# Table of Contents

## Accounts and Sub Accounts
- What is the hierarchical structure for Canvas accounts? .......................................................... 12
- How do I view and manage a sub-account? .............................................................................. 16
- How do I create a sub-account? .................................................................................................. 23
- How do I add an admin to an account? ..................................................................................... 28
- How do I manage themes for an account? ................................................................................ 33
- How do I create a theme for an account using the Theme Editor? ........................................ 39
- How do I upload custom JavaScript and CSS files to an account? ...................................... 53

## Admin Tools
- How do I see which notifications have been sent to a user in an account? ........................ 63
- How do I view login and logout activity for a user in an account? ...................................... 68
- How do I view grade change activity for an account? ............................................................. 73
- How do I view course activity for an account? ......................................................................... 78
- How do I restore a deleted course in an account? ................................................................. 83
- How do I view bounced email notifications for users in an account? ................................ 87

## Analytics
- How do I view account analytics? ............................................................................................ 93
- How do I view statistics for an account? ................................................................................... 99

## API
- How do I manage API access tokens as an admin? ............................................................ 106
- How do I make API calls in an account with an access token? .......................................... 114
- How do I install PowerShell 3.0 on a Windows machine? ................................................... 115

## Attendance (Roll Call)
- How do I add Roll Call Attendance badges to an account? ............................................... 118
- How do I run Roll Call Attendance reports for an account? .............................................. 123

## Authentication
................................................................................................................................. 127
<table>
<thead>
<tr>
<th>Question</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>How do I enable a course as a course template?</td>
<td>249</td>
</tr>
<tr>
<td>How do I add a section to a course as an admin?</td>
<td>253</td>
</tr>
<tr>
<td>How do I change the start and end dates for a course section as an admin</td>
<td>258</td>
</tr>
<tr>
<td>How do I use cross-listing in an account?</td>
<td>264</td>
</tr>
<tr>
<td>How do I cross-list a section in a course as an admin?</td>
<td>267</td>
</tr>
<tr>
<td>How do I de-cross-list a section in a course as an admin?</td>
<td>273</td>
</tr>
<tr>
<td>How do I conclude a course at the end of a term as an admin?</td>
<td>277</td>
</tr>
<tr>
<td>How do I unconclude a course in an account?</td>
<td>282</td>
</tr>
<tr>
<td>How do I enable a course as a blueprint course as an admin?</td>
<td>285</td>
</tr>
<tr>
<td>How do I associate a course with a blueprint course as an admin?</td>
<td>294</td>
</tr>
<tr>
<td>How do I lock course objects in a blueprint course as an admin?</td>
<td>303</td>
</tr>
<tr>
<td>How do I sync course content in a blueprint course as an admin?</td>
<td>312</td>
</tr>
<tr>
<td>How do I view the sync history for a blueprint course as an admin?</td>
<td>321</td>
</tr>
<tr>
<td>How do I use the Canvas App Center in an account?</td>
<td>329</td>
</tr>
<tr>
<td>How do I create and manage organizations in the Edu App Center?</td>
<td>336</td>
</tr>
<tr>
<td>How do I manage an allow list in the Edu App Center?</td>
<td>341</td>
</tr>
<tr>
<td>How do I manage an Edu App Center allow list in Canvas?</td>
<td>346</td>
</tr>
<tr>
<td>How do I configure an LTI key for an account?</td>
<td>351</td>
</tr>
<tr>
<td>How do I configure an external app for an account using a URL?</td>
<td>357</td>
</tr>
<tr>
<td>How do I configure an external app for an account using XML?</td>
<td>364</td>
</tr>
<tr>
<td>How do I configure an external app for an account using a client ID?</td>
<td>370</td>
</tr>
<tr>
<td>How do I configure an external app for an account using an LTI 2 Registration URL?</td>
<td>376</td>
</tr>
<tr>
<td>How do I configure a manual entry external app for an account?</td>
<td>381</td>
</tr>
<tr>
<td>How do I manage external app placements for an account?</td>
<td>388</td>
</tr>
<tr>
<td>How do I add an external tool to the Rich Content Editor toolbar in an account?</td>
<td>393</td>
</tr>
<tr>
<td>How do I enable the New Analytics Online Attendance report in an account?</td>
<td>397</td>
</tr>
</tbody>
</table>
How do I enable Slack for an account? ................................................................. 531
How do I manage developer keys for an account? ............................................. 540
How do I add a developer API key for an account? .......................................... 549
How do I enable scoping for a developer API key in an account? ..................... 554
How do I enable Microsoft Teams course sync in an account? ......................... 560

Item Banks ............................................................................................................ 564
How do I share a New Quizzes item bank from a course with an account? ........ 565
How do I manage New Quizzes item banks shared with an account? ............... 569
How do I create a New Quizzes item bank for an account? .............................. 576

Outcomes ............................................................................................................. 583
How do I use the outcomes page in an account? .............................................. 584
How do I create an outcome for an account? ....................................................... 588
How do I create outcome groups for an account? .............................................. 594
How do I import outcomes for an account? ....................................................... 598
How do I edit or delete an outcome in an account? .......................................... 605
How do I edit or delete an outcome group in an account? ............................... 611
How do I create custom account outcome names for students? ....................... 614
How do I move outcomes and outcome groups in an account? ....................... 617
How do I find an existing outcome to add to an account? ............................... 621
How do I find Learning Standards to add to an account-level outcome? .......... 625
How do I view the outcomes results report for an individual student in an account? ................................. 630
How do I manage outcome mastery scales in an account? .............................. 634
How do I manage outcome mastery calculations in an account? ..................... 640

Improved Outcomes Management ..................................................................... 647
How do I use the outcomes page in an account in Improved Outcomes Management? ................................. 648
How do I create an outcome for an account in Improved Outcomes Management? ................................. 655
How do I create outcome groups for an account in Improved Outcomes Management? ................................. 660
Question Banks

How do I manage question banks in an account?
How do I create a question bank in an account?

Roles and Permissions

What user roles and permissions are available in Canvas?
How do I manage the Permissions page?
How do I add an account-level role in the Permissions page?
How do I set permissions for an account-level role?
How do I add a course-level role in the Permissions page?
How do I set permissions for a course-level role in an account?

Rubrics

How do I manage rubrics in an account?
How do I add a rubric in an account?
How do I align an outcome with a rubric in an account?
How do I customize learning mastery ratings for an account?

Settings

How do I use account settings?
How do I set details for an account?
How do I enable personal pronouns in an account?
How do I enable web services for an account?
How do I set storage quotas for an account?
How do I create a global announcement in an account?
What user enrollment and registration options are available in Canvas?
How do I enable open registration in an account and allow instructors to add users to a course without Canvas accounts?
How do I enable self-enrollment in an account and allow students to self-enroll in a course?
How do I change the sender name in account email notifications?
How do I enable student information system (SIS) submissions for an account? ....................... 929
How do I manage student information system (SIS) integration settings for an account? ............ 933
How do I warn users in an account about using non-institutional email addresses for confidential information? ...................................................................................................................................................................... 939
How do I restrict student access before or after a course date at the account level? .................. 942
How do I change the language preference in an account? .............................................................. 947
How do I disable announcement replies for all courses in an account? ...................................... 949
How do I disable Canvas media uploads in the Rich Content Editor? ........................................ 952
How do I manage file copyright settings for an account? ............................................................ 956
How do I customize the Canvas Help Menu for an account? ...................................................... 961
How do I select a course template in an account? ......................................................................... 971
How do I view reports for an account? .......................................................................................... 974
How do I manage new features for an account? .......................................................................... 984
How do I view and manage blocked emojis for an account? .................................................... 993
How do I manage the Content Security Policy for an account? ................................................ 996
How do I access the Canvas beta environment as an admin? .................................................... 1005
How do I access the Canvas test environment as an admin? ....................................................... 1008

SIS Imports ....................................................................................................................................... 1011
What student information system (SIS) integrations are available in Canvas? ............................ 1012
How do I import SIS data to a Canvas account? ........................................................................... 1014
How do I format CSV text files for uploading SIS data into a Canvas account? ......................... 1022
How do I create an automated data integration for an account with Canvas and my SIS? ....... 1034
How do I practice using the API to import SIS data to a Canvas account? ................................ 1041
What do I need to know about creating a script to automatically import SIS data to a Canvas account? ................................................................................................................................................................................ 1044

Support Information ................................................................................................................... 1046
How will I know if there is a Canvas outage? .............................................................................. 1047
How can I manage support tickets for my institution? ............................................................... 1050
Accounts and Sub Accounts
What is the hierarchical structure for Canvas accounts?

The terms account and sub-account are organizational units within Canvas. Every instance of Canvas has the potential to contain a hierarchy of accounts and sub-accounts but starts out with just one account (referred to as the root account). Accounts include subaccounts, courses, and sections, all of which can be added manually in Canvas, via the API, or via SIS imports.

Institutions can create a hierarchical structure to best fit the needs of their institution. Users with an admin role can be assigned to specific sub-accounts with specific account-level permissions.

Account-level permissions are initially set by the root account admin and trickle down through the hierarchy but not up. Admins for sub-accounts can modify account-level permissions for their sub-account. Admins in one account have administrative permissions within that account as well as in any sub-accounts of that account. Additionally, an admin can move a course within its sub-account, but they cannot move a course between sub-accounts unless they are also the admin of the parent account of each sub-account.

With the exception of Terms, SIS imports, Authentication, and a few account settings, most admin account settings can be modified or, in the case of permissions, overridden in a sub-account. For more information about account-level permissions, view the Canvas Account Level Permissions PDF.

View Subaccounts

Sub-accounts are often used to manage permissions and organizational hierarchy within an institution. Many institutions set up sub-account organizational structures that mirror their SIS or registration systems. For example, sub-accounts can be created for individual colleges within a university, or for schools within a district. Sub-accounts can also be created within sub-accounts,
such as when a college subdivides into departments that subdivide into programs, or a school that subdivides into grade levels that subdivide into specific subjects.

<table>
<thead>
<tr>
<th>Biology</th>
<th>6 Courses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business</td>
<td>4 Sub-Accounts</td>
</tr>
<tr>
<td>Accounting</td>
<td>3 Courses</td>
</tr>
<tr>
<td>Computer Science</td>
<td>1 Course</td>
</tr>
<tr>
<td>Economics</td>
<td>2 Courses</td>
</tr>
<tr>
<td>Marketing</td>
<td>2 Courses</td>
</tr>
</tbody>
</table>

Admins, other Canvas users, and courses can be assigned to sub-accounts. A user can hold different roles in each sub-account. For example, a college dean who also teaches courses at their institution can be assigned as an admin in their college account and assigned a teacher role in a sub-account.

Sub-accounts can also be used to create and access question banks, outcomes, rubrics, grading schemes, reports, and analytics.

Although terms cannot be created in sub-accounts, many institutions create terms at the root account that can be used by specific sub-accounts so each can have different access dates.

Organize accounts based on:

- Departments then Term Dates. For example: Science Department; Fall 2012/Spring 2013/Summer 2013
- Departments then Sub-Departments. For example: Science Department; Physics/Biology/Chemistry
- Departments then Sub-Departments then Course Type. For example: Science Department; Biology; Face to Face/Blended/Fully Online
- School then Grade-level. For example: K12 School; First Grade
Courses are added to an account or subaccount [1]. Courses are the virtual classroom where all the content resides and where student users can learn and interact with instructors and peers.

Sections are a group of students that have been organized for administrative purposes [2]. When users are enrolled in a course, they are actually enrolled in one of the sections of that course. It is possible to place more than one section in course, but it is not possible to put sections within sections. All sections of a course share the same content.

If a course is taught by one or more instructors, sections can remain under one course if each instructor is added to their respective section.
Section Options

Each section can have its own varied due dates for assignments, quizzes, and discussions. For example, a course may have sections that meet on different days of the week or in different formats (online vs. face-to-face).

Sections are also beneficial when Teacher Assistants are assigned to help manage courses and oversee grading for a portion of a course enrollment. As part of SIS or manual enrollments, you can limit students to only see students in their section. Instructors can also limit students if you allow them to manually enroll users in their own courses.

**Note:** Admins and instructors cannot restrict sections from accessing course navigation (i.e, Assignments, Discussions, Quizzes, etc.). If you want to assign specific assignments to individual sections, this can be done from the Assign To field.
How do I view and manage a sub-account?

As an admin, you can view and manage sub-accounts in Canvas. Sub-accounts help establish your account's hierarchical structure and house courses and enrollments.

All of your institution’s sub-accounts are located within the root account. However, sub-accounts can include additional nested sub-accounts, and sub-account admins can view a list of all the sub-accounts in their account.

Sub-accounts can be created and managed manually or via SIS upload. Additionally, sub-accounts created via API or SIS upload retain the identifiers given in the original source. You can edit sub-account names to make them easier to find within Canvas.

View a video about Sub-Accounts.

Notes:

- Sub-accounts that contain courses cannot be deleted.
- Each root account automatically includes a sub-account called Manually-Created Courses that manages multiple backend processes for Canvas and cannot be deleted.
Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Sub-Accounts

In Account Navigation, click the **Sub-Accounts** link.
## View Sub-Account

<table>
<thead>
<tr>
<th>Sub-Account</th>
<th>Courses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Biology</td>
<td>6 Courses</td>
</tr>
<tr>
<td>Business</td>
<td>4 Sub-Accounts</td>
</tr>
<tr>
<td><strong>Accounting</strong></td>
<td>3 Courses</td>
</tr>
<tr>
<td>Computer Science</td>
<td>1 Course</td>
</tr>
<tr>
<td>Economics</td>
<td>2 Courses</td>
</tr>
<tr>
<td>Marketing</td>
<td>2 Courses</td>
</tr>
</tbody>
</table>

Sub-accounts are listed in alphabetical order. To view a sub-account, click the sub-account name.
Collapse and Expand Sub-Account List

Many Canvas accounts contain multiple sub-accounts with nested sub-accounts. To more easily navigate within sub-accounts, you can collapse sub-account lists, hiding them from view.

To collapse a list of sub-accounts, click the **Up Arrow** icon [1].

To expand a list of sub-accounts that have been collapsed, click the **Down Arrow** icon [2].
Add Sub-Account

To create a sub-account, click the Add button.

Manage Sub-Account
To edit the name of a sub-account, click the Edit icon [1]. Edit the name of the sub-account by typing in the name field. To save your changes, press the Return key (on a Mac) or Enter key (on a PC) on your keyboard.

To delete a sub-account, click the Delete icon [2].

**Note:** Sub-accounts that contain courses cannot be deleted.

**Confirm Sub-Account Deletion**

Are you sure you want to delete this sub-account?

[Cancel] [OK]

When you delete a sub-account, a pop-up window will appear in your browser. Click the **OK** button.
How do I create a sub-account?

You can create sub-accounts in Canvas. Sub-accounts help establish your account’s hierarchical structure and house courses and enrollments. Sub-accounts can be created manually or via SIS import.

View a video about Sub-Accounts.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Sub-Accounts

In Account Navigation, click the Sub-Accounts link.

Show Accounts

Click the down arrow to show sub-accounts.
Add Sub-Account

Business
4 Sub-Accounts

Accounting
3 Courses

Computer Science
1 Course

Economics
2 Courses

Marketing
2 Courses

Click the Add button.
Enter a title for the sub-account in the title field. Press **Return** (on a MAC keyboard) or **Enter** (on a PC keyboard).
View Sub-Account

<table>
<thead>
<tr>
<th>Business</th>
<th>4 Sub-Accounts</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounting</td>
<td>3 Courses</td>
<td></td>
</tr>
<tr>
<td>Computer Science</td>
<td>1 Course</td>
<td></td>
</tr>
<tr>
<td>Economics</td>
<td>2 Courses</td>
<td></td>
</tr>
<tr>
<td>Marketing</td>
<td>2 Courses</td>
<td></td>
</tr>
<tr>
<td>Business Law</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

View the created sub-account.
How do I add an admin to an account?

You can add a user as an admin to an account in Settings.

When you assign a user as an admin in the root account, that user has all privileges in any sub-account. You might consider assigning users as admins only in the sub-account for which they are responsible.

Once you add a user, if they already have a profile in Canvas, they will receive an email notifying them that they are now an admin for the account. If an added user does not already have a profile, they will receive an email with a link to create a profile and access the account.

After you have added a user as an admin, you cannot edit the admin user's account. To make changes, you must remove the admin account and add the user again.

Notes:

- To add a user as an admin, you must assign the user to an account role. Before adding a user, ensure that you have created the necessary account-level role.
- Your administrative user list includes the Conditional Release API, Outcomes Service, and New Quizzes Service, which are currently included in all accounts for MasteryPaths, Outcomes, and New Quizzes. The API users will be removed from the list in a future release.
Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Settings

- SIS Import
- Themes
- Developer Keys
- Canvas Data Portal
- Admin Tools
- Analytics
- Settings

In Account Settings, click the Settings link.

Open Admins

- Settings
- Quotas
- Notifications
- Admins
- Announcements
- Reports
- Apps
- Feature Options

Click the Admins tab.

Add Account Admins

Click the Add Account Admins button.
Add Admin Role and Email

In the Add More drop-down menu [1], set the admin role type. The default admin role in Canvas is Account Admin which has access to all account-level permissions. You can also create admin roles for your institution and manage their permissions.

In the text box [2], type the email address of the user.

Click the Continue... button [3].

Note: Once you add a user as an account admin, they will have all permissions listed on the Permissions page for the selected role. Additionally, you cannot edit an admin account after you create it. If you need to change an admin user's role, you must delete their admin account and add it again.
Add Account Admins

Add Account Admins

Add More: Account Admin

1. Add Andy Admin
   andy.ad.canvas@gmail.com

2. Select the OK Looks Good, Add This 1 User button to add the admin.

3. Click the Go back and edit the list of users link to adjust any errors.

A message will appear in your browser.

Verify New User

1 user added

Verify the new administrative user was added.
How do I manage themes for an account?

Each Canvas account displays a default Canvas theme. As an admin, you can create and manage themes using Canvas templates, or you can create a theme specifically designed for your institution.

Custom branding is hosted at the account level, and by default, sub-accounts and their associated courses inherit account branding. However, you can choose to allow sub-accounts to use the Theme Editor to create their own custom themes. When the Theme Editor is enabled for sub-accounts, any design elements they do not specifically change will inherit the account level design.

