

Help Options and Troubleshooting Support Guide

What I need...	Who I should contact?	When I can expect a response?
<ul style="list-style-type: none"> To learn about Canvas and how to set up a course Make my course a better learning experience for students To get a one-on-one consultation 	movetocanvas@usask.ca	The Move to Canvas team typically work during USask normal business hours.
With Canvas specific issues , such as problems with: <ul style="list-style-type: none"> Discussions Gradebook Assignment submissions Quiz features How content displays in the browser, etc. 	Canvas 24/7 live chat or phone support: <ul style="list-style-type: none"> the Canvas Support Line at 1-855-382-5556 access Canvas' Live Chat Online Support the Help button in Canvas 	Most immediate form of response. Wait times currently average about 10 minutes.
With USask IT applications that appear in Canvas, such as <ul style="list-style-type: none"> Course enrollment Course creation Panopto Webex or any similar non-Canvas technology that appears in Canvas	Email itsupport@usask.ca or call 306-966-2222.	Expect to be added to a support ticket and emailed back. You can find solutions to common questions on the wiki.