



# Canvas Support for ACU Staff

## ACU Canvas Experience Guide Part 3

# Canvas support for ACU staff

ACU staff have access to many resources to help them succeed with Canvas. This section shows staff where to access the different support options, and helps them choose the best option for their particular circumstances.

## Making the right choice

To efficiently get an issue resolved, try thinking through the following:

1. Do I need help with a general Canvas feature or do I have an ACU-specific issue?
2. How quickly do I need an answer?
3. Based on the complexity of the problem and my own personal preferences what format best suits the situation (video, text, phone, chat).

## Canvas managed support

Canvas support should be your first port-of-call for any general question about how to set up and use a Canvas feature.

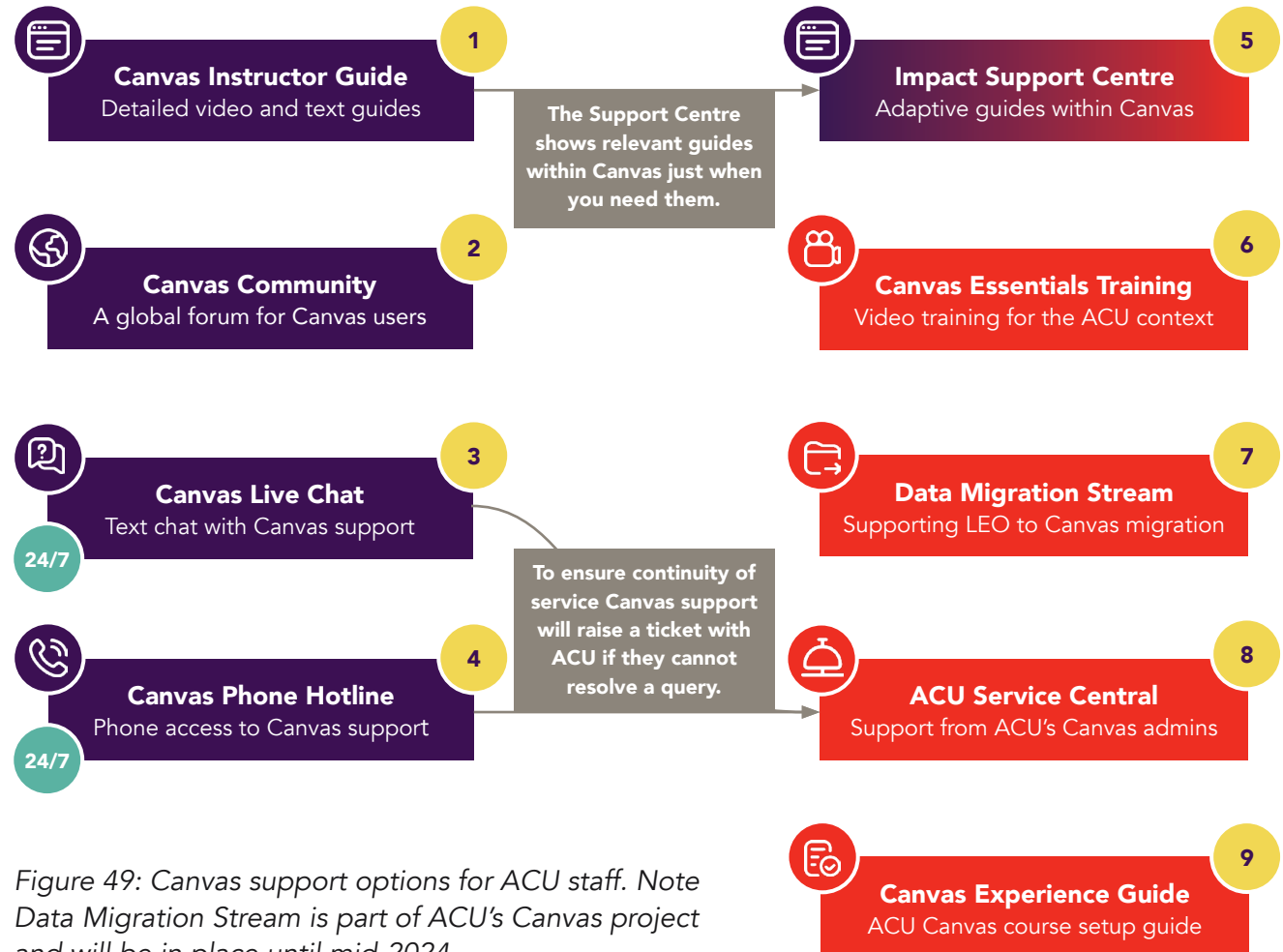


Figure 49: Canvas support options for ACU staff. Note Data Migration Stream is part of ACU's Canvas project and will be in place until mid-2024.

# Locations for accessing Canvas support

**2 Canvas Community**  
<https://community.canvaslms.com>

**7 Data Migration Stream (Canvas Project) for LEO to Canvas migration support**  
Email: [LMSQA@acu.edu.au](mailto:LMSQA@acu.edu.au)

**9 Canvas Experience Guide**  
You're reading it!

## **5 The Impact Support Centre**

Click the *Support Centre* icon from anywhere in Canvas and you will automatically be shown the most relevant Canvas guides and ACU resources to their current location in Canvas. The *Support Centre* is a great feature that reduces time spent searching.