Notes:

- If you are a sub-account admin and the Themes link is not visible in Account Navigation, Themes has not been enabled for sub-accounts.
- By default, consortium child accounts inherit the theme applied in the parent account. However, a consortium child account can create a new theme for the child account.
In Global Navigation, click the Admin link [1], then click the name of the account [2].

Open Themes

In Account Navigation, click the Themes link.

**Note:** If sub-account themes have been enabled, each sub-account also includes a Themes link. To open the Theme Editor for a sub-account, click the Sub-Accounts link to locate and open the sub-account, then click the sub-account’s Themes link.
The Themes page displays all available templates and saved themes for your institution.

All default themes for Canvas display in the Templates section [1]. Default templates are used as a starting point for admins to create their own themes and cannot be deleted.

Once a theme is saved in the account, the page displays the My Themes section [2]. My Themes shows all themes saved for the account.
Open Theme

To open and view any theme, hover over the theme and click the Open in Theme Editor button.

Create Theme
To create a theme, open and modify your preferred template [1], or click the Add Theme button [2]. You can also create a theme based on a saved template.

**View Current Theme**

Once a theme is applied to the account, the theme is marked as the current theme. The current theme includes a green bar and check mark icon below the name of the theme. If an account includes multiple saved themes, the active theme is ordered first.

To apply a different theme, open and apply any other saved theme or create a new theme for the account.

**View Multiple Active Themes**
If multiple themes display an information icon [1], each theme includes the same set of values that are being applied as the current theme. To delete one of the themes, locate the theme and click the **Delete** icon.

**Delete Theme**

To delete a saved theme, click the **Delete** icon.

**Note:** The current theme cannot be deleted. To delete the current theme, open and apply any other saved theme or create a new theme for the account.
How do I create a theme for an account using the Theme Editor?

As an admin, you can use the Theme Editor to create custom themes for your institution. Themes are created from existing Canvas templates. Any theme applied to the account also applies to all subaccounts, though the Theme Editor can also be used to create themes for individual subaccounts. Once you have created and saved a theme, you can apply the theme to your account at any time. You can also create new themes based on previous themes. Learn how to manage saved themes.

View a video about the Theme Editor.

Theme Inheritance

Custom branding is hosted at the account level, and by default, sub-accounts and their associated courses inherit account branding. However, you can enable sub-accounts to use the Theme Editor; any elements that are not specifically changed will still be inherited by the account level.

User enrollments are associated at the account level and course enrollments are associated at the sub-account level. An enrollment is created when a user and a course are joined together. If a user is not enrolled in any courses, the Dashboard displays branding for the account. This algorithm also relates to pages not associated with a course including user account and settings, Calendar, and Conversations. User data is always hosted at the account level, which is why they cannot inherit sub-account branding.

If a user is enrolled in a course in the account, the Dashboard displays the branding for the account. If a user is enrolled in a course within a sub-account, the Dashboard displays the branding for the sub-account. If a user is enrolled in courses within multiple sub-accounts, or if one of the courses is in the account, the Dashboard displays the branding for the account.

Theme Editor Components

For details about the Theme Editor components, including components that display on Canvas apps, please view the Canvas Theme Editor Components resource document. For help with image templates, view the Canvas Theme Editor Image Templates resource document. Logos, images, and watermarks are not visible for users who enable the High Contrast Styles feature option in user settings.

CSS/JS Files

Custom cascading style sheets (CSS) or JavaScript (JS) files are not required, but override files are also supported in the Theme Editor. CSS/JS file functionality must be enabled by your Customer Success Manager. Before uploading custom CSS or JS files, please be aware of the associated risks, as custom files may cause accessibility issues or conflicts with future Canvas updates. Learn more about custom CSS/JS restrictions.

Notes:

- The Theme Editor is not available for Free-For-Teacher accounts.
If you are a subaccount admin and the Themes link is not visible in Account Navigation, Themes has not been enabled for sub-accounts. If the CSS/JS Upload tab is not visible, file uploads have not been enabled for sub-accounts.

- To preview Theme Editor branding, you need to turn off High Contrast UI.
- By default, consortium child accounts inherit the theme applied in the parent account. However, a consortium child account can create a new theme for the child account.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Themes

In Account Navigation, click the **Themes** link.

**Note:** If sub-account themes have been enabled, each sub-account also includes a **Themes** link. To open the Theme Editor for a sub-account, click the **Sub-Accounts** link to locate and open the sub-account, then click the sub-account's **Themes** link.
Open Theme Template

If you do not yet have a Canvas theme for your account, use a template to create a new theme. You can choose from the Default Canvas template, a minimalist template, and a State U. template. If your Customer Success Manager has enabled the K12-specific feature option, the K12 Theme also appears as a template.

To create a new theme, hover over a template and click the **Open in Theme Editor** button [1], or click the **Add Theme** button [2] and select a template from the list.
Open Saved Theme

If you previously created and saved a theme, you can edit saved themes at any time. Saved themes display in the My Themes section. To open a saved theme, hover over the name of the theme and click the Open in Theme Editor button [1].

To create a new theme based on a saved theme, click the Add Theme button [2] and select the name of the saved theme from the list [3]. This option helps you avoid overwriting your previously saved theme.
The Theme Editor displays a sample page to preview your custom branding. These components will change with the colors and branding that you add using the Theme Editor.
View CSS/JS Upload Tab

If custom cascading style sheets (CSS) or JavaScript (JS) override files have been enabled for your account, the Theme Editor sidebar displays an Edit tab [1] and an Upload tab [2]. The Theme Editor defaults to the Edit tab and shows all the Theme Editor components. The Upload tab allows you to upload custom files.
Locate Components

The Theme Editor has four component groups: Global Branding, Global Navigation, Watermarks & Other Images, and Login Screen. By default, the Theme Editor sidebar displays the Global Branding group.

Locate the component you want to customize. You can expand and collapse groups by clicking the arrow icon next to the group heading.
Select Color via CSS

The default value for each component is faded in the text field.

To specify a color component, locate the component text field and enter a new CSS color. You can enter colors via hex code, RGB value, or valid color name.

**Note:** Entered colors will convert and display as hex codes.
Select Color via Color Selector

In browsers that support native color inputs, the color selector can be used to choose a value. Locate the component and click the color box. The color selector will appear in a new window.
Select a color in the color selector window [1]. Once a color is selected, the component displays the new color in the box [2]. The component's hex color also updates with the new color value.
Add Images

For components that require images, locate the component and click the Select Image link. The image description will include supported file types.

Preview Theme

To preview your theme, click the Preview Your Changes button.

Canvas will generate the preview of the components based on your template changes. If necessary, make additional changes and preview your theme again.
Save Theme

Once you are satisfied with your template changes, save your theme by clicking the Save Theme button.

Create Theme Name

If you modified a theme from a template, the Theme Editor creates a copy of the theme. Templates cannot be edited directly. In the Theme Name field [1], enter a name for your theme. Click the Save Theme button [2].

Note: If you edited a previously saved theme, saving the theme overwrites the previous version of the theme and uses the same theme name.
Apply Theme

To apply your theme to your account, click the **Apply theme** button [1].

To exit the theme and return to the Themes page, click the **Exit** button [2]. You can open the theme and apply it to your account at any time.

**documentation.beta.instructure.com says:**

This will apply this theme to your entire account. Would you like to proceed?

To apply the theme to your entire account, click the **OK** button [1]. To return to the Theme Editor, click the **Cancel** button [2].

**Note:** If your account allows subaccounts to customize their own themes, any applicable changes you made will also filter down to any associated sub-accounts. Canvas shows the status of your Theme Editor updates; when the process for each subaccount is complete, the subaccount disappears from the progress window. When all subaccounts have been updated, the Theme Editor redirects back to the Themes page.
How do I upload custom JavaScript and CSS files to an account?

In Canvas, you can use the Theme Editor to brand your account. However, if you want to apply additional branding that is currently not supported in the Theme Editor, you can upload custom cascading style sheets (CSS) and JavaScript (JS) files to your account. Files are hosted directly in Canvas. Any theme applied to the account also applies to all sub-accounts, though you can upload CSS/JS files for individual sub-accounts.

The Theme Editor supports desktop and mobile upload files. Standard CSS/JS files are applied to HTML pages in the Canvas desktop application, which can include the login page for mobile devices. Mobile CSS/JS files are only applied to user content displayed within the Canvas iOS or Android apps, as well as in third-party apps using the Canvas API, but mobile files do not apply to user content displayed in mobile browsers.

Custom JavaScript and CSS files are subject to the same account and sub-account branding inheritance rules as when creating a theme in the Theme Editor.

Before adding custom JavaScript and CSS files, you must contact your Customer Success Manager to enable custom branding for your account and any sub-accounts. Once custom branding is enabled, the option to upload custom CSS and JS files is available in the account and all sub-accounts.

Custom File Risks

If you cannot use the native Theme Editor options for branding, you must be aware of the associated risks of using custom files, which may cause accessibility issues or conflicts with future Canvas updates:

- You should have advanced understanding of JavaScript and CSS and must maintain your own code.
- Custom files may conflict with future changes to the Canvas DOM (eg: element class names or HTML structure) and are therefore not supported. Instructure disclaims any liability for any changes made to your custom override files.
- You are responsible to review web content accessibility guidelines to ensure your files meet any web accessibility testing or other compliance standards that may be required in your jurisdiction. You are responsible for making your modifications accessible to screen readers, users with text contrast and color contrast needs, and users relying on High Contrast Styles as a user feature setting.
- When experimenting with custom branding, always confirm your branding changes in your institution’s beta environment or test environment.

Notes:

- The Theme Editor is not available for Free-For-Teacher accounts.
- If you are a sub-account admin and the Themes link is not visible in Account Navigation, Themes has not been enabled for sub-accounts. If the CSS/JS Upload tab is not visible, file uploads have not been enabled for sub-accounts.
Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Themes

In Account Navigation, click the Themes link.

Note: If sub-account themes have been enabled, each sub-account also includes a Themes link. To open the Theme Editor for a sub-account, click the Sub-Accounts link to locate and open the sub-account, then click the sub-account's Themes link.
Open Theme Template

If you do not yet have a Canvas theme for your account, use a template to create a new theme. You can choose from the Default Canvas template, a minimalist template, and a State U. template. If your Customer Success Manager has enabled the K12-specific feature setting, the K12 Theme also appears as a template.

To create a new theme, hover over a template and click the **Open in Theme Editor** button [1], or click the **Add Theme** button [2] and select a template from the list.
Open Saved Theme

If you previously created and saved a theme, you can edit saved themes at any time. Saved themes display in the My Themes section. To open a saved theme, hover over the name of the theme and click the Open in Theme Editor button [1].

To create a new theme based on a saved theme, click the Add Theme button [2] and select the name of the saved theme from the list [3]. This option helps you avoid overwriting your previously saved theme.
Open Upload Tab

In the Theme Editor sidebar, click the Upload tab.
Upload Custom Files

To upload files for the Canvas desktop application, locate the CSS file/JavaScript file headings [1]. To upload files for user content in Canvas mobile and third-party apps, locate the Mobile app CSS file/JavaScript file headings [2].

Locate the file type you want to upload and click the Select button [3], then locate the file on your computer.

Locate additional files for upload, if required.

Preview Theme

To preview your theme, click the Preview Your Changes button.
Canvas will generate the preview of the components based on your uploaded files.

**Manage Files**

To manage your files, click the **Upload** tab again [1].

To remove and upload a new file, click the **Remove** icon [2]. You can make additional changes and upload your revised file.

To view the code for your file, click the **View File** link [3]. As the file is stored directly in Canvas, use this link if you ever need to download the file.

**Save Theme**

Once you are satisfied with your template changes, save your theme by clicking the **Save Theme** button.
Create Theme Name

Save Theme

Theme Name

University Theme

Save Theme

Apply Theme

Apply theme

University Theme

Save theme

Exit

If you modified a theme from a template, the Theme Editor creates a copy of the theme. Templates cannot be edited directly. In the Theme Name field [1], enter a name for your theme. Click the Save Theme button [2].

Note: If you edited a previously saved theme, saving the theme overwrites the previous version of the theme and uses the same theme name.

Apply Theme

To apply your theme to your account, click the Apply theme button [1].

To exit the theme and return to the Themes page, click the Exit button [2]. You can open the theme and apply it to your account at any time.

Note: If your account allows sub-accounts to customize their own themes, any applicable changes you made will also filter down to any associated sub-accounts. Canvas shows the status of your Theme Editor updates; when the process for each sub-account is complete, the sub-account disappears from the progress window. When all sub-accounts have been updated, the Theme Editor redirects back to the Themes page.
Admin Tools
How do I see which notifications have been sent to a user in an account?

You can view the notifications received by individual students with the View Notifications tool.

Note: You must talk to your Customer Success Manager to enable this feature before you can use it. After your Customer Success Manager enables the feature, you should enable the View Notifications permission for the appropriate roles.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Admin Tools

In Account Navigation, click the Admin Tools link.

Open View Notifications

Click the View Notifications tab.
Search for Student

View Notifications

To view all notifications sent to a Canvas user, select the user and date range for your search.

1. In the search field [1], type the name of the student and click the Find button [2].
2. Click the student's name [3].

<table>
<thead>
<tr>
<th>Name</th>
<th>Login / SIS ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jane Smith</td>
<td><a href="mailto:jane.smith.canvas@gmail.com">jane.smith.canvas@gmail.com</a></td>
</tr>
</tbody>
</table>

In the search field [1], type the name of the student and click the Find button [2]. Click the student's name [3].
Create the date range you want to search. You can enter dates in the From Date and To Date date fields [1], or you can use the calendar icon to select dates [2]. Then click the **Find** button [3].
View Notifications Sent to User

View the notifications sent to the user from Canvas.
How do I view login and logout activity for a user in an account?

Within Admin Tools, admins can view the login/logout activity of users within their institution. Log activity is organized by date with the most recent activity at the top of the list.

Notes:
- Canvas will only register a user’s logout when the Logout button is clicked in the User Account menu. Closing the browser window does not create a logout request.
- Logging activity will only show activity that took place within the past year.
- Login and logout activity in Admin Tools cannot be viewed by sub-account admins.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Admin Tools

In Account Navigation, click the Admin Tools link.

Open Logging

Click the Logging tab.
Select Log Type

From the log type drop-down menu, select the Login / Logout Activity option.

Search for User

Type the name of the user in the search field [1], then click the Find button [2]. Click the user’s name [3].
Enter Date Range

Create the date range you want to search. You can enter dates in the From Date and To Date date fields [1], or you can use the calendar icon to select dates [2]. Then click the Find button [3].

Find Logging Activity

Click the Find button.
View Logging Activity

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apr 6, 2018</td>
<td>10:11am</td>
<td>LOGIN</td>
</tr>
<tr>
<td>Apr 4, 2018</td>
<td>10:12am</td>
<td>LOGIN</td>
</tr>
<tr>
<td>Mar 28, 2018</td>
<td>12:53pm</td>
<td>LOGIN</td>
</tr>
<tr>
<td>Mar 27, 2018</td>
<td>3:54pm</td>
<td>LOGIN</td>
</tr>
<tr>
<td>Mar 27, 2018</td>
<td>8:48am</td>
<td>LOGOUT</td>
</tr>
<tr>
<td>Mar 27, 2018</td>
<td>8:48am</td>
<td>LOGIN</td>
</tr>
<tr>
<td>Mar 26, 2018</td>
<td>2:25pm</td>
<td>LOGIN</td>
</tr>
<tr>
<td>Mar 22, 2018</td>
<td>12:12pm</td>
<td>LOGIN</td>
</tr>
</tbody>
</table>

View the login/logout activity for the user.
How do I view grade change activity for an account?

As an admin, you can view grade change activity for your account without having to access the API or grade history page. You can view grade changes by grader and by student. You can also view grade change logs for specific courses and assignments using the course and assignment IDs.

Note: Grade change activity in Admin Tools cannot be viewed by sub-account admins.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Admin Tools

In Account Navigation, click the Admin Tools link.

Open Logging

Click the Logging tab.
Select Log Type

Select a log type to search.

- Select a Log type
- Login / Logout Activity
- Grade Change Activity
- Course Activity
- GraphQL Mutation Activity

From the log type drop-down menu, select the Grade Change Activity option.
Search for Grade Change

To view grade change activity results, search using one or more search parameters.

1. **Grader** allows you to search by grader name (e.g. instructor or TA)
2. **Student** allows you to search by student name
3. **Course Id** allows you to search by course. You can locate your course id number at the end of your course URL (i.e. canvas.instructure.com/courses/XXXXXX).
4. **Assignment Id** allows you to search by assignment. You can locate your assignment id number at the end of your course URL (i.e. canvas.instructure.com/courses/assignments/XXX).
5. **From/To Date** allows you to narrow your search parameters by date range.

**Note:** When typing an individual's name into either the grader or student field, Canvas will automatically generate a list of matching names. Canvas will not accept entries in the grader and student fields that are not selected from the drop-down list of Canvas users. Currently, the assignment and course id can only be searched if the id is known.
View Grade Change Activity

Enter search criteria in the appropriate field(s) [1] and click the Find button [2]. Canvas will display any applicable results for the criteria entered. In the example above, the search generated all activity based on the grader and student [3]. Results include:

- The **Date** the grade was changed
- The **Time** the grade was changed
- The previously assigned grade it was changed **From**; the dash (-) indicates there was no previously assigned grade and an EX indicates the assignment was excused
- The new grade it was changed **To**
- The **Grader** who assigned the grade change
- The **Student** who received the grade change
- The **Course** in which the grade was changed
- The **Assignment** for which the grade was changed
- Whether or not the grader selected the Hide Student Names (**Anonymous**) option in SpeedGrader settings
How do I view course activity for an account?

As an admin, you can generate a course activity log for a course in your account. This log includes a time-stamped overview of all activity for a course, including user name, activity type, source, and a link to view the activity details.

Notes:
- Course activity in Admin Tools cannot be viewed by sub-account admins.
- Course activity stores course data for up to one year.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Admin Tools

In Account Navigation, click the **Admin Tools** link.

Open Logging

Click the **Logging** tab.
Select Log Type

From the log type drop-down menu, select the Course Activity option.
Search by Course Name or Course ID

Course Activity

1. Course ID

2. From Date

3. To Date

Find

Search by Course ID or course name [1]. You can locate your course ID number at the end of your course URL (i.e. canvas.instructure.com/courses/XXXXXX).

