latest scan) and tap the three dots to open a menu to share.






On iOS:

You can scan directly into **Files**, where your document will automatically be saved as a PDF.

1. Open Files on your iPhone (or iPad).
2. Choose a location to save your scan.
3. Tap the more button (...) in the upper right, and choose **Scan Documents**.
4. Line up your document and tap the shutter, or hold the iPhone still to automatically capture the image. If you use the shutter, you can drag the corners to adjust.
5. Once you are happy tap **Keep Scan**.
6. Add additional scans if required and tap **Save** when you're done.
7. The scan will be saved in your chosen location as a PDF, and likely named "Scanned Document." The name will be highlighted so you can easily change it.

On Android:

There are several ways you can scan a document on your Android device. We suggest scanning using Google Drive as a preferred option.

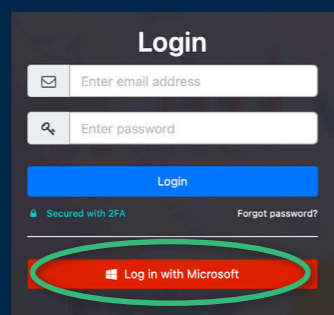
1. Open the **Google Drive** app .
 2. At the bottom right, tap **Camera** icon .
 3. Point your device's camera at a document.
A blue line outlines the document. This indicates where the picture will be cropped.
 4. Take a photo of the document that you'd like to scan.
Optional: You can toggle automatic capture by choosing between Manual and Auto capture.
 5. Adjust your scanned document.
Adjust scan area: Tap Crop & Rotate .
Erase stains, fingers, and more: Tap Clean .
 - Scan another page:** Tap Add +.
 - Retake the photo:** Tap Retake .
 - Delete a page:** Tap Delete .
6. Tap **Done**.
 7. Create your own file name or select a suggested title.
 8. To save the scanned document in a specific format, select either .pdf or .jpg.
Optional: To select the Drive folder where you'll save the document, tap **Location**.
 9. To save the finished document, tap **Save**.

Scanning to image with the Canvas Student app:

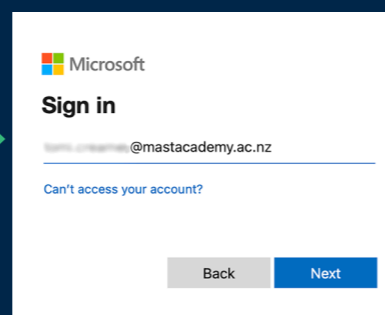
You can scan individual pages as images. **This option is not recommended for scanning your assessment document**, however, it can work for scanning additional evidence.

Follow instructions below to scan individual pages as .jpg images in Canvas app:

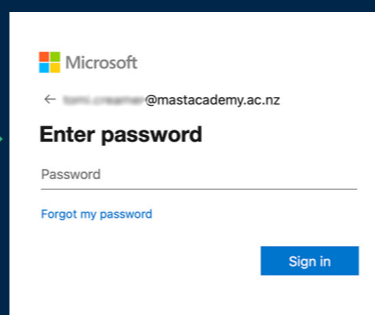
- **on iOS:** [using Scanner in Canvas Student app to upload a file as an assignment submission](#)[Links to an external site.](#)
- **on Android:** [using Scanner in Canvas Student app to upload a file as an assessment submission](#)[Links to an external site.](#)



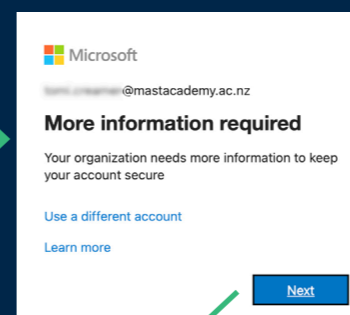
On the Login screen, you must click the 'Log in with Microsoft' to access the Rudder2



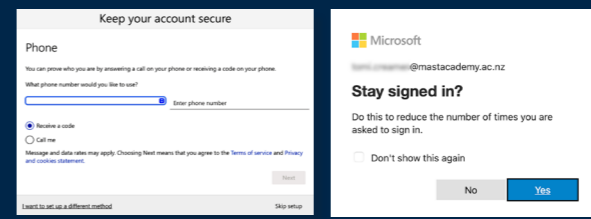
Enter your MAST Academy email and click 'Next'



Enter your password (as you set up for Microsoft 365) then click 'Sign in'



If you see 'More Information required' click 'Next'



We advise you select a method to keep your account secure

Choose 'Yes' to stay signed if you are on your own device, otherwise 'No'