The screenshot shows the Canvas Help menu with the following items and callouts:

- 1** Search the Canvas Guides: Comprehensive text and video guides for every Canvas feature.
- 3** Live Chat with Canvas Support 24/7 (Staff): Get help using any Canvas feature!
- 4** Canvas Support Hotline 24/7: Call (02) 8310 8314 to talk directly to Canvas support for guidance using Canvas' features.
- 8** ACU Service Central: Support from ACU's Canvas Admin team (Canvas courses, sections, enrolments, user accounts and sandboxes).
- 6** ACU Canvas Essentials Training: Self-paced and bookable training series especially designed for setting up Canvas courses at ACU.
- Canvas System Status: View Canvas' current status, any recent incidents or downtime periods.
- RELEASE NOTES
- Instructor Role Updates: 16 Jul. In the Inbox, coding has been updated to improve functionality and user experience. In Course settings and the edit an assignment page, the

The left sidebar contains the following navigation items:

- Account
- Dashboard
- Courses
- Calendar
- Inbox
- History
- My ACU
- Commons
- Studio
- Help

Callout **5** points to the 'Support Centre' icon in the bottom right corner of the interface.

Figure 50: Locations where support options are accessed from within Canvas



# Information vs help

## Information

When using Canvas, teaching staff are likely to come across situations where they want some information or guidance about how something in Canvas works. In these scenarios once the information is located they should be able to easily resume getting their Canvas course ready. Each of the resources below are a great starting point if you have a general Canvas question. The right choice comes down to personal preference about what format a staff member would prefer.

- Canvas Instructor Guides
- Impact Support Centre
- Canvas Community
- ACU's Canvas Essentials Training

## Help

For staff to have a good experience in Canvas, it is important that when they encounter an issue that cannot be resolved without assistance from a support team, they can quickly and easily identify the correct support mechanism.

Table 9 lists some of the most common issues that teaching staff might come across, and the best place to try and resolve each issue. As Figure 49 showed, if either Canvas phone or chat cannot resolve an issue they can create tickets in ACU's Service Central system This makes either of them a great option if you do not know where to start.



# Recommended avenues for resolving common Canvas issues

Table 9: Recommended avenues for resolving common Canvas issues

Support issue:	Instructor Guides / Impact	Canvas Community	Canvas Live Chat	Canvas Phone Hotline	Canvas Essentials Training	Data Migration Stream	ACU Service Central	Canvas Experience Guide
Using any native Canvas features, such as: <ul style="list-style-type: none"> <li>• Announcements, Discussions and Inbox</li> <li>• Assignments, Rubrics and Grades</li> <li>• Calendar, Scheduler and To-do</li> <li>• Groups and Collaborations</li> <li>• Inbox</li> </ul> ...and many more	●	●	●	●				
Issues with logging in to Canvas or with a Canvas account					●			
Issues with a Canvas sandbox course (all staff should have one)					●			
Need to enrol oneself or other staff (e.g. sessionals) into a Canvas course					●			
Require administrative access to Canvas					●			
Issues with student enrolments in a Canvas course					●			
Assistance managing Canvas sections					●			
Canvas cross-listing: <ul style="list-style-type: none"> <li>• Combining multiple unit codes into a single Canvas course</li> <li>• Disaggregating a National Canvas course into campus based Canvas courses</li> </ul>					●			
Changing participation or access dates on a Canvas course					●			
Issues with the <i>Unit Outline</i> tool (in the Canvas course menu)					●			
Issues with the Banner to Canvas integration					●			

**Note:** The *Canvas Instructor Guides (1)* and *Impact Support Centre (5)* have been combined in the table as they share content. *Impact* is available from wherever you are in Canvas, whereas the *Instructor Guides* are on an external web page.

Table 9 cont.

Support issue	Instructor Guides / Impact 1	Canvas Community 5	Canvas Live Chat 2	Canvas Phone Hotline 3	Canvas Essentials Training 4	Data Migration Stream 6	ACU Service Central 7	Canvas Experience Guide 8	9
Check if ACU has enabled a particular Canvas feature					●				
Request a tool/feature to be added to ACU's Canvas environment					●				
General Banner to Canvas integration issues					●				
List of quality standards for ACU Canvas courses							●		
A checklist and guidance for setting up a Canvas course at ACU							●		
Issues with the <i>Curriculum Document Generator</i> in Canvas					●				
Issues with Reading Lists					●				
Issues with Zoom					●				
Issues with Echo360					●				
Issues with Turnitin					●				
Issues with Surveys (e.g. SELT) menu item					●				
Finding out when a unit will be migrated from LEO to Canvas				●					
Assistance with migrating a unit from LEO to Canvas				●					
How other people have solved a particular problem in Canvas	●								
Canvas Training for ACU			●						
Canvas is not working or is down					●				
Another issue not listed here		●	●						