Once you start to type the course information, Canvas will generate a drop-down list of matching Canvas courses. Results are based on valid field entries, so if no results appear (especially if searching by name), confirm the information and try again.

You can also enter a date range in the date fields [2]. Dates are not required, but adding dates will narrow your results.

Find Course Activity

Find

Click the Find button.
View Course Activity

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>User</th>
<th>Type</th>
<th>Source</th>
<th>Event Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sep 25, 2017</td>
<td>5:30pm</td>
<td>Erin Hallmark</td>
<td>Updated</td>
<td>Manual</td>
<td>View Details</td>
</tr>
<tr>
<td>Sep 25, 2017</td>
<td>2:13pm</td>
<td>Doug Roberts</td>
<td>Updated</td>
<td>Manual</td>
<td>View Details</td>
</tr>
<tr>
<td>Sep 25, 2017</td>
<td>11:51am</td>
<td>Erin Hallmark</td>
<td>Updated</td>
<td>Manual</td>
<td>View Details</td>
</tr>
<tr>
<td>Sep 25, 2017</td>
<td>11:50am</td>
<td>Erin Hallmark</td>
<td>Updated</td>
<td>Manual</td>
<td>View Details</td>
</tr>
</tbody>
</table>

Canvas will display any applicable results for the field(s) you selected:

- **The Date** of the activity
- **The Time** of the activity
- **The User** who performed the activity
- **The Type** of activity (concluded, unconcluded, published, deleted, restored, updated, created, copied to, copied from, reset to, and reset from)
- **The Source** of the activity (manual or via API)
- **The Event Details** of the activity type (click View Details link)
How do I restore a deleted course in an account?

An admin can restore courses that have been reset or deleted. You must know the Course ID number to restore the course. If your instructor cannot locate the Course ID number, you can access the instructor’s user details and look for the Course ID under Page Views. The Course ID can be found by viewing the number at the end of the browser URL of a page view in the deleted course (e.g. account.instructure.com/courses/XXXXXX).

Restoring a course restores the previous course URL and all content. However, enrollments cannot be restored.

Note: Using an SIS ID will not restore a course unless the course was deleted via SIS.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Admin Tools

Click the Admin Tools link.

Enter Course ID

In the Course ID field [1], enter the Course ID of the course you want to restore. Click the Find button [2].
When the course appears, click the Restore button.
Confirm Course Undelete

Canvas will confirm you have restored your course.

To view the course, click the **View Course** button [1]. To add user enrollments into the course, click the **Add Enrollments** button [2].
How do I view bounced email notifications for users in an account?

Admins who are allowed to view notifications can access the Bounced Emails tab in Admin Tools. The Bounced Emails tab displays bounced email notifications for all users in an account.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Admin Tools

In Account Navigation, click the Admin Tools link.

Open Bounced Emails

Click the Bounced Emails tab.
Search Bounced Emails

To view all bounced email notifications in your account, click the **Search** button [1].
Filter Bounced Emails

To find specific bounced email notifications, you can apply filters to your search. You can filter by user email address and/or date.

To filter bounced email notifications by email address, type an email address in the Address field. Wildcards are permitted for both the email username and domain name [1].

To view bounced email notifications after a certain date, type or select a date in the Last bounced after field [2].

To view bounced email notifications before a certain date, type or select a date in the Last bounced before field [3].

To view bounced email notifications between specific dates, enter a date in both date fields.

To view bounced email notifications with your selected filters, click the Search button [4].
View Bounced Emails

The bounced email notification results display the intended recipient's name [1], the email address [2], the most recent bounce date [3], and the reason the email bounced [4].

To download bounced email results as a CSV file, click the Download these results as CSV link [5].

Note: If the bounce reason displays as the Amazon suppression list, notifications will not be sent to this email for two weeks after the email bounced. For assistance with unbouncing a specific email address, contact Canvas Support.
Analytics
How do I view account analytics?

You can view account analytics from your account's Courses page. You can also view analytics as part of the account Statistics page. Account analytics show aggregate data for all course activity in your account, including an overview of the number of courses and users and the activity types with which users engage.

If you need to view account analytics on a more granular level, you can open the course and view analytics for that course.

Note: Account analytics also includes analytics enabled at the sub-account level.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Account Analytics

In Account Navigation, click the Analytics link.

View Term Overview

<table>
<thead>
<tr>
<th>Courses</th>
<th>Teachers</th>
<th>Students</th>
<th>Assignments</th>
<th>Discussion Topics</th>
<th>Files Uploaded</th>
<th>Media Recordings</th>
</tr>
</thead>
<tbody>
<tr>
<td>30</td>
<td>14</td>
<td>44</td>
<td>515</td>
<td>220</td>
<td>705</td>
<td>14</td>
</tr>
</tbody>
</table>

Account analytics shows you how many Courses, Teachers, Students, Assignments, Submissions, Discussion Topics, Files Uploaded, and Media Recordings there are for a selected term. By default, the account shows analytics for the Default Term. Terms are ordered alphabetically.

To view analytics for a different term, click the next or previous buttons in the term menu [1], or locate the term in the dropdown menu [2].

For each term, Analytics includes the following overview:

- **Courses** indicates the number of courses that are published in the account. This number does not count unpublished courses or deleted courses.
- **Teachers** indicates how many unique teachers have had activity within the selected term. If one user is a teacher in 5 courses, the statistic will count as 1 teacher.
- **Students** indicates the same statistics as teachers but relates to students.
- **Assignments** indicates the number of assignments submitted to active courses.
Discussion Topics indicates the number of discussion topics posted to active courses. Files Uploaded indicates the number of files uploaded to the account. Deleted files do not count here. Media Recordings indicate the number of media objects uploaded to active courses, such as video, audio, and music files.

View Analytics Graphs

By default, analytics are shown in a graph format. There are three types of graphs: Activity by Date, Activity by Category, and Grade Distribution.

View Activity by Date

The Activity by Date graph shows all account activity for all users enrolled in a course for the term. The x-axis represents the term dates, while the y-axis represents the number of page views. Dark blue bars represent participation in the account. If a date only includes page views, the bar displays as light blue.

The graph changes the bar display according to the length of time. Activity that is less than six months old displays bars as daily activity, at six months bars are displayed as weekly activity, and at approximately a year bars are displayed as monthly activity. The weekly view shows the first and last date for the week; the monthly view shows the month and the year. To view the details of the bar graph, hover over the specific bar you want to view. Browser window size, zoom level, and screen resolution may also change how the bars display.

The following user actions will generate analytics participation:

- Announcements: posts a new comment to an announcement
- Announcements: posts an announcement (instructor)
- Assignments: updates an assignment’s settings or description (instructor)
- Assignments: submits an assignment (student)
• Calendar: updates a calendar event's settings or description (both instructor courses and student calendar events)
• Collaborations: loads a collaboration to view/edit a document
• Conferences: joins a web conference
• Discussions: posts a new comment to a discussion
• Files: uploads or views files or folders
• Grades: views or updates the gradebook or grades page, uploads files to the gradebook, creates a grading standard
• Groups: views content within groups
• Modules: views or creates content in modules
• Pages: creates a wiki page
• Quizzes: submits a quiz (student)
• Quizzes: starts taking a quiz (student)

If you need to view page views for a specific user on a more granular level, learn how to view page views for users in your account.

View Activity by Category

The View Activity by Category graph shows all activity in the account by feature category. The x-axis represents activity by category, while the y-axis represents the number of page views. The General category refers to the top level page views of the course that are not counted in the more specific categories, which include the Course Home Page, the course roster (People page), Course Settings, and the Syllabus.

The Other category refers to all the other page views that were not recognized.

To view the details of the bar graph, hover over the specific bar you want to view.
View Grade Distribution

The Grade Distribution graph shows the distribution of current course grades for all enrolled students. The x-axis represents the percentage of grades, while the y-axis represents the percentage of active and concluded enrollments. If the course has been concluded, the x-axis represents the running-total grade.

The graph bars are shown as peaks representing the grades for the majority of students on the continuum. A peak on the left end of the chart could mean students are struggling in a course. A peak on the right end of the chart could mean students are responding to course material and are participating in the courses.

To view the details of the bar graph, hover over the specific bar you want to view.

View Analytics Tables

To view analytics without hovering over graph columns, you can view all data in a table format. To switch to the table format, click the Analytics icon. The icon will switch from the left side to the right, indicating the current analytics view.
### Activity by Date

<table>
<thead>
<tr>
<th>Date</th>
<th>Page Views</th>
<th>Actions Taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017-07-13</td>
<td>43</td>
<td>1</td>
</tr>
<tr>
<td>2017-07-11</td>
<td>18</td>
<td>0</td>
</tr>
<tr>
<td>2017-07-10</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>2017-06-16</td>
<td>51</td>
<td>2</td>
</tr>
<tr>
<td>2017-06-15</td>
<td>46</td>
<td>0</td>
</tr>
<tr>
<td>2017-06-14</td>
<td>49</td>
<td>0</td>
</tr>
</tbody>
</table>

Tables apply to every graph in its respective page, and each column defines the data within its respective graph. Graphical data is displayed by column.

<table>
<thead>
<tr>
<th>Date</th>
<th>Page Views</th>
<th>Actions Taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017-05-26</td>
<td>645</td>
<td>0</td>
</tr>
<tr>
<td>2017-05-25</td>
<td>503</td>
<td>0</td>
</tr>
<tr>
<td>2017-05-24</td>
<td>513</td>
<td>0</td>
</tr>
<tr>
<td>2017-05-23</td>
<td>479</td>
<td>0</td>
</tr>
<tr>
<td>2017-05-22</td>
<td>472</td>
<td>0</td>
</tr>
<tr>
<td>2017-05-21</td>
<td>456</td>
<td>0</td>
</tr>
</tbody>
</table>

Each table is paginated to 30 entries per page; additional pages can be viewed by advancing to the next page.
How do I view statistics for an account?

The statistics page shows a snapshot view of activity in the current account. Statistics provide current information about your account but you can also view information over time. Statistics work in conjunction with Account Analytics, which can also be viewed from the Statistics page.

[View a video about Analytics and Statistics.]

Open Account

In Global Navigation, click the **Admin** link [1], then click the name of the account [2].
Open Statistics

In Account Navigation, click the Statistics link.

View General Numbers

<table>
<thead>
<tr>
<th>Generated:</th>
<th>Jul 6 at 5:59pm</th>
</tr>
</thead>
<tbody>
<tr>
<td>Courses:</td>
<td>56</td>
</tr>
<tr>
<td>Teachers:</td>
<td>5</td>
</tr>
<tr>
<td>Students:</td>
<td>6</td>
</tr>
<tr>
<td>Users:</td>
<td>10</td>
</tr>
</tbody>
</table>

File Storage

<table>
<thead>
<tr>
<th>Uploaded:</th>
<th>1.88 GB from 1,463 files</th>
</tr>
</thead>
<tbody>
<tr>
<td>Media:</td>
<td>477 MB from 36 files</td>
</tr>
</tbody>
</table>
In the Statistics page, you can view general information about your account.

- **Generated** shows when the data was last generated for your account. Data cannot be generated manually.
- **Courses** indicates the number of courses that are published in the account.
- **Teachers** indicates how many unique teachers have had activity within Canvas in the last 30 days. If one user is a teacher in five courses, the statistic will only count one teacher.
- **Students** indicates the same statistics as teachers, but relates to students.
- **Users** includes the total number of teachers, students, observers, designers, and TAs who have logged in during the last 30 days. This number does not include test students generated through Student View.
- **Uploaded File Storage** indicates the amount of files stored and the number of files in all courses for the entire account. Deleted files are not included. *To learn about specific file quota details, view the Course Files Quota resource document.* The file storage limit is calculated with the number of full-time enrollments (FTE) in your institution (default is 500 MB/FTE). To calculate the amount of file storage used in your account, convert the Uploaded file storage number shown to MB (e.g. 1.88 GB is 1880 MB). Then take the number of full-time enrollments and multiply the MB per enrollment (e.g. 3,000 FTE x 500 MB). If the converted number is lower than the multiplied number, your institution is within your file storage limit. If the number is higher, contact your Customer Success Manager for additional storage options. You can also change the quota for all course or specific courses.
- **Media File Storage** indicates the amount of media objects uploaded to active courses, such as video, audio, and music files. Media created in the Rich Content Editor are not part of media file storage.

General numbers show the current statistics in the course; to view how a statistic has evolved over time, click the **over time** link.
View Statistics Over Time

The statistics over time graphs show how specific data has evolved since your account was created. You can move your cursor over the data graph to view data for a specific date [1]. You can also download the data by clicking the **Download CSV** link [2].
View Course Statistics

Recently Started Courses

- **Beginning Biology**
  - started Jul 14 at 9:37pm
- **Biology 2020**
  - started Jul 14 at 9:18pm
- **Biology 103**
  - started Jul 10 at 6:45pm

Recently Ended Courses

- **Common Core and State Standards**
  - concluded Jul 1 at 1pm
- **Common Core**
  - concluded Jun 17 at 11pm

You can view recently started courses [1] and recently ended courses [2] in your account. To view a course, click the name of the course.

View Users

Recently Logged-In Users

- **Emily Boone**
  - last logged in Jul 15 at 9:12am
- **Andy Admin**
  - last logged in Jul 14 at 8:28pm
- **Max Johnson**
  - last logged in Jul 14 at 4:11pm
- **Doug Roberts**
You can also view a list of users who have recently logged in to your account. To view details about a user, click the name of the user.

**View Account Analytics**

![View Analytics button]

To view [account analytics](#), click the **View Analytics** button.
API
How do I manage API access tokens as an admin?

You can manage API access tokens from your User Settings. Access tokens provide access to Canvas resources through the Canvas API. Access tokens can be generated automatically for third-party applications or created manually.

Using the Canvas API allows the access token holder to access the same Canvas resources that you can access. For example, third-party applications, including devices you have used to open the Canvas mobile apps, are authorized to access Canvas on your behalf. API calls require authorization and are made on behalf of an authorized user. For more information on using the Canvas API, view the Canvas API documentation.

Once you have a Canvas login you can create one of these access tokens to use for testing your development projects. This token must be included as a URL query parameter in any API calls made to Canvas.

Canvas tokens align with Canvas permissions. If your Canvas account is deleted, your tokens will be revoked. If you no longer have an administrative role in Canvas, your previously generated tokens will adjust to your new permissions.

Note:
- Users with masquerading privileges cannot remove the token on behalf of other users.
- Canvas admins cannot bulk delete API access tokens for users at their institution.
Open User Settings

In Global Navigation, click the Account link [1], then click the Settings link [2].
Third-party applications with access tokens and user-generated access tokens are listed in the **Approved Integrations** section [1].

For each access token, you can view the name [2], purpose [3], expiration date [4], and date of last use [5].
### Add Access Token

#### Approved Integrations:

These are the third-party applications you have authorized to access the Canvas site on your behalf:

<table>
<thead>
<tr>
<th>App</th>
<th>Purpose</th>
<th>Dates</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inst-F5 (Beta)</td>
<td></td>
<td>Expires: never Last Used: --</td>
<td>details</td>
</tr>
<tr>
<td>Inst-F5 (Beta)</td>
<td></td>
<td>Expires: never Last Used: --</td>
<td>details</td>
</tr>
<tr>
<td>Training Portal</td>
<td></td>
<td>Expires: Jul 15 at 4:15pm Last Used: Jul 15 at 3:15pm</td>
<td>details</td>
</tr>
<tr>
<td>Inst-F5 (Beta)</td>
<td></td>
<td>Expires: never Last Used: --</td>
<td>details</td>
</tr>
<tr>
<td>Canvas for Android</td>
<td>Nexus_7</td>
<td>Expires: never Last Used: Apr 28, 2014 at 3:44pm</td>
<td>details</td>
</tr>
<tr>
<td>Canvas Teacher for Android</td>
<td>Pixel_3a</td>
<td>Expires: never Last Used: Mar 4 at 9:01am</td>
<td>details</td>
</tr>
<tr>
<td>Canvas Parent for Android</td>
<td>Pixel_3a</td>
<td>Expires: never Last Used: Apr 27 at 1:25am</td>
<td>details</td>
</tr>
</tbody>
</table>

To add an access token, click the **Add New Access Token** button.
Add Token Details

Generate an Access Token

Access tokens are what allow third-party applications to access Canvas resources on your behalf. These tokens are normally created automatically for applications as needed, but if you’re developing a new or limited project you can just generate the token from here.

Purpose: Admin API
Expires: Nov 30, 2020

Enter a description for your access token in the **Purpose** field [1]. You can also select an expiration date by clicking the **Calendar** icon [2]. To generate a token with no expiration, leave the Expires field empty.

To generate a new access token, click the **Generate Token** button [3].
View Access Token

<table>
<thead>
<tr>
<th>App Type</th>
<th>Device</th>
<th>Expires</th>
<th>Last Used</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canvas Teacher for Android</td>
<td>Pixel_3a</td>
<td>never</td>
<td>Mar 4 at 9:01am</td>
<td>details</td>
</tr>
<tr>
<td>Canvas Parent for Android</td>
<td>Pixel_3a</td>
<td>never</td>
<td>Apr 27 at 1:25am</td>
<td>details</td>
</tr>
<tr>
<td>User-Generated</td>
<td>Admin API</td>
<td>Nov 30 at 12am</td>
<td>--</td>
<td>details</td>
</tr>
</tbody>
</table>

View the token description [1]. To view details for the token, click the details link [2].
View Token Details

Access Token Details

Access tokens can be used to allow other applications to make API calls on your behalf. You can also generate access tokens and "use the Canvas Open API" to come up with your own integrations.

1. **Token:** 1081~prKjxoT8pyEo4DPlgmTod2lhyVTNUj7aVbazDi3UKbwt3I4ha31c6YXgxCpn0xH
   Copy this token down now. Once you leave this page you won't be able to retrieve the full token anymore, you'll have to regenerate it to get a new value.

   - **App:** User-Generated
   - **Purpose:** Admin API
   - **Created:** Aug 14 at 7:43am
   - **Last Used:** --
   - **Expires:** Nov 30 at 12am

2. **Regenerate Token**

The access token details include a token that can be used to make API calls on your behalf [1].

To regenerate an access token, click the **Regenerate Token** button [2].
Delete Access Token

<table>
<thead>
<tr>
<th>Access Token Type</th>
<th>Device</th>
<th>Expires</th>
<th>Last Used</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canvas Teacher for Android</td>
<td>Pixel_3a</td>
<td>never</td>
<td>Mar 4 at 9:01am</td>
<td>details</td>
</tr>
<tr>
<td>Canvas Parent for Android</td>
<td>Pixel_3a</td>
<td>never</td>
<td>Apr 27 at 1:25am</td>
<td>details</td>
</tr>
<tr>
<td>User-Generated</td>
<td>Admin API</td>
<td>Nov 30 at 12am</td>
<td>--</td>
<td>details</td>
</tr>
</tbody>
</table>

To delete an access token, click the **Delete** icon.

Confirm Deletion

**documentation.beta.instructure.com says**

Are you sure you want to delete this access key?

[Cancel]  [OK]

To confirm the deletion, click the **OK** button.
How do I make API calls in an account with an access token?

If you have generated an API access token, you can use it to make API calls.

Canvas tokens align with Canvas permissions. If your Canvas account is deleted or if you are no longer an administrator, your tokens will also be revoked.

Option One: Make A Call Over HTTPS

GET /api/v1/courses.json

All API calls must also be made over HTTPS. The access token must be included as a URL query parameter in any API calls made to Canvas. For example, the endpoint to grab the user's list of courses is:

- GET /api/v1/courses.json

To retrieve Bob's list of course and if Bob's access token were "token_of_magic_power" then you would call

- GET /api/v1/courses.json?access_token=token_of_magic_power

For a detailed example of using the API, check out the API basics documentation on github.

Option Two: Make A Call Using A Request Header

OAuth2 Token sent in header:

```
```

The other way to make an API call with an access token is to add it to the request header. If using curl (a command line program that can be used for running API requests) you would specify the access token like this.

```
```

Notice that the access_token is not in the URL at all.

See the example on the API documentation site.
How do I install PowerShell 3.0 on a Windows machine?

Admins using Windows can use PowerShell to import data to Canvas and set up an automated data integration between Canvas and your SIS. With PowerShell, when changes are made in the SIS at the admin level, these changes will push to Canvas automatically.

PowerShell is typically installed natively on the Windows operating system.

**Note:** If you already have PowerShell installed with a version older than 3.0, remove the old version before installing PowerShell 3.0.

Download and Install Windows Management Framework 3.0

Find and download the most recent version of Windows Management Framework 3.0, which includes PowerShell version 3.

**Note:** Version 3 is more compatible with restful API call.

Download and Install PowerShell cmdlet

If you choose to use the example powershell script, you will need to download and install a PowerShell cmdlet called "Powershell Community Extensions" Pscx-3.1.0.msi from [https://pscx.codeplex.com/releases](https://pscx.codeplex.com/releases)
Execute PowerShell Scripts

2. Open a powershell command prompt (Start > Powershell ISE). You will need to run this as an admin (Right-click > Run as administrator)
3. Type in the command below and click the Enter key; then when the dialog box pops up click the Yes button.

   Set-ExecutionPolicy RemoteSigned
Attendance (Roll Call)
How do I add Roll Call Attendance badges to an account?

The Roll Call Attendance tool features badges that can be used to track particular behaviors or achievements among your students. You can create these badges at the account level and they will appear to instructors with courses within your account.

Instructors can also create their own badges within their courses. However, you can manage badges within a course at any time.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Attendance

In Account Navigation, click the Attendance link.

Manage Badges

Click the Manage badges tab.
Add Badge

Click the Add Badge button.
Save Badge

Create a name for your badge [1], assign an icon [2], and choose a color to highlight the background when the badge is assigned [3]. Click the Save Badge button [4].
Manage Badges

You can edit any badge you create for your account.

To change the badge name, icon, or color, click the badge name [1].

To delete a badge, click the Delete button [2]. Deleting a badge will delete the badge for the entire course and all students.

Note: When managing or editing badges, any changes made will affect the entire account.
How do I run Roll Call Attendance reports for an account?

You can run reports to review attendance information for a subset of the courses and students in your account. This report is sent to your email, where it can be downloaded as a comma separated value (CSV) file.

The downloaded CSV report displays all content in a list. Reports always include the following data fields: Course ID, SIS Course ID, Course Code, Course Name, Teacher ID, Teacher Name, Student ID, Student Name, Class Date, Attendance, and Timestamp.

Roll Call Attendance Badges are included in account reports if they were created in the account and have been assigned to students. Additionally, the badges will also only be included if they were set within the time frame you specify in the report. To view badges for reports in a subaccount, you must request the report from the subaccount. For example, if an instructor has marked a student with a badge that was created in a course or in a subaccount, the badge will not appear in the report when exported from the account.

You can generate reports for the entire course, or you can generate reports based on specific students or courses. To locate a course or student ID, view the People page, click the name of a student, and both the course and student IDs will be in the browser URL (e.g. courses/YYYYYYY/users/XXX).

**Note:** In order to gather all the needed information, a provisioning report will also be generated when an attendance report is requested. The provisioning report can be viewed in the Reports tab in Account Settings.
Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].

Open Attendance

Themes
Developer Keys
Attendance
Admin Tools
Analytics
Settings
In Account Navigation, click the Attendance link.

Specify Report Data

In the Generate Report tab, you can specify criteria for your report. If you leave the fields blank, the report will be generated for the entire account.

You can choose a date range for the report [1]. You can also optionally filter by SIS course ID [2] or SIS student ID [3].

By default, the email field [4] will be populated with your email address to send the report. Confirm your email in the field or enter a new email address.

Run Report

Click the Run Report button.
View Notification

Thank you, your report should arrive in your inbox shortly.

A notification should appear if your request was successfully submitted.

View Email

You can download your report for the next 24 hours at https://s3.amazonaws.com/it/tools/rollcall_beta/attendance-623a0293-bb34-44e9-bc60-a342c9f74195.csv?AWSAccessKeyId=AKIAJIVCI7F5BHFDRAU&Expires=1452616481&Signature=MV%2BwvDKVQ0M%3D

You will receive an email with the subject Roll Call Attendance Report. The email contains a link where you can access your attendance report for the next 24 hours. When you click the link, you can choose to view or download the report results.
Authentication
How do I configure self registration through Canvas authentication for an account?

By default, users can login directly to Canvas using Canvas authentication. However, all Canvas users must have a Canvas account before they can log in to Canvas.

Canvas authentication includes an option called self registration, which displays a registration banner on your account login page that allows users to create their own Canvas accounts. By default, Canvas authentication is enabled for all institutions, but self registration is disabled. You can also require users to complete a Captcha form before completing the registration process. You can also require Multi-Factor Authentication (MFA).

Note that Canvas authentication can be used without self registration. For instance, some institutions want to create user accounts with a student information system (SIS) and import SIS data into Canvas but allow users to log in using the default Canvas login page. Canvas authentication also supports Single Sign On (SSO) authentication, which allows you to customize your login information, and can be used in addition to third-party authentication providers.

Self Registration Accounts

You can allow self registration for all user roles (students, instructors, observers) or only observer roles.

- **Student Accounts**: Self registration is used with self enrollment. When users sign up as a student, a join code is required to access the course. Self enrollment creates the join code, which instructors can give to students to sign up in the course. Learn more about self enrollment options in your account.
- **Instructor Accounts**: Instructors can sign up for a Canvas account through self registration if your institution does not already create instructor accounts.
- **Observer Accounts**: Parents and other users who want to observe a student sign up through Canvas through the observer role.

Notes:

- Canvas authentication can only be deleted from the authentication page if another third party authentication provider has been enabled. If the only existing authentication provider is deleted, Canvas authentication will be restored as the default provider.
- Canvas authentication passwords require a minimum of eight characters.
- If the All Account Types option is selected, it is recommended to require users to complete a Captcha form to avoid the creation of spam users.
Click the Admin link [1], then click the name of the account [2].
Open Authentication

In Account Navigation, click the Authentication link.
Configure Self Registration

By default, Self Registration is disabled. To enable Self Registration, select the radio button for the registration type for your account.

To allow self registration for all users, select the **All Account Types** option [1]. To limit self registration to observers (including parents), select the **Observer Accounts Only** option [2].

To require users to complete a Captcha form before completing the registration process, click the **Require Captcha for Self Registration** checkbox [3].

Canvas enforces MFA is functionally equivalent to the legacy UIs checkbox for MFA Required being enabled.

To have Canvas enforce the MFA, select the **Canvas enforces MFA** option [4].

To have the user opt in, select **User can opt in to MFA** option [5].

**Note:** If the All Account Types option is selected, it is recommended to require users to complete a Captcha form to avoid the creation of spam users.
Save Self Registration

Click the **Save** button.
How do I configure third-party authentication providers for a Canvas account?

Canvas supports authentication with a variety of third-party identity providers, which can be configured in the Canvas interface. Each provider requires the admin to set an attribute to be associated with the account, such as a user ID, email, or login. Currently supported integrations include Apple, Facebook, Github, LinkedIn, Twitter, Google Apps, Microsoft (Office 365), Clever, CAS, LDAP, OpenID, and SAML. Some providers require custom components for configuration. All providers support Single Sign On (SSO) authentication.

Third-party authentication providers can be used in addition to Canvas authentication.

User Credentials

Once a provider has been saved in Canvas, the provider’s authentication login credentials must be added to each Canvas user’s account through SIS CSV files or the Authentication Providers API. (Currently there is no support for adding user credentials through the Canvas interface.) Each authentication provider supports specifically recognized parameters; some providers may recognize additional parameters. Unrecognized parameters are not supported.

For additional help with authentication systems, including Single Sign On (SSO) support, view the integration documents in the Canvas Community.

Just In Time Provisioning

As part of the authentication process, admins can apply Just in Time Provisioning, which tells Canvas to automatically create a user’s accounts if one does not already exist. Currently when a user logs in to Canvas using a third-party authentication system, Canvas searches users in the account looking for a matching user parameter for that service. If a matching parameter is not found, Canvas returns the user to the authentication provider portal with a message the user could not be found. When Just in Time Provisioning (JIT) is enabled, Canvas automatically creates the user using an ID that matches the username used with the authentication provider.

JIT provisioning must be configured via API for the specific authentication provider (see the Authentication Providers API). It does not need to be configured for individual users via API or SIS.

Federated Attributes

As a complement to JIT provisioning, all authentication providers support federated attributes. When users log into Canvas, more information beyond just ID is passed to Canvas, and that information is associated with their existing user accounts. More information can be found in the Authentication Providers API.
Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Authentication

In Account Navigation, click the Authentication link.
Choose Provider

In the Authentication drop-down menu, select an authentication service.

Note: If your account is part of an established trust account, you can select Trusted Canvas instance from the Identity Provider drop-down menu. Learn more about configuring trusted Canvas instance authentication.
Save Provider Data

Google

To restrict to users from specific Google Apps domain, enter the domain here.

Google Apps Domain: school.edu

Login Attribute: sub

Just in Time Provisioning: [ ]

Enter the data required by the service [1]. Some providers require custom components for configuration.

To enable Just in Time Provisioning, click the **Just in Time Provisioning** checkbox [2].

Set Federated Attributes

Federated Attributes

Federated attributes are information sent from your authentication provider that can be used to automatically update corresponding information for users in Canvas each time they log in.

To use a federated attribute, select a Canvas provider attribute in the drop-down menu [1]. This is the attribute that you want to use in Canvas. Available attributes include admin roles, display name, email, given name, integration ID, locale, name, sis user ID, sortable name, surname, and time zone.

Click the **Add Attribute** button [2].
In the Provider Attribute drop-down menu, choose the attribute value that will match the selected Canvas attribute. Available values include email, family name, given name, locale, name, and sub (subject identifier—a user ID commonly used with Open ID Connect, Google, and Microsoft specifications).

Note that not all values will exactly match the Canvas attribute. For instance, if you set email as an attribute in Canvas, the provider attribute value options also include email, meaning that the email address from the provider will also be updated for the email address in Canvas. However, some Canvas attributes may not align with the available provider attribute values.

**Require Multi-Factor Authentication**

<table>
<thead>
<tr>
<th>MFA Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>1  ○ Canvas enforces MFA</td>
</tr>
<tr>
<td>When logging in through this Provider, Canvas will challenge the user with MFA, or require it to be configured.</td>
</tr>
<tr>
<td>2  ○ Provider enforces MFA</td>
</tr>
<tr>
<td>When logging in through this Provider, Canvas will explicitly skip MFA enforcement. This should only be used if the Provider has already guaranteed MFA before SSO into Canvas.</td>
</tr>
<tr>
<td>3  ○ User can opt in to MFA</td>
</tr>
<tr>
<td>Canvas will only challenge the user with MFA if they have configured it previously.</td>
</tr>
</tbody>
</table>

Canvas enforces MFA is functionally equivalent to the legacy UIs checkbox for MFA Required being enabled; any accounts that previously had the legacy MFA Required checkbox enabled have this option selected.

To have Canvas enforce the MFA, select the **Canvas enforces MFA** option [1].

To have the provider enforce the MFA, select **Provider enforces MFA** option [2].

To have the user opt in, select **User can opt in to MFA** option [3].
Note: Your institution's Customer Success Manager can set MFA to the following: Disabled, Optional, Required for Admins, and Required.

Save Data

Click the Save button.

Manage Provider

To change the position of your authentication providers, click the position menu [1] and choose the placement number for the new position. Positions affect the Discovery URL when an account has configured SSO Settings.

To delete the provider, click the Delete button [2].
Remove Authentication

To remove all previously configured authentication providers, click the **Remove Authentication** button.

**Note:** The remove button does not affect SSO Settings or Canvas authentication.

Confirm Removal

Removing all authentication methods may affect your students' ability to log in to Canvas. To confirm, click the **OK** button.
How do I configure SSO settings for my authentication provider?

As part of Canvas authentication or third-party authentication, you can configure single sign-on (SSO) settings for your account. Changing the label also changes the login text on the password reset page.

SSO links inherit settings from the Theme Editor. Links can be updated in the Theme Editor Login section.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Authentication

In Account Navigation, click the Authentication link.
Configure SSO Settings

Authentication Settings

In order for a user to authenticate through an external identity provider (IdP), the user must have a login identifier that is both linked to this account and that matches the unique identifier returned by the IdP. To see a user’s current logins, see the “Login Information” section on the user’s profile page.
(Found by searching for the user on the “Users” tab.)
For example, here is your profile page: Admin, Andy

SSO Settings

Login Label

The label used for unique login identifiers. Examples: Login, Username, Student ID, etc.

Forgot Password URL

Leave blank for default Canvas behavior

Discovery URL

If a discovery URL is set, Canvas will forward all users to that URL when they need to be authenticated. That page will need to then help the user figure out where they need to go to log in. If no discovery URL is configured, the first configuration will be used to attempt to authenticate the user.

In the SSO Settings section, enter details for the appropriate fields.

In the Login Label field [1], you can enter a label that displays in the login page and that students use to enter their unique identifier. If no label is set, the login field defaults to Email. You can enter labels such as username, student ID, etc.

In the Forgot Password URL field [2], you can enter the URL for your institution's forgot password page. Leave this field blank if you want users to view the default Canvas password reset page.

In the Discovery URL field [3], you can enter a URL for an authentication page, if any. If no page is set, users are sent to the first authentication provider in the authentication provider list.
Set Third-Party Unknown User URL

When using a third-party authentication provider, you can also enter a URL that redirects users if an authenticated user is not found in Canvas.

Save SSO Settings

Click the Save button.
Set Provider Positions

When you have more than one authentication provider in your account, Canvas authentication defaults to the first position and is the default configuration for the Discovery URL.

To change the position of your authentication providers, locate the provider and click the position menu [1]. Choose the placement number for the new position. Then click the **Save** button [2].

**Note:** Canvas authentication can only be deleted from the authentication page if another third party authentication provider has been enabled. If the only existing authentication provider is deleted, Canvas authentication will be restored as the default provider.
Calendar
How do I manage Account Calendars?

As an admin or sub-account admin, you can manage an account calendar with events and important dates that display for users. In Canvas Calendars, instructors, students, and observers have the option to subscribe to Account Calendars in the Other Calendars section.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Account Calendars

In Account Navigation, click the Account Calendars link.
View Account Calendars

Account Calendar Visibility
Choose which calendars your users can add in the "Other Calendars" section of their Canvas calendar. Users will only be able to add enabled calendars for the accounts they are associated with. By default, all calendars are disabled.

The Account Calendar Visibility page displays all available account calendars for your institution.
To filter account calendars, enter the account calendar name in the Search field [1] or click the Show All drop-down menu [2].
By default, all calendars are disabled. To allow users to add calendars to their Canvas calendar, click the checkbox next to the account name [3].
Apply Selected Account Calendars

Account Calendar Visibility
Choose which calendars your users can add in the "Other Calendars" section of their Canvas calendar. Users will only be able to add enabled calendars for the accounts they are associated with. By default, all calendars are disabled.

After selecting the account calendars, click the Apply Changes button. Users will be able to view and subscribe to the account calendar.

Note: To remove the account calendars, deselect the checkbox next to the account calendar name and click the Apply Changes button.
How do I add an event to an account calendar?

As an admin or sub-account admin, you can create an account calendar with events and important dates that display for users. In Canvas Calendars, instructors, students, and observers have the option to subscribe to Account Calendars in the Other Calendars section.

Open Calendar

In Global Navigation, click the Calendar link.
Add Event

Click any date on the calendar to add an event [1]. Or, click the arrows next to the month name to navigate to a different month [2] and select a date.

If you don't want to manually locate the date, you can click the Add icon [3].
Add Event Details

Enter a title for the event [1].

Depending on how you added your event, the date may be populated for you. If not, enter a date in the date field [2].

The calendar times may also be populated for you in the From fields [3]. Edit or enter the start and end time for your event. To create an all-day event, leave the From fields blank so there is no start and end time for your event.

You can enter a location [4].

In the Calendar drop-down menu [5], select the account calendar [6].

Submit Event
To add additional details to your event, click the More Options button [1]. You can use the Rich Content Editor to add a description or resource links and add an address location.

If you only want to create the event as a placeholder and add details later, click the Submit button [2]. You can edit your event at any time.
Canvas Consortium
What is a Centralized Canvas Consortium?

A centralized consortium allows child accounts to inherit settings and permissions from the parent account.

Note: Decentralized consortiums do not have the same connections as a centralized consortium.

Roles and Permissions

Roles and permissions are inherited from the parent account to the child account in centrally managed consortiums.

- Permission overrides are available in the child account unless they are locked.
- Permissions can be locked at the parent account level and the child account can view but not override the permission.

Note: Child accounts can override unlocked permissions.

Account Settings Inheritance

The following are how child accounts inherit parent account settings.

- Child accounts inherit parent account settings.
- Child accounts inherit certain parent account settings, however, the child account does not have visibility or control to change the settings.
- Child accounts can view locked settings but cannot change the locked settings.
- Child accounts can view and modify unlocked settings.

Intergrations

In Child Account Settings, the Integrations tab is not displayed. The Integrations tab is only displayed in the parent account settings and all settings are inherited.

Notifications

Notifications do not display in child accounts. All notification settings are inherited from the parent account.

Themes Inheritance

The following are how child accounts inherit parent account themes.

- Child accounts inherit theme settings and configurations.
- Parent accounts can lock child accounts from editing themes.
- Child accounts settings are inherited from the parent account but are not visible.
- Child accounts can use the parent account theme by clicking the Default Theme option.
- Child accounts can create a new theme based on the parent account theme configuration.

Developer Keys
Edits to developer keys in parent accounts automatically sync in child accounts for centrally managed Consortium accounts.

Current Limitations of Centralized Consortiums
The following features are not inherited by child accounts.
- EduApp tokens
- Grading periods
- Grading schemes
- LTI tool configurations
- Outcomes
- Quiz item banks
- Quiz questions
- Quotas
- Rubrics
- Terms
How do Canvas Consortiums use trust accounts?

Canvas accounts can be configured as a part of a consortium, a trust, or both.

A Canvas consortium includes a parent (or root) account with associated child (or subaccount) accounts. A parent account has access to view and manage child account content and child account settings.

A trust relationship allows one Canvas account to trust another Canvas account and allows users to be enrolled in both accounts.

Canvas Consortium and Trust Accounts

When a consortium is created, a one-way trust is put in place. The child instances trust the users of the parent instance, so any users in the parent instance are able to be enrolled in courses in the child instances. When configuring a new consortium, two optional settings can be enabled. These are disabled by default:

- Automatically create a web of trust when creating new account
- Automatically have the parent instance trust new child instances

Canvas Consortiums Types

- **Single Account Consortium**: A parent account can view and manage child accounts. Single instance consortium examples:
  - A large school district that oversees a group of schools, but does not manage data (separate authentication domains, possible even separate SIS databases).
  - A content provider which allows customers to opt-in to use their Canvas account. They provide the learning environment, but each customer is a separate organization.

- **Basic Consortium**: The child accounts have a default trust relationship with the parent account (one-way trust). The parent does not trust the child accounts. The child accounts can set up trust relationships with one another, but it is not required. This type of consortium is common among statewide or countywide organizations.

- **Mixed Consortium**: There is a web of trusts between multiple child accounts, the child accounts also trust the parent account. This type of consortium is common among statewide or countywide organizations.

- **Auto-Merge Consortium**: This could be a basic or mixed consortium with an added setting that will auto-merge similar users. This setting utilizes the integration_id identifier value in Canvas. This type of consortium is more common among institutions that have separate instances because of their size.
Trust Account Relationships

A trust account relationship allows one Canvas account to trust another Canvas account and allows users to be enrolled in both places. Instead of creating two separate accounts and merging them together, a trust relationship allows separate Canvas accounts to share user identities, so a user can log in to one account and access courses from both accounts.

Note: Trust account settings are established during implementation. Trust account relationships can be established between multiple accounts.

Trust Behaviors

- Trusts do not show information in the user interface indicating an account is in a trust relationship with another school or that the course a user is enrolled in is at another school.
- Trusts do not provide data on which users are in a trust enrollment at another school.
- The Canvas interface does not show provided trust data. The trust relationship is simply an invisible link that exists between two or more sites.
- User lists from one school cannot be browsed from another school. Admins from both schools need to work out a business process to send enrollments from one school to the other.
- Trust accounts do not provide any automation for trust enrollments. Users are enrolled via CSV uploads or via the API.
- Users enrolled in courses at other schools are only able to see the name of the course they are enrolled in. They cannot view any information in the interface that shows the course is located at another school.
### Trust Account Definitions

<table>
<thead>
<tr>
<th>Role</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>User</td>
<td>A person with a login and user profile in at least one Canvas account. With multiple Canvas accounts, the person has a separate login and user profile for each account. However, the login and profile may contain identical information, such as the same email address used as login credentials.</td>
</tr>
<tr>
<td>Merged User</td>
<td>A user with multiple Canvas accounts merged together to use one profile. For each Canvas account, the user’s login may be unified by a central authentication system or retained individually through Canvas authentication.</td>
</tr>
<tr>
<td>Login</td>
<td>A username and password tied to a specific Canvas account used for login credentials. A login must be unique to a user and is required to authenticate a specific Canvas account. However, a user may have the same username (such as an email address) or password as login credentials for multiple accounts.</td>
</tr>
<tr>
<td>Trust Link</td>
<td>A virtual link between two Canvas accounts. The trust link goes in one direction from one canvas account to another. However, the interface does not indicate a trust is present.</td>
</tr>
<tr>
<td>Canvas Account</td>
<td>A Canvas configuration with a unique URL (i.e. institution.instructure.com). For the purpose of trusts, Canvas accounts do not refer to subaccounts.</td>
</tr>
<tr>
<td>Integration ID</td>
<td>A secondary identifier useful for more complex SIS integrations. An integration ID can be used for a user without affecting the user’s SIS ID.</td>
</tr>
</tbody>
</table>
How do I set details for a Canvas Consortium account?

This lesson applies to institutions involved in a Canvas Consortium.

As an admin, the Account Settings tab contains multiple settings you can manage in your Canvas Consortium account.

In a Canvas Consortium account, the Account Settings Inheritance policy allows parent account admins to configure account settings in the parent account which are inherited in child accounts.

Not all settings and options are available to child account admins. The following restrictions apply to child account admins:

- Child account admins cannot manage the following account options and restriction settings: Default Time Zone, Allow Self-Enrollment, Login Label, Trusted HTTP referrers, Students can opt-in to receiving scores in email notifications, and Restrict students from viewing quiz questions after course end date.
- Child account admins can only enable Equella, Turnitin, Analytics, and User Avatars.
- Child account admins cannot customize links for the help dialog box by default.
- Child account admins cannot enable web services by default.
- Child account admins cannot choose who can create new courses by default.
- Child account admins cannot enable personal pronouns within a child account.

Note: This lesson indicates the settings that you can manage for your entire consortium. Additional integrations may be available with the assistance of your Customer Success Manager.
Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Settings

In Account Navigation, click the **Settings** link.

View Settings

Account Settings defaults to the Settings tab. Here you can view all the details available to you in your account.
View Account Settings

The Account Settings section allows you to specify settings for the entire consortium account, including account name [1], default language [2], default time zone [3], Multi-Factor Authentication [4] and self-enrollment [5].

You can also specify trusted URLs at the parent account [6]. This option allows accounts to have custom login pages hosted on different domains but still keep the authenticity token.

You can set a default view for the Dashboard using the Default View for Dashboard drop-down menu [7]. Default options include Recent Activity, List View, and Card View. The setting defaults to the Card View. Specifying a default view applies to all new account users. Once a user has selected a different view, the default no longer applies. If you want to apply the selected default view to all users in the account, click the Overwrite all users' existing default dashboard preferences checkbox [8]. However, users can change their dashboard view at any time in the dashboard options menu.
View Maintenance Window

The Default Time Zone settings also display the maintenance windows for your account. You can expect that all maintenance for your account will occur during your maintenance window, unless emergency maintenance is required. Even though the windows are two hours each, your expected downtime shouldn't last for more than a few minutes. It is also possible that maintenance will not be necessary during your scheduled maintenance windows.

You can view the regular cadence when your maintenance windows take place [1] as well as the specific date and time of your next maintenance window [2].

View Restriction Settings

1. ▼ Don't let teachers rename their courses
2. □ Don't let teachers modify course availability dates
3. ▼ Students can opt-in to receiving scores in email notifications
4. □ Include students in global surveys
5. ▼ Restrict students from viewing quiz questions after course end date
6. ▼ Restrict students from accessing courses before start date
   ▼ Lock this setting for sub-accounts and courses.
7. □ Restrict students from viewing future courses in enrolments list.
   □ Lock this setting for sub-accounts.
8. □ Restrict students from accessing courses after end date
   □ Lock this setting for sub-accounts and courses.
9. ▼ Disable comments on announcements
   □ Lock this setting for sub-accounts and courses.
10. ▼ Allow students to download course content and view offline
11. □ Copyright and licence information must be provided for files before they are published.
   ▼ Lock this setting for sub-accounts and courses.
12. □ Disable uploads to Canvas Media from the enhanced rich content editor
13. ▼ Allow gradebook users to view and export student first and last names in separate columns
14. ▼ Increase calendar context limit

Canvas Admin Guide Updated 2022-11-21
You can also manage restriction settings for the entire consortium account.

If you do not want instructors to be able to rename their courses, click the **Don't let teachers rename their courses** checkbox [1].

If you do not want instructors to **modify course availability dates**, click the **Don't let teachers modify course availability dates** checkbox [2]. This checkbox does not display in the Account Setting page for child accounts.

To allow students to opt-in to receive scores as part of grading notifications, click the **Students can opt-in to receiving scores in email notifications** checkbox [3]. When this option is enabled, the user’s Notification Settings page displays an opt-in checkbox in the Course Activities Grading section. If you enable this option but disable it at a later time, the checkbox will be removed from the notifications page, and anyone who has opted in will no longer receive scores in grading notifications.

To allow students to be included in global surveys, click the **Include students in global surveys** checkbox [4].

If you do not want students to be able to view quiz questions after their course has concluded, click the **Restrict students from viewing quiz questions after course end date** checkbox [5].

You can choose to **restrict student access** to view courses before the course start date [6].

If you choose to restrict students from accessing courses before the start date, you can also restrict students from viewing future courses in their enrollments list [7].

You can also choose to **restrict student access** to view courses after the course end date [8].

You can also **disable comments on announcements** in all courses [9].

To allow students to download course content and view content offline for all courses, select the **Allow students to download course content and view offline** checkbox [10]. Alternatively, if you’d prefer to allow students to download course content and view content offline for specific courses, you can **enable the ePub Exporting feature option** for the course.

You can require that **copyright and license information be provided for files** before they are published [11].

You can also **disable Canvas media uploads** in the Rich Content Editor [12].

You can allow the option to split student names into two separate columns and show first and last names separately in the Gradebook [13].

Institutions can increase the list of displayed calendars from 10 to 15. This checkbox applies to all users in the account [14].

**Note:** Settings managed in the parent account are inherited and locked at the child account.
View Slack API Key

You can add a Slack API key in Account Settings to allow users to receive notifications in Slack. The Slack API Key is generated from an app created using the Slack API. To add a new Slack API key, type the Bot User OAuth Access Token copied from Slack in the New Slack Api Key field.

Learn more about creating a Slack App for your institution.

Note: Creating a Slack App and generating an Access Token requires that you are also an admin user in Slack.

View Personal Pronouns

The Personal Pronouns section allows you to enable and customize personal pronoun options in your account. When enabled, users can select a pronoun to display after their username in several areas in Canvas.
View Quiz IP Address Filters

The Quiz IP Address filter allows an admin to create a predefined list of IP addresses or address ranges, making it easier for instructors to select a valid setting when creating a quiz. Since this is often used by an organization to limit tests to an on-campus testing center, it is recommended that you use a descriptive name that associates your filter with that location.

Filters can be a comma-separated list of addresses, or an address followed by a mask (i.e., 192.168.217.1/24 or 192.168.217.1/255.255.255.0). For more information on these masks, view the IP Filtering in Canvas PDF.

View Features

The Features section lets you enable or disable specific built-in Canvas functionality.

To allow child accounts to use the Canvas for Elementary interface, click the Canvas for Elementary checkbox [1]
To allow admins to manage user login information and change a user’s password, click the **Password setting by admins** checkbox [2]. This option is best for institutions that do not use a student information system to manage student data.

To allow parent account admins to view notifications that have been sent to a specific user, click the **Admins can view notifications** checkbox [3].

The Faculty Journal allows teachers to make private notes about student progress that are available beyond a single course. To manage the Faculty Journal for the account, click the **Faculty Journal** checkbox [4].

To allow ePortfolios, click the **ePortfolios** checkbox [5].

To allow SIS imports, click the **SIS imports** checkbox [6].

To include integration IDs in Gradebook exports, click the **Include integration IDs in the gradebook exports** checkbox [7].

To allow invitation previews, click the **Invitation Previews** checkbox [8].

To allow alerts, click the **Alerts** checkbox [9].

To allow custom CSS or JavaScript to override default Canvas interface settings, click the **Custom CSS/JavaScript overrides** checkbox [10].

**View Additional Features**

| 1 | ☑ Enable Scheduler |
| 2 | ☑ Enable Profiles |
| 3 | ☐ Limit access to Canvas web from the Canvas Parent app |
| 4 | ☑ Let sub-accounts use the Theme Editor to customise their own branding. |
| 5 | ☐ Open Registration |
| 6 | ☐ Users can edit their name |
| 7 | ☐ Users can delete their institution-assigned email address |
| 8 | ☐ Show the email address of sender for user interaction Notifications |
| 9 | ☐ Show a searchable list of courses in this root account with the “Include this course in the public course index” flag enabled. |
| 10 | ☑ Enable push notifications to mobile devices |
| 11 | ☑ Equella |
| 12 | ☐ Turnitin |
| 13 | ☐ Account Surveys |
| 14 | ☑ Analytics |
| 15 | ☐ Beta and Test Access For Students |
| 16 | ☑ User Avatars |
| 17 | ☐ Enable Gravatar |
To enable the scheduler, click the **Enable Scheduler** checkbox [1].

To enable user profiles which takes the place of the User Details page, click the **Enable Profiles** checkbox [2].

To prevent users from navigating to Canvas in a web browser within the Canvas Parent app, click the **Limit access to Canvas web from the Canvas Parent app** checkbox [3].

To let child accounts use the **Theme Editor**, click the **Let sub-accounts use the Theme Editor to customize their own branding** checkbox [4].

To allow users to be added to a course via email address without already having a Canvas user account, click the **Open Registration** checkbox [5].

To allow users to **edit their name as part of their user account settings**, click the **Users can edit their name** checkbox [6].

To allow users to delete the institution-added email address in their user accounts and use a personal email address, click the **Users can delete their institution-assigned email address** checkbox [7]. If this feature is selected, also consider enabling the **non-institutional email notification**.

To display the sender email address for user interaction notifications, click the **Show the email address of sender for user interaction Notifications** checkbox [8].

To show a searchable list of courses in the root account when the public course index setting is enabled, click the **Show a searchable list of courses in this root account with the "Include this course in the public course index" flag enabled** checkbox [9].

To allow push notifications for mobile device users, click the **Enable push notifications to mobile devices** checkbox[10].

To allow users to integrate course content using **Equella**, click the **Equella** checkbox [11].

To enable the Turnitin API, click the **Turnitin** checkbox [12].

To allow users in your account to receive surveys about Canvas, click the **Account Surveys** checkbox [13].

To enable analytics for the account, click the **Analytics** checkbox [14].

To allow students to access beta and test instances, click the **Beta and Test Access for Students** checkbox [15]

To allow users to upload a profile picture in their user accounts, click the **User Avatars** checkbox [16]. When this feature is enabled, you can **manage profile pictures** for all users.

When the User Avatars checkbox is selected, the **Enable Gravatar** checkbox is also selected by default [17]. A Gravatar is a globally recognized avatar associated for a user in any website that supports Gravatars. When Gravatars are enabled in an account, users can import their Gravatar when selecting a profile picture in their user settings page. Gravatars are associated with the users Gravatar email address. When Gravatars are disabled, the From Gravatar tab is not included as an option in the Select Profile Picture window.
View SIS Grade Export Settings

SIS Agent Token Authentication

This will allow you to authenticate Canvas for posting grades to SIS

SIS Agent Token: 

SIS App URL: 

If you've integrated your account with a student information system (SIS), depending on your institution's configuration, you can either configure SIS submissions for your entire consortium account or manage SIS integration settings.

View Help Menu Options

Help menu options

Name: Help

Icon: 

Help menu links

Ask Your Instructor a Question

Search the Canvas Guides

Report a Problem

+ Link
As a consortium account admin, you can customize the Help menu that appears in Canvas for all users. You can also add custom help links for your institution and have them display to all or specific user roles.

**View Similarity Detection Platform**

<table>
<thead>
<tr>
<th>Similarity Detection Platform</th>
</tr>
</thead>
<tbody>
<tr>
<td>Similarity Pledge:</td>
</tr>
<tr>
<td>1. students must check a box acknowledging that they agree with this pledge</td>
</tr>
<tr>
<td>Test pledge</td>
</tr>
<tr>
<td>2. Students can see originality score</td>
</tr>
<tr>
<td>Immediately</td>
</tr>
</tbody>
</table>

The Similarity Detection Platform section displays for all accounts and is used for plagiarism LTI tool integrations. If your account has installed at least one plagiarism LTI tool, any content you include in the Similarity Pledge text field will display to students [1]. Similarity pledges require students to check a box acknowledging they agree with the pledge information, which usually asks them to verify their work is their own and that any sources have been properly cited.

You can also set the originality score default for the entire account in the Students can see originality score drop-down menu [2]. You can set the report to generate immediately upon assignment submission, after an assignment is graded, after an assignment due date, or never. The account default is not required and can be changed at any other level. Subaccounts can set a separate default from the account, and individual assignments within a course can set their own originality preferences as well.

**View Course Template**

<table>
<thead>
<tr>
<th>Course Template</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Course Template</td>
</tr>
</tbody>
</table>

The selected course template will be used for all new courses.
If a course has been designated as a course template, you can select the template to be used for all new courses in the consortium account or child account(s).

**Note:** Course templates are not inherited into child consortium accounts.

### View Web Services

The Enabled Web Services section displays third-party integrations that can be enabled for a consortium account. These integrations can be used to extend the functionality of a user’s Canvas profile. For example, when a user connects their Twitter account to their Canvas user profile, Canvas can send that user private Twitter messages about new assignments, quizzes, messages, etc. This is all configurable in the user’s Notification Settings.

**Note:** If you enable the Google Apps LTI for your entire consortium, you do not need to enable the Google Drive web service for your students.
View Who Can Create New Courses

You can choose who can create new courses within your account in addition to consortium account administrators. This setting allows the selected user(s) to create new course shells by clicking the Create a New Course button in the Dashboard.

You can allow teachers [1], students [2], and/or users with no enrollments [3] to create courses in your account.

You can also manage where new courses created by teachers and students can be placed. To allow courses to be created in any account where a teacher or student has an active enrollment, click the Allow creation anywhere the user has active enrollments checkbox [4]. To allow courses to only be created in the Manually-Created Courses sub-account, click the Allow creation only in the Manually-Created Courses sub-account checkbox [5].

Note: Account administrators can always create courses.

Update Settings

Click the Update Settings button.
What is Canvas Data Services?

Canvas Data Services provides admins with optimized access to their data for reporting and queries. Customers can combine their Canvas Data with data from other trusted institutions, as well as other key systems across campus such as a student information system (SIS).

Canvas Data Admins can download flat files from Amazon S3 or, if your institution pays for Amazon Redshift, Admins can view files hosted in an Amazon Redshift data warehouse. The data will be an extracted and transformed version of an institution’s Canvas activity and can be accessed using any open database connectivity (ODBC) analytics tool to generate custom data visualization and reports.

To enable Canvas Data, please contact your Customer Success Manager. For more information on Canvas Data, view the Canvas Data dictionary.

Canvas Data Services

<table>
<thead>
<tr>
<th>Name</th>
<th>Status</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Assignment Created</td>
<td></td>
<td>:</td>
</tr>
<tr>
<td>Discussion Topic Created or Updated</td>
<td></td>
<td>:</td>
</tr>
</tbody>
</table>

As an admin, you may choose to install Canvas Data Services in your account. Canvas Data services allows you to configure data streams to access Live Events data from Canvas. Data stream configuration requires an Amazon SQS or HTTPS URL.
Admins can use Canvas Data schemas and APIs to get insight on topics such as accreditation, improving course design, assessing student engagements, and enabling student intervention.

As part of the Canvas Data Portal, the Canvas Data schema includes documentation that explains all the table data that is exported from Canvas. Relevant files can be compared and used to answer questions such as:

- Which departments/courses/teachers are fully adopting the LMS tool?
- What makes a successful department/course/instructor?
- Which courses are being retaken?
- How can our institution improve student retention?
- Which learning objects are actually used by students?
- How much time do successful students spend on the course?
- When should an instructor intervene with a student?
- What courses fit a student’s learning style?
- How are students doing in the course (current and historical)?
- How can students plan to be more effective?
ODBC Analytics Tools

Canvas Data files can be used to create visual analysis using queries and reports in ODBC analytics tools. Common tools include Excel (using Amazon Redshift), Tableau, R, and SQL Workbench/J. Most other ODBC and Java database connectivity (JDBC) PostgreSQL clients should support the data, but pgAdmin is not supported.
How do I use the Canvas Data Portal for an account?

When your Customer Success Manager or Implementation Consultant enables Canvas Data for your account, Account Settings includes the Canvas Data Portal link. This link allows the Canvas Data Administrator to manage Canvas Data.

For more information on Canvas Data, view the Canvas Data dictionary.

Note: Any Canvas admin in your account can view the Canvas Data Portal link, but unless they have been granted access by the Canvas Data Administrator, they cannot view the page content.

The Canvas Data Portal allows the Canvas Data Administrator to:

- view recent data exports
- view current users
- generate credentials for Canvas Data API access (used for downloading flat files)

Canvas Data does not display child account information within a parent account.

Open Account
Click the **Admin** link [1], then click the name of the account [2].

**Open Canvas Data Portal**

In Account Navigation, click the **Canvas Data Portal** link.

**View Canvas Data Portal**

For all file downloads, please note that the dates specified do not reflect the actual dates of the data, but instead when the data was finished exporting. The most recent data in a given export is generally 24-36 hours older than the date given. All dates are in UTC.
The Canvas Data Portal allows you to manage Canvas Data. The portal includes two sections: the Credential Portal [1] and Documentation pages [2].

View Credential Portal

By default, the Canvas Data Portal opens to the Credential Portal, which includes all the credentials of your Canvas Data account.

View Recent Data Exports

<table>
<thead>
<tr>
<th>Finished Date</th>
<th>Finished</th>
<th>Number of Tables</th>
<th>Download Files</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mar 10, 2017 2:33:28 AM</td>
<td>true</td>
<td>82</td>
<td>Download Files</td>
</tr>
<tr>
<td>Mar 9, 2017 2:15:01 AM</td>
<td>true</td>
<td>82</td>
<td>Download Files</td>
</tr>
<tr>
<td>Mar 8, 2017 2:12:13 AM</td>
<td>true</td>
<td>82</td>
<td>Download Files</td>
</tr>
<tr>
<td>Mar 7, 2017 2:18:33 AM</td>
<td>true</td>
<td>82</td>
<td>Download Files</td>
</tr>
<tr>
<td>Mar 6, 2017 3:23:30 AM</td>
<td>true</td>
<td>82</td>
<td>Download Files</td>
</tr>
</tbody>
</table>

Depending on your account access, the Recent Data Exports section displays downloadable files daily or monthly. The date of the file is when the data finished the export, not the actual date of the data. Most recent data is generally 24–36 hours older than the given date.

Canvas Data Historical Data

After Canvas Data has been enabled in your account, a series of flat files display nightly for your account. The files contain tables representing all data beginning from the time Canvas Data was enabled in the account, with the exception of page view requests that contain an incremental download from the day before. To receive historical page view requests from before Canvas Data was enabled in the account, please contact your Implementation Consultant. The historical page view table data is uploaded separately and requests are typically processed every other month.
View Users

The Manage Users section shows admins who have been given access to the Canvas Data Portal, along with their permissions. You cannot edit permissions for yourself.

Any admin who does not have access but who has tried to view the portal also appears in the list. You can choose to edit that user’s settings and grant permission access at any time. Learn how to manage Canvas Data Admin users.

View API Credentials

If you would like to grant access to other users or third-party partners to automatically download data, you can generate API credentials and pass them to those users. To generate the credentials, click the Create Credentials button.

Once the credentials are generated, you will need to save them and transmit them securely to the users or third-party partners that will need them. The credentials can be regenerated at any time but the old credentials will be invalidated.

Learn more about the Canvas Data API in the Canvas Community.
View Documentation

To view Canvas Data documentation, click the Documentation tab menu.

The Schema Docs explain all the table data that is exported from Canvas.

The API Docs show all the API calls you can use for Canvas Data.
How do I manage admin users in the Canvas Data Portal?

In the Canvas Data Portal, the Current Users section shows admins who have been given access to the Canvas Data Portal, along with their permissions. You can edit permissions for existing admins, add new admins, and delete admins.

Open Account

Click the Admin link [1], then click the name of the account [2].
Open Canvas Data Portal

Terms
Authentication
SIS Import
Themes
Developer Keys
Canvas Data Portal
Admin Tools
Analytics
Settings

In Account Navigation, click the Canvas Data Portal link.

View Users

In the Credentials Portal, you can view the users who has been given access to the Canvas Data Portal.

Any admin who does not have access but who has tried to view the portal also appears in the list.

User information includes the admin's name [1] and admin's user ID [2].
Note: Canvas support agents who have managed support cases in your data portal may also display in the Manage Users list.

View Permissions

User information also displays permissions based on your institution's Canvas Data subscription.

In permissions, the no label means that the user cannot perform the listed permission. A yes label means that the user has access to perform the permission.

An account may include up to five available permissions:

- **Manage Users**—can add other Canvas Data users for the account
- **Grant Admin Permissions**—can allow Canvas Data users to add other Canvas Data users
- **Connect to Redshift**—can generate credentials to connect to Redshift (hosted accounts only)
- **Manage IP Address Whitelist**—can manage the IP whitelist (hosted accounts only)
- **Flat File Download**—can download flat files from Canvas Data

Manage Users
To edit a user, click the Edit button [1]. To delete a user, click the Delete button [2].

Note: You cannot edit or delete information for your own account.

Add User

Add New User

Canvas Id

0000000000000000

Full Name

Manage Users

Grant Admin Permissions

Download Flat Files

Create User

To add a new admin, scroll down the page to the Add New User section.

Enter the Canvas ID [1] and the Full Name [2] of the admin. Select the checkbox(es) for the permission(s) you want to enable for the user [3].

Click the Create User button [4].
How do I use Canvas Data files?

Canvas Data files should be used to create queried reports in ODBC analytics tools. Common tools include Tableau, SQL Workbench/J, Excel, and R. Analytics tools can also access the Redshift database.

As part of the Canvas Data Portal, the Canvas Data Schema includes documentation that explains all the table data that is exported from Canvas. This documentation shows all the available files and the data in each file.

For full Canvas Data use, data files should live in a database. Once you have downloaded your institution's flat files, table headers must be added to the files before analysis can be run through your preferred database.

If your institution does not have its own data warehouse, Amazon Redshift is available as a premium option to host and run analytical data. Please contact your Customer Success Manager for more information.

When using an IP Address Allowlist, software files should be set up from a computer that can access the allowlisted IP address.

For help with using Canvas Data in various software platforms and sample queries, please view the Canvas Data Group in the Canvas Community.
Tableau is a per-user license software platform that helps people see and understand their data. For help with files in Tableau, please view the Tableau support page.

Canvas Data in Tableau can be viewed through Amazon Redshift and is the easiest, recommended method for accessing and analyzing data. In Tableau, select the Connect to Data link and select Amazon Redshift. To connect to the database, enter your Redshift credentials as set up in the Canvas Admin Portal.
SQL Workbench/J

SQL Workbench/J is a free cross-platform SQL query tool that operates on Java. For more information about SQL Workbench/J, please see the Amazon SQL Workbench/J documentation.

Canvas Data in SQL Workbench/J can be viewed through Amazon Redshift. To connect to the database, enter your Redshift credentials as set up in the Canvas Admin Portal.

image source
Excel is a data analysis tool that is part of Microsoft Office. Windows users can download the Windows Redshift ODBC Driver, and Mac OS X users can download the Mac Redshift ODBC Driver.

Canvas Data in Excel can be viewed through Amazon Redshift. Open Excel, select the Excel Data Connection Wizard, and locate the ODBC driver. To connect to the database, enter your Redshift credentials as set up in the Canvas Admin Portal.

```r
require(redshift)
redshift.connect(
  jdbc:postgresql://xxx-redshift.beta.inhosteddata.com:5439/canvas",
  "canvas", "<password>")
cords <- dbGetQuery(c, "select id, name from course_dim")
```
**R** is a free software environment for statistical computing and graphics. It runs on a wide variety of platforms. For help with files in R, please view the [R support page](#).

Canvas Data in R can be viewed through Amazon Redshift. To connect to the database, enter your Redshift credentials as set up in the Canvas Admin Portal.

### Other ODBC Tools

Most other ODBC and Java database connectivity (JDBC) PostgresSQL clients should be supported by Canvas Data. However, please note that pgAdmin is not supported.
How do I obtain an API access token in the Canvas Data Portal?

The Canvas Data API allows you to get information about or download Canvas Data files. Any Canvas Data admin can generate API credentials, but the credentials are shared between all admin users in that account. If you would like to grant access to other users or third-party partners to download files via the API, you can generate credentials and securely pass them to those users. However, if you need to revoke access for a user, you will need to regenerate the credentials and securely distribute the credentials again.

Open Account

Click the Admin link [1], then click the name of the account [2].
Open Canvas Data Portal

In Account Navigation, click the Canvas Data Portal link.

Create Credentials

Click the Create Credentials button.
Copy Credentials

Copy the API Key and API Secret. If you return to the Credentials Portal, you will be able to see the API Key but not the API Secret.

Create New Credentials

You can create new credentials by clicking the Create Credentials button. However, generating new credentials will invalidate the old credentials for all users who have access to them.
How do I install Canvas Data Services in my account?

As an admin, you can install Canvas Data Services in your account. Enabling Canvas Data Services creates a link in your Account Navigation, where you can view and manage Canvas Data streams. Canvas Data Services is separate feature from the Canvas Data Portal.

Notes:

- Installing an external tool is an account permission. If you cannot view the Developer Keys link in Account Navigation, this permission has is not enabled for your user account.
- Canvas Data streams may include personal information for Canvas users. You should only stream data to trusted services and endpoints.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Developer Keys

In Account Navigation, click the **Developer Keys** link.

Open Inherited Tab

In the Developer Keys page, click the **Inherited** tab.
Find the Canvas Data Services key [1]. If necessary, set the key to On by clicking the State button [2].
Copy Client ID

Copy the client ID found in the Details column.

Open Account Settings

In Account Navigation, click the Settings link.
Open App Configurations

Click the Apps tab [1]. Then click the View App Configurations button [2].

Add App

Click the Add App button.
Enter App Details

In the Configuration Type menu, select the **By Client ID** option [1].

Then paste the Canvas Data Services client ID in the **Client ID** field [2].

Click the **Submit** button [3].
Verify App Installation

To verify that you want to install Canvas Data Services, click the **Install** button.

View Canvas Data Services

<table>
<thead>
<tr>
<th>Data Streaming Options</th>
<th>Name</th>
<th>Status</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>New Assignment Created</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Discussion Topic Created or Updated</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Once Data Services is installed, you can view the **Data Services** link in your Account Navigation [1].

Clicking the Data Services link will open the **Data Streaming Options** page [2]. From this page, you can [create and manage data streams](#).

---

[1]: Canvas Admin Guide Updated 2022-11-21

[2]: Canvas Admin Guide Updated 2022-11-21
How do I use the Data Services Portal?

If you have installed Canvas Data Services in your account, you can add and manage data streams in your account.

For more information on Canvas Data, view the Canvas Data dictionary.

**Notes:**

- Viewing Data Services is an account permission. If you cannot view the Data Services link in Account Navigation, this permission has not been enabled for your user account.
- Accounts must have a supported data stream service URL to receive data streams.
- Canvas Data streams may include personal information for Canvas users. You should only stream data to trusted services and endpoints.
- Canvas Data does not display child account information within a parent account.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Data Services

In Account Navigation, click the **Data Services** link.

View Data Services

By default, Data Services opens to the **Settings** page [1]. In Data Services Settings, you can view and manage a list of all your account data streaming options.

To view data services documentation, click the **Documentation** tab [2].
View Data Streaming Options

<table>
<thead>
<tr>
<th>Name</th>
<th>Status</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrollment Created or Updated</td>
<td>Inactive</td>
<td></td>
</tr>
<tr>
<td>New Assignment Created</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Discussion Topic Created or Updated</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

View your current data streams. The Data Streaming Options table displays the name [1] and status [2] of your streams. Inactive streams display the Inactive status label [3]. Active streams do not display a label.

Add Data Stream

<table>
<thead>
<tr>
<th>Name</th>
<th>Status</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrollment Created or Updated</td>
<td>Inactive</td>
<td></td>
</tr>
<tr>
<td>New Assignment Created</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Discussion Topic Created or Updated</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

To add a new data stream, click the Add button.
Manage Data Stream Options

<table>
<thead>
<tr>
<th>Name</th>
<th>Status</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrollment Created or Updated</td>
<td>INACTIVE</td>
<td></td>
</tr>
<tr>
<td>New Assignment Created</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Discussion Topic Created or Updated</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

To manage options for a data stream, click the stream's **Options** icon [1]. To edit the stream, click the **Edit** link [2]. To duplicate the stream, click the **Duplicate** link [3]. To deactivate the stream, click the **Deactivate** link [4].

**Note:** Inactive subscriptions are only displayed for 90 days.

Reactivate Data Stream

<table>
<thead>
<tr>
<th>Name</th>
<th>Status</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrollment Created or Updated</td>
<td>INACTIVE</td>
<td></td>
</tr>
<tr>
<td>New Assignment Created</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Discussion Topic Created or Updated</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

To reactivate a deactivated stream, click the **Reactivate** link.
How do I subscribe to Live Events using Canvas Data Services?

As an admin, you can subscribe to Live Events and receive a real-time set of events from your Canvas Account. You can choose which events in Canvas you want to subscribe to. You will need to maintain an Amazon Web Services queue to receive Live Events data.

Note: To receive Live Events data, you will need to subscribe to Amazon Web Services in order to maintain a queue.

Open Account

Click the Admin link [1], then click the name of the account [2].
Open Data Services

In Account Navigation, click the **Data Services** link.

## Add Data Stream

To create a new data stream for your account, click the **Add Stream** button.
Configure Data Stream

Configure New Data Stream

Name/Title

1. Account Notifications

Delivery Method

2. SQS

URL

3. https://documentation.beta.instructure.com/api/

Enter a title for your stream in the **Name/Title** field [1].

Select an SQS or HTTPS delivery method in the **Delivery Method** drop-down menu [2]. Then enter your **AWS SQS** or an HTTPS endpoint URL in the **URL** field [3].

**Notes:**

- Only one delivery method is allowed per subscription.
- Canvas uses JWT to sign an event. If service is unavailable and Canvas cannot reach it, the events occurring during the service outage may not be delivered.
Configure Amazon SQS Data Stream

<table>
<thead>
<tr>
<th>Authentication</th>
<th>AWS Key</th>
<th>AWS Secret</th>
<th>AWS Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>AWS Credentials</td>
<td></td>
<td></td>
<td>us-east-1</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Message Type</th>
<th>Application Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canvas</td>
<td>Data Streaming</td>
</tr>
</tbody>
</table>

- If you want to require authentication for an Amazon SQS URL, select the AWS Credentials in the **Authentication** field [1]. If authentication is not required, this field can be set to the None option.
- If AWS credentials are required, enter the AWS key [2], AWS secret [3], and AWS region [4].
- Select the event format in the **Message Type** field [5]. Message type can be set to Canvas or Caliper 1.1.

**Note:** The Application Type field can only be set to the Data Streaming option.
Configure HTTPS Data Stream

<table>
<thead>
<tr>
<th>Delivery Method</th>
<th>URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>HTTPS</td>
<td></td>
</tr>
</tbody>
</table>

**Sign Payload**

1. [ ]

**Message Type**

2. Canvas

**Application Type**

Data Streaming

The HTTPS delivery method includes an option to display source endpoint payload data with your data stream. To view payload data, select the **Sign Payload** checkbox [1].

Select the event format in the **Message Type** field [2]. Message type can be set to Canvas or Caliper 1.1.

**Note:** The Application Type field can only be set to the Data Streaming option.
Select Subscriptions

Select the subscriptions you want to include in your data stream.

To search for specific events, type the event name in the Search Events field [1].

To include all events in your stream, click the Subscriptions checkbox [2]. Selecting this option includes all event types as well as user and system generated actions.

To subscribe to events triggered by an action directly performed by and end user, click the User Generated checkbox [3]. User generated events include information about web requests, browser and user data in event metadata, and details about objects affected by the change.

To subscribe to events triggered by asynchronous jobs, click the System Generated checkbox [4]. System generated events include data about processes that triggered an event as well as details about objects affected by the change.

You can also subscribe to event groups. To subscribe to all items in a group, click the checkbox for the group [5]. You can also select to include only User or System Generated data [6].

To subscribe to individual events, click the Arrow icon for the subscription group [7] and click the checkbox for the subscription you want to add [8].
Note: The image in this step shows subscription options for the Canvas message type. The options for the Caliper 1.1 message types are different, but the steps to subscribe are the same.

Save Data Stream

To save your data stream, click the Save & Exit button.

View Data Streams

You can view and manage your data streams on the Data Streaming Options page.
How do I create an SQS queue in Amazon Web Services to receive Live Events data from Canvas?

To receive data from Canvas you will need to set up and maintain a queue in Amazon Web Services. Additionally, you will need to grant the appropriate permissions for the queue to receive data.

After you set up a queue with the appropriate permissions, you can subscribe to events in Data Services and begin receiving data.

Notes:

- FIFO queues are not currently supported.
- When setting up an SQS queue you can enable long polling in a standard queue. Long Polling helps eliminate the number of empty responses and false empty responses. For more information about long polling, please see the Amazon SQS Long Polling documentation.

Open Amazon SQS Console

In the Amazon Web Services console, open the Simple Queue Service (SQS) console by typing the name in the Services field [1]. When Simple Queue Service displays in the list, click the name [2].
Create New Queue

Get started

Learn how to use Amazon SQS by creating a queue, sending a message to the queue, and receiving and processing the message.

Create queue

In the Amazon SQS console, click the Create queue button.

Select Standard Queue

<table>
<thead>
<tr>
<th>Type</th>
<th>Info</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard</td>
<td>At-least-once delivery, message ordering isn't preserved</td>
</tr>
<tr>
<td></td>
<td>• At-least once delivery</td>
</tr>
<tr>
<td></td>
<td>• Best-effort ordering</td>
</tr>
<tr>
<td>FIFO</td>
<td>First-in-first-out delivery, message ordering is preserved</td>
</tr>
<tr>
<td></td>
<td>• First-in-first-out delivery</td>
</tr>
<tr>
<td></td>
<td>• Exactly-once processing</td>
</tr>
</tbody>
</table>

In the Type section, select the Standard option.
Note: FIFO Queues are not currently supported.

Enter Queue Name

Name

canvas-live-events

A queue name is case-sensitive and can have up to 80 characters. You can use alphanumeric characters, hyphens (-), and underscores (_).

Enter a name for the queue. The name of the queue must begin with canvas-live-events.

Enter Configuration Details

Enter the Configuration details. You can enter your preferences for visibility timeout [1], delivery delay [2], receive message wait time [3], message retention period [4], and maximum message size [5].
Enter Access Policy Details

Enter the details for your access policy.

In the Choose method section, select the **Basic** option [1].

In the Define who can send messages to the queue section, select the **Only the specified AWS accounts, IAM users and roles** option [2].

In the account ID field, enter the account number **636161780776** [3]. This account number is required for the queue to receive Live Events data.

You can also select who will receive messages in the **Define who can receive messages from the queue** section [4].
You can add additional details in Encryption settings [1], Dead-letter queue settings [2], and Tags settings [3]. All of these settings are optional.

To create your queue, click the Create queue button [4].
View Queue Permission

In the queue details area, the permission will display in the Permissions tab.

To edit the permission, click the Edit icon [1]. To delete the permission, click the Delete icon [2].

Using SSE setting with your SQS (Optional)

Canvas Live Events service supports SSE enabled on SQS, in order for SSE to be used the following setup needs to be enabled on the customer SQS:

1. Create a CMK or custom key with this policy, which can be generated by following the steps for creating a CMK, and during step 4 (Define Key Usage Permissions), clicking "Add another AWS Account" and entering the Instructure account number 636161780776.

```json
{
    "Id": "key-consolepolicy-3",
    "Version": "2012-10-17",
    "Statement": [
        {
            "Sid": "Enable IAM User Permissions",
            "Effect": "Allow",
            "Principal": {
                "AWS": "arn of the customer account root"
            },
            "Action": "kms:*",
            "Resource": "*"
        }
    ]
}
```
],
{
"Sid": "Allow access for Key Administrators",
"Effect": "Allow",
"Principal": {
"AWS": "arn of admin user"
},
"Action": [
"kms:Create",
"kms:Describe",
"kms:Enable",
"kms:List",
"kms:Put",
"kms:Update",
"kms:Revoke",
"kms:Disable",
"kms:Get",
"kms:Delete",
"kms:TagResource",
"kms:UntagResource",
"kms:ScheduleKeyDeletion",
"kms:CancelKeyDeletion"
],
"Resource": "*"
},
{
"Sid": "Allow use of the key",
"Effect": "Allow",
"Principal": {
"AWS": [
"arn of admin user",
"arn:aws:iam::636161780776:root" // instructure account
]
},
"Action": [
"kms:Encrypt",
"kms:Decrypt",
"kms:ReEncrypt",
"kms:GenerateDataKey",
"kms:DescribeKey"
]
2. Create an SQS queue, and enable SSE. Provide the ARN of the newly-created CMK.

3. Create a new IAM policy, that grants access to the queue and the key, the policy needs to look exactly like this:

```json
{
    "Version": "2012-10-17",
    "Statement": [{
        "Effect": "Allow",
        "Action": [
            "kms:GenerateDataKey",
            "kms:Decrypt"
        ],
        "Resource": "CMK arn"
    }]
}
```
4. Create a new IAM user and attach the above policy. Save the access key and secret key, and provide them to us as part of the subscription.
**How do I configure and test Canvas Live Events using HTTPS delivery?**

Canvas Data Services offers two choices for data delivery, each deployed to receive the same set of Live Events from Canvas: HTTPS endpoint and AWS SQS queue. Both HTTPS and AWS SQS can be run simultaneously.

This article discusses how to configure and test HTTPS delivery in Canvas Live Events. [Learn more about SQS delivery.](#)

### Configuration Details

You can implement a Google Cloud Function to receive events from Canvas and store them in a Google Cloud Storage bucket.

The following steps are needed in order to process incoming Canvas Live Event messages through the HTTPS endpoint:

1. Signed JWT payloads should be set to On
2. The event message, once received by the Google Cloud Function, should be decoded using RS256.
3. Once decoded, the JWT signature will contain a "kid" property. This property should be matched against one of the "kid" values retrieved from this public URL: [https://8axpcl50e4.execute-api.us-east-1.amazonaws.com/main/jwks](https://8axpcl50e4.execute-api.us-east-1.amazonaws.com/main/jwks)
4. Transform the payload and store the resulting event. In other words, do not store signed and encoded messages for too long, because the "kid" values will eventually become expired. AWS rotates keys once a month on the 30th. The most current "kid" is the one in the middle.

### Event Headers

In addition, there are three types of headers when Canvas generates an event:

1. Request header when event gets triggered in Canvas (assuming the event was generated based on the request). The data from request is put into an event metadata object e.g method, request id, referrer URL, etc.
2. AWS adds additional data to an event envelope when it passes it from one service to another (e.g timestamp when event was delivered to SQS).
3. JWT standard header, these data gets added when we sign each event.

### Difference between HTTPS and AWS SQS

The HTTPS endpoint delivered events have a few additional properties. When AWS SQS delivered events are collected via an AWS lambda function, there is an opportunity to write the events in batches - up to 10 event messages at one time. This results in files which have up to 10 event messages, compared to the files for events delivered through the HTTPS endpoint, which will result in one file per event. In other words, for the same set of events, the folder for the HTTPS endpoint will have 10 times as many files as the folder containing data retrieved via the SQS queue.
Courses and Sections
How do I use the Courses page in an account?

You can view courses in your account in the Courses page. You can view and filter courses by term and teacher and search for courses individually. You can also sort search result columns in ascending or descending order.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
View Courses in Sub-Accounts

If you have organized courses in your account by sub-accounts, click the **Sub-Accounts** link to locate and open the sub-account, then click the sub-account's Courses link.
When you open an account, the account defaults to the Courses page.

The Courses page displays all courses in the account. The page is designed with global settings at the top of the page [1] followed by the generated course data [2].

All fields are responsive to the width of the browser, which can be adjusted as needed to display course data.
Filter Terms

Global settings include searching and filtering by course data. Filters and search fields update dynamically.

By default, courses for all terms display on the Courses page. To filter courses by term, click the Filter by term drop-down menu [1]. Terms are grouped by active, future, and past terms. The Default term is included in the active terms list. Depending on the number of terms in an account, the Terms menu may display a loading message until all terms are visible.

To search for a specific term by keyword, type a keyword in the Filter by term text field [2].

The Terms menu displays the full name of a term in the list [3]. Once selected, the term name is truncated in the menu [4]. To view the full name of the term, click the Terms menu again.
Sort and Search Courses

The Courses page defaults to searching by courses. To search for a specific course, type the name of the course, course code, SIS ID, or Canvas course ID in the search field [1].

To search courses by teacher (instructor), click the Sort by menu [2] and select the Teacher option. The search field text updates to show courses are being searched by teacher. You can search by the instructor's name (user ID, SIS ID, and login ID are not supported search parameters).

To filter your search to exclude courses with no student enrollments, click the Hide courses without students checkbox [3].

View Blueprint Courses

To filter your search to display only blueprint courses, click the Show only blueprint courses checkbox [1].

Blueprint Courses include the Blueprint icon [2].
View Course Templates

<table>
<thead>
<tr>
<th>Published</th>
<th>Course</th>
<th>SIS ID</th>
<th>Term</th>
<th>Teacher</th>
<th>Sub-Account</th>
<th>Students</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Art History Course</td>
<td></td>
<td>Default</td>
<td>Canvas Doc Team</td>
<td>Art &amp; Humanities</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Template 1.0</td>
<td></td>
<td>Term</td>
<td></td>
<td></td>
<td>+</td>
</tr>
<tr>
<td></td>
<td>General Course</td>
<td></td>
<td></td>
<td></td>
<td>Documentation</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Template</td>
<td></td>
<td></td>
<td></td>
<td>Canvas</td>
<td>–</td>
</tr>
<tr>
<td></td>
<td>Science Course</td>
<td></td>
<td></td>
<td></td>
<td>Documentation</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Template</td>
<td></td>
<td></td>
<td></td>
<td>Canvas</td>
<td>–</td>
</tr>
<tr>
<td></td>
<td>Art Course</td>
<td></td>
<td></td>
<td></td>
<td>Documentation</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Template</td>
<td></td>
<td></td>
<td></td>
<td>Canvas</td>
<td>–</td>
</tr>
</tbody>
</table>

Course templates display the course template icon. Course templates do not allow enrollments to be added and do not display student count or term data.

Add Course

[Course button]

To add a course to the account, click the Add Course button.
The Courses page paginates filter and search results in sets of 15 courses and are ordered by SIS ID. Each paginated page displays in a table format but columns are responsive according to the widest column for that page.

Results display the name of the course [1], SIS ID (if applicable) [2], term [3], teacher [4], subaccount [5], and number of active students [6].

Except for the Student column, each column heading can be sorted in ascending or descending order (alphabetically or numerically).

<table>
<thead>
<tr>
<th>Published</th>
<th>Course</th>
<th>SIS ID</th>
<th>Term</th>
<th>Teacher</th>
<th>Sub-Account</th>
<th>Students</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>History 101</td>
<td>Hist101</td>
<td>Default Term</td>
<td>Ranjit Chauhan</td>
<td>Documentation Canvas</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>American History Spring 2016</td>
<td>sdemo-amhist-000</td>
<td>2016 Spring</td>
<td>Erin Hallmark</td>
<td>Old Demo Courses</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>History 101 RC 2014</td>
<td>2014 Fall-1</td>
<td></td>
<td>Doug Roberts</td>
<td>History</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>US History 101RC</td>
<td>Default Term</td>
<td></td>
<td>Doug Roberts</td>
<td>History</td>
<td>0</td>
</tr>
</tbody>
</table>
Published courses display a check mark next to the course name [1].

If a course includes more than two teachers, the Teacher column displays a *Show More* link [2]. This link can be clicked to expand the full list of teachers.

### Manage Course

<table>
<thead>
<tr>
<th>Published</th>
<th>Course</th>
<th>SIS ID ▲</th>
<th>Term</th>
<th>Teacher</th>
<th>Sub-Account</th>
<th>Students</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>History 101</td>
<td>Hist101</td>
<td>Default Term</td>
<td>Ranjit Chauhan, Jessica Doe</td>
<td>Documentation Canvas</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>American History Spring 2016</td>
<td>sdemo-amhist-000</td>
<td>2016 Spring</td>
<td>Erin Hallmark, Aaron Jurel</td>
<td>Old Demo Courses</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>History 101 RC 2014</td>
<td>2014 Fall-1</td>
<td>Doug Roberts</td>
<td>History</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td></td>
<td>US History 101RC</td>
<td>Default Term</td>
<td>Doug Roberts</td>
<td>History</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>
To open a course, click the name of the course [1]. To view user details for a teacher in the course, click the name of the teacher [2]. 

For quick access to course data, you can manually add a user to the course [3], view course statistics [4], and view course settings [5].
How do I add a course in an account as an admin?

You can manually add courses in your account in the Courses page. Watch a video about courses.

If a course template has been selected in your account, content from the selected course will be copied into your new course. Course copies may not include all content. For more details, please view the course import lesson. Creating a course from a course template does not impact file quotas.

Notes:

- Courses added manually in Canvas are not linked back to SIS data and are not affected by SIS imports.
- To link a manually created course with an SIS ID, edit the details for a course section.
- Courses can also be added through SIS Imports. Courses added manually in Canvas are not linked back to any SIS data (though they could be by associating an SIS ID) and are not affected by SIS imports.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Courses

In Course Navigation, click the **Courses** link.

**Note:** When you open an account, the account defaults to the Courses page.

Add Course

Click the **Add Course** button.
Add Course Details

Add a New Course

In the Course Name field [1], create a name for the course.

In the Reference Code field [2], create a reference code for the course. The reference code is also known as the short name or course code and is displayed at the top of the Course Navigation Menu and as part of a student's course card in the dashboard. The code is also referenced in the account Courses page.

In the Subaccount menu [3], select a sub-account for the course. You can type the name of a sub-account to search sub-accounts or select a sub-account from the drop-down menu. Menu options are based on the sub-accounts already created in your account.

In the Enrollment Term menu [4], select the term you want to associate with the course. You can type the name of a term to search terms or select a term from the drop-down menu. Menu options are based on the terms already created in your account.
Add Course

Click the Add Course button.
How do I delete a file upload assignment submission as an admin?

As an admin, you can delete a student's assignment submission in SpeedGrader. This allows you to manage inappropriate submissions or submissions that otherwise need to be removed from a course.

Notes:

- The option to delete assignment submissions is only available to admins that have been granted the Users - Act As permission.
- Only file upload assignment submissions can be deleted by an admin.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Course

To find the course in the account, you can use the course filters [1] or search options [2].

To open a course, click the name of the course you want to open [3].
Open Assignments

In Course Navigation, click the Assignments link.

Open Assignment

Click the name of the assignment.
Open SpeedGrader

The Declaration of Independence: A Revisionist History

Write an essay describing the possible implications of the Declaration of Independence not being drafted and adopted by the colonies. Discuss the implications on 3 major historical events and/or figures.

Remember to structure your essay using the methods discussed in class. Have a strong introduction and thesis, use evidence that supports your argument, and make sure your transitions are strong. In your conclusion, state whether you think the Declaration of Independence was necessary or if America would have grown without it.

Click the SpeedGrader link.

Delete Submission

Declaration of Independence Essay


Marylebone Nordic delightful the highest quality intricate cosy discerning cutting-edge Fast Lane. Ginza quality of life bespoke discerning flat white. Iconic exquisite destination Marylebone, uniforms delightful Muji essential eclectic Sunspel sleepy. Punctual the best Ginza pinstros flat white, extraordinary cutting-edge Singapore Arbor $580. Livable hand...
Find the submission file link [1]. Then click the **Delete** icon [2].

**Confirm Deletion**

documentation.beta.instructure.com says

Deleting a submission file is typically done only when a student posts inappropriate or private material.

This action is irreversible. Are you sure you wish to delete Declaration of Independence Essay.docx?

To confirm you want to delete the submission file, click the **OK** button.

**View Deleted File**

Looks like there is nothing here.

The admin has removed this file. Please contact them for more information.
After the file is deleted, a message displays in SpeedGrader to inform instructors that the file was deleted [1]. The submission file is also replaced by File_Removed.pdf [2].
How do I delete a course in an account as an admin?

Once you delete a course, the course will be completely removed from your institution's account and will not be viewable by you, prior students, or the account administrator. We do not recommend deleting courses (even concluded ones), especially if the course contains content and student data, because you may need to access that information at a later date.

If you only want to remove the course from Courses & Groups in the Global Navigation Bar, you can change the course participation end date, or conclude the course instead.

Notes:

• Before you delete a course, make sure you have a record of your Course ID number in case you need to restore it. You can locate your Course ID number at the end of your course URL (i.e. canvas.instructure.com/courses/XXXXXX).
• Courses are not deleted from an account unless done so by you or another user at your institution.
• Courses designated as templates cannot be deleted. However, users who have permission to delete a course template can deselect the Course Template checkbox and remove it as a course template.
In Global Navigation, click the Admin link [1], then click the name of the account [2].

**Open Courses**

In Course Navigation, click the Courses link.

**Note:** When you open an account, the account defaults to the Courses page.

**Find Course**

To find the course in the account, use the filter and search options.
Open Settings

In the courses list, click the course Settings link.

Permanently Delete Course

- Student View
- Course Statistics
- Course Calendar
- Conclude this Course
- **Delete this Course**
- Copy this Course
- Import Course Content
- Export Course Content
- Reset Course Content
- Validate Links in Content

Click the **Delete this Course** link.
Confirm Course Deletion

Are you sure you want to delete this course? Once it is deleted, students and teachers will no longer have access to it. If you just want to remove it from the course drop-down menu, you should conclude the course instead. If you do not have permission to conclude the course, you can change the course end date, or ask your administrator to conclude the course.

Click the Delete Course button.
How do I enable a course as a course template?

As an admin, you can enable a course as a course template. After the template is enabled, you can select the course template in the Accounts Settings on any account or sub-account.

New courses created from the template are not associated with the template, and any changes to the new course must be made directly in the new course. To compare course templates to blueprint courses and Canvas Commons, view the Course Content Distribution Comparison resource document.

Courses created from a course template are assigned to the default term, unless a term is selected when the course is created. Course participation is always limited to term start and end dates and must be adjusted manually.

In order to manage course templates, an admin must have the Manage Course Templates permission enabled. This is a granular permission that is divided into individual permissions for creating, deleting, and editing templates. For more information, view the Account Permissions resource document.

Notes:

- You cannot enable a course as a course template if the course has any enrollments, including the Test Student.
- Template courses cannot be deleted. However, users who have permission to delete a course template can deselect the Course Template checkbox and remove it as a course template.
- Creating a course using a template functions in essentially the same way as copying a course. Course copies may not include all content. For more details, please see the import content section in the Canvas Basics Guide.
- Creating a course using a course template does not impact file quotas.
Open Course

In the Account Navigation Menu, click the Courses link [1] and click the course you want to use as a template [2]. You can use the course filters [3] or search field [4] to find the desired course.

To create a new course, click the Add Course button [5].

Open Settings

Pages
Files
Conferences
Outcomes
Rubrics
Collaborations
Settings
In the Course Navigation Menu, click the Settings link.

Enable Course as Template

In the Course Details tab [1], click the Enable course as a Course Template checkbox [2].

**Note:** If you are unable to manage the Course Template setting, the course may have enrollments (including the Test Student) or you may not have permission to manage course templates.

Save Settings

Click the Update Course Details button.
View Associated Accounts

Once a course template is associated with an account, you can view the number of accounts associated in the Associated with [number] account link. To view the names of the accounts, click the link.
How do I add a section to a course as an admin?

You can add a section to your course by editing your course Settings in Canvas. Sections help subdivide students within a course and offer section-specific options such as varied due dates for assignments, discussions, and quizzes. Sections also display for each student within the course People page and the Gradebook.

Sections can also be created for students who need extra time in a course, such as if a student has an incomplete grade.

Note: Sections may be added by your institution’s student information system (SIS). Some course sections may have already been created for you.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Courses

In Account Navigation, click the **Courses** link.

**Note:** When you open an account, the account defaults to the Courses page.

**Find Course**

To find the course in the account, use the filter and search options.

**Open Settings**

| Intro to Biology | A00101 | Default Term | Biology | 0 | + |  |
In the courses list, click the course Settings link.

### Open Sections

Click the Sections tab.

### Add Section

Add a New Section:

1. [Field]
2. [Add Section] button

In the section field [1], type the name of the new section. Click the Add Section button [2].

### Add SIS ID

If you need to add or edit an SIS ID, click the name of the section.

### Course Sections

- **Biology 101** (19 Users)
- **Biology 101 - MWF** (3 Users)
- **Biology 101 - TTH** (13 Users)
Click the **Edit Section** button.

**Section Name:** Biology 101 - TTH

**SIS ID:** 30041

Changing section dates may override course and term availability settings and placement in the Courses page and Dashboard. Please confirm term and course dates before modifying section dates.

**Starts:**

**Ends:**

- Students can only participate in the course between these dates

When selected, the course section is in a read-only state outside these dates.

**Cancel**  **Update Section**

In the SIS ID field [1], enter or edit the SIS ID. Click the **Update Section** button [2].
View Section

**Course Sections**

- Biology 101 (19 Users)
- Biology 101 - MWF (3 Users)
- Biology 101 - TTH (13 Users)

View the section in your course.

You can also choose to [change section start and end dates](#) if needed.

You can add additional sections if necessary. Multiple sections are ordered alphabetically.

**Note:** Sections with SIS IDs also display the section's SIS ID in the Course Sections page.
How do I change the start and end dates for a course section as an admin?

By default, sections inherit course dates set for your entire institution. If a course does not include specific dates, the section dates default to term dates. However, you may need to change the start and end dates for a course section. Dates can be shorter than or overlap the course or term dates.

Adding section dates may also affect the Courses page and the placement of the section's course in the Past, Current, or Future Enrollments list for students. For more information, view the interactive Student Course Visibility and Participation flowchart.

Limit User Participation Dates

You can set whether or not students can only participate in the section during the specified section dates using the Student Participation checkbox. Participation means that students can submit assignments, post discussions, upload files, or take part in any other action-based task for the course section. If you limit students to only be able to participate during the section dates, they can accept the course section invitation, access the course section, and look at content, but they cannot fully participate until the first day of the course for the section. When the course section is concluded, the course section is placed in a read-only state.

Section Override Dates

Section override dates are only created if the Student Participation checkbox is selected as part of creating section start and end dates (both dates are required). Students can participate in the course section before and after the start and end date, and participation will always be determined by the course dates. If a course does not include course dates, dates are determined by term dates.

Dashboard Considerations

The Student Participation sections checkbox may also affect courses that have been marked as a favorite and display in the Dashboard. If a section includes an override date and the Student Participation checkbox is selected, students cannot participate in the course after the section end date, and the course will be removed from the Dashboard.

Moreover, if the Student Participation checkbox is not selected, the course will still display in the Dashboard as a favorite course after the section end date since the course section still allows participation as an active course. The course will not be removed until the course section is concluded via course/term dates. However, if the Student Participation checkbox is not selected for the section, the section dates determine the placement of the course section in the Past, Current, or Future Enrollments list regardless of the course/term dates.

Note: Section start and end dates may be added by your institution's student information system (SIS).
Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].

Open Courses
In Course Navigation, click the Courses link.

**Note:** When you open an account, the account defaults to the Courses page.

### Find Course

- Filter by term
- Course
- Search courses...
- Hide courses without students
- Show only blueprint courses

To find the course in the account, use the filter and search options.

### Open Settings

| Intro to Biology | A00101 | Default Term | Biology | 0 | + | Setting Icon |

In the courses list, click the course Settings link.

### Open Section

#### Course Sections

- Biology 101 (19 Users)
- **Biology 101 - MWF (3 Users)**
- Biology 101 - TTH (13 Users)

Click the name of the section.
Edit Section

Click the **Edit Section** button.

**Set Start Date**

Changing section dates may override course and term availability settings and placement in the Courses page and Dashboard. Please confirm term and course dates before modifying section dates.

Click the **Starts** calendar icon [1]. Select a new start date for the section [2].
Set End Date

Click the **Ends** calendar icon [1]. Select a new end date for the section [2].

**Note:** End dates occur at precisely the minute they are set. For example, a section with an end time at 11:59pm will end at 11:59:00.

Limit Student Participation

- Students can only participate in the course between these dates
  - When selected, the course section is in a read-only state outside these dates.

If you do not want to let students participate in the course section outside of the section dates, select the **Students can only participate in the course between these dates** checkbox [1]. Selecting this checkbox creates a section override and overrides the course dates. Students can only participate in the course section between the section dates, and the course section will be in a read-only state outside the course section dates.

This checkbox only affects student and observer roles; all other roles default to term access dates.

**Notes:**

- Section override dates are only created if the Student Participation checkbox is selected.
• If the Student Participation checkbox is not selected, students can participate in the course section before and after the start and end date, and participation will always be determined by the course dates. If a course does not include course dates, dates are determined by term dates.

• When the Student Participation checkbox is not selected, the section dates determine the placement of the course in the Past, Current, or Future Enrollments list for students.

**Update Section**

Click the **Update Section** button.
How do I use cross-listing in an account?

Cross-listing allows you to create a section in one account or sub-account and then move it to a different course within the same account or sub-account, or to a course on a different account or sub-account.

Cross-listing is usually an admin permission only. However, some institutions allow their instructors to cross-list their own sections.

Courses versus Sections

Courses are the virtual classroom where all the content resides, the place where students can learn and interact with the instructor and each other. Sections are a group of students that have been organized for administrative purposes. Students are enrolled in sections and sections are listed in courses. It is possible to place more than one section in course, but not possible to put sections within sections.

Cross-Listing Sections

Cross-listing allows you to move section enrollments from individual courses and combine them into one course. This feature is helpful for instructors who teach several sections of the same course and only want to manage course data in one location. Section names do not change when they are cross-listed; the section is just moved to another course. Sections can only be in
one course at a time. Once a section is cross-listed, you can re-cross-list the section into another course if necessary. Learn how to cross-list a section.

Course Status

Coursework is retained with the course, not with the section enrollments. Therefore, cross-listing should only be done in unpublished courses. If there are student submissions in the course when the section is cross-listed, the submissions and grades will not transfer to the new section.

If you need to restore the enrollments, you can de-cross-list a section back to the course. If you need to retain student grades in the original course, you should export the Gradebook and import it into the original course before de-cross-listing the section.

Instructor Enrollments

Instructors are included as a part of the cross-listed section. Cross-listing removes the instructor’s access to the original course and moves the instructor into the new course with the other users in the section. If you want an instructor to have access to the original course, you must add the instructor’s enrollment to a separate section in the original course.

If you allow instructors to cross-list their own sections, they can only de-cross-list a section back to the original course if they still have an enrollment in the original course. Otherwise they will have to contact you for assistance.

Cross-Listing Examples

In K12 institutions, cross-listing can be used for instructors who are teaching the same subject in more than one class. For instance, an instructor is teaching Algebra during 1st, 3rd, and 7th period. These periods can be set up in Canvas as three separate courses, and students are enrolled in the course according to which period they are taking. Rather than enter and
manage course content three different times, two of the courses can have a section (or multiple sections) cross-listed into the third course before the course is published. So if the sections created in the courses for the 3rd and 7th periods were cross-listed into the course created for 1st period, the instructor only has to update the first course, which now includes all three periods as individual sections.

In higher education, the same concept applies. Many times one course taught by one teacher is shown for course credit across multiple departments. If an English 1010 course is spread across four different departments with different names, institutions can create separate courses for each department's enrollments (e.g., English, Business, Psychology, and Education), then open those courses and cross-list their sections into one master course.

Managing one course with multiple sections provides flexibility for instructors all while managing content in one location. Instructors can use sections to create differentiated assignments and section-specific due dates, create self sign-up groups where students must all be in the same section, and specify that enrollments can only interact with other users in their section.
How do I cross-list a section in a course as an admin?

Cross-listing allows you to move section enrollments from individual courses and combine them into one course. This feature is helpful for instructors who teach several sections of the same course and only want to manage course data in one location. Instructors can allow students to view users in other sections or limit them to only view users in the same section. Section names do not change when they are cross-listed; the section is just moved to another course.

Cross-listing should be done while courses are unpublished. Coursework is retained with the course, not with the section enrollments, so if a published course is cross-listed, all cross-listed enrollments will lose any associated assignment submissions and grades. Conversations between users that were created before a section is cross-listed will not allow replies after cross-listing.

To cross-list a course, you must know the name of the course or the course ID into which you are cross-listing. However, using a course ID is a better way to confirm you are cross-listing a section into the correct course. You can find the course ID by opening the course and viewing the number at the end of the browser URL (e.g. account.instructure.com/courses/XXXXXX).

Sections can only be in one course at a time. Once a section is cross-listed, you can re-cross-list the section into another course if necessary. You can also de-cross-list a section.

This article shows how to manually cross-list a section. However, cross-listing can also be done using SIS imports. For more information on cross-listing, view the cross-listing video.

Notes: Before you can cross-list a section, the course must contain at least one enrollment.
Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Courses

In Course Navigation, click the **Courses** link.

**Note:** When you open an account, the account defaults to the Courses page.

---

Find Course

To find the course in the account, use the filter and search options.

---

Open Settings

<table>
<thead>
<tr>
<th>Intro to Biology</th>
<th>A00101</th>
<th>Default Term</th>
<th>Biology</th>
<th>0</th>
<th></th>
<th></th>
</tr>
</thead>
</table>
In the courses list, click the child course’s Settings link.

### Open Sections

<table>
<thead>
<tr>
<th>Course Details</th>
<th>Sections</th>
<th>Navigation</th>
<th>Apps</th>
<th>Feature Options</th>
</tr>
</thead>
</table>

Click the Sections tab.

### Open Section

#### Course Sections

- Biology 101 (19 Users)
- Biology 101 - MWF (3 Users)
- **Biology 101 - TTH** (13 Users)

Click the title of the section you want to cross-list.

### Cross-List Section

- Edit Section
- **Cross-List this Section**
- Back to Course Settings

Click the Cross-List this Section button.
Search for Course

Cross-List this Section

Cross-List Section

Cross-listing allows you to create a section in one account and then move it to a course on a different account. To cross-list this course, you'll need to find the course you want to move it to, either using the search tool or by entering the course's ID.

Search for Course: [1]

Or Enter the Course's ID: [2]

Selected Course:

In the Search for Course field [1], enter the name of the course into which you are cross-listing. Or, in the Course ID field [2], enter the ID number for the course.

Cross-List this Section

Confirm you have selected the correct course [1]. Click the Cross-List This Section button [2].
Confirm Cross-Listing

The cross-listed section now appears in the new course. The breadcrumbs show the new course code.

Re-Cross-List Section

Sections can only be in one course at a time. If you need to cross-list the section into a different course, click the **Re-Cross-List this Section** button.
How do I de-cross-list a section in a course as an admin?

If you cross-listed a section from a course, you may be able to cross-list the same section back into the original course. This process is called de-cross-listing and returns all student enrollments back to the original course section.

Once you de-cross-list enrollments, all grades and student submissions are removed from the course (since the course can no longer associate the information with any course enrollments). If you need to retain student grades and put them in the original course, you should export the Gradebook and import it into the original course before de-cross-listing the section.

Note: Do not change the course name while cross-listing or de-cross-listing courses.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Courses

In Course Navigation, click the Courses link.

**Note:** When you open an account, the account defaults to the Courses page.

Find Course

To find the course in the account, use the filter and search options.

Open Settings

| Intro to Biology | A00101 | Default Term | Biology | 0 | + |
In the courses list, click the course **Settings** link.

**Open Sections**

[Table]

<table>
<thead>
<tr>
<th>Course Details</th>
<th>Sections</th>
<th>Navigation</th>
<th>Apps</th>
<th>Feature Options</th>
</tr>
</thead>
</table>

Click the **Sections** tab.

**Open Section**

[Table]

<table>
<thead>
<tr>
<th>Course Details</th>
<th>Sections</th>
<th>Navigation</th>
<th>Apps</th>
<th>Feature Options</th>
</tr>
</thead>
</table>

**Course Sections**

- **Biology 101** (19 Users)
- **Biology 101 - MWF** (3 Users)
- **Biology 101 - TTH** (13 Users)

Click the title of the section you want to de-cross-list.
De-Cross-List This Section

Click the De-Cross-List this Section button.

Click the De-Cross-List This Section button. The section will be moved back to its original course.

Note: If you de-cross-list a section that includes student grades, Canvas will include a message that all grades will no longer be visible. If you need to retain student grades and put them in the original course, you should export the Gradebook and import it into the original course before de-cross-listing the section.
How do I conclude a course at the end of a term as an admin?

When a course is completed and you want to provide read-only access to the course, you may be able to conclude the course manually in Canvas. However, if your institution uses software that automatically concludes enrollments, you do not have to manually end your course since the end date of the course will automatically conclude the course on your behalf.

When courses are manually concluded, all enrollments are removed from the course and placed in the prior enrollments page. All users in the course will have read-only access. This change applies to all enrollments, including course instructors. Instructor-based roles will no longer have the same access in the course and will result in loss of course functionality and user information, such as viewing SIS data. If full functionality is still required for instructors but you want to conclude the course for students, you can change the participation end date of the course. Please note that instructors can also change the course participation date for their courses.

Once a course is concluded, if you do not want students to be able to view the course at all, you can restrict students from viewing prior courses. You can un conclude a course, if necessary.

Notes:

- Manually concluding a course is a course permission. If the Conclude this Course button does not appear in Course Settings, this setting has been restricted for your course. If you are an instructor, contact your admin for assistance.
- Manually concluding, or hard concluding, a course results in loss of user access and functionality for all user roles. To preserve user access and information, and course functionality for instructors, consider soft concluding a course using term dates or course end dates.
- When a course is concluded, the course participation end date is automatically populated with the current date and time.
Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Courses

In Course Navigation, click the Courses link.

Note: When you open an account, the account defaults to the Courses page.

Find Course

To find the course in the account, use the filter and search options.

Open Settings
In the courses list, click the course **Settings** link.

## Conclude This Course

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Student View" /> <strong>Student View</strong></td>
<td><img src="image" alt="Course Statistics" /> <strong>Course Statistics</strong></td>
</tr>
<tr>
<td><img src="image" alt="Course Calendar" /> <strong>Course Calendar</strong></td>
<td><img src="image" alt="Conclude this Course" /> <strong>Conclude this Course</strong></td>
</tr>
<tr>
<td><img src="image" alt="Delete this Course" /> <strong>Delete this Course</strong></td>
<td><img src="image" alt="Copy this Course" /> <strong>Copy this Course</strong></td>
</tr>
<tr>
<td><img src="image" alt="Import Course Content" /> <strong>Import Course Content</strong></td>
<td><img src="image" alt="Export Course Content" /> <strong>Export Course Content</strong></td>
</tr>
<tr>
<td><img src="image" alt="Reset Course Content" /> <strong>Reset Course Content</strong></td>
<td><img src="image" alt="Validate Links in Content" /> <strong>Validate Links in Content</strong></td>
</tr>
</tbody>
</table>

To conclude your course, click the **Conclude this Course** button.
Conclude Course

Confirm Conclude Course

Warning: Concluding the course will archive all course content and prevent you from modifying grades.

If you would like to retain the ability to change grades while limiting student access to the course, please utilize the course dates settings. You can learn about course date settings in our guides here.

Click the Conclude Course button.

View Confirmation

Course successfully concluded

Verify that the course has been concluded.
How do I unconclude a course in an account?

You can unconclude a concluded course. For example, if an instructor has the appropriate permissions to conclude a course before the end of the term, Canvas sets an immediate end date for the course and puts the course in an archived state for both students and instructors. However, as an admin, you can unconclude courses at any time if an instructor needs to have a course restored to the account.

Note: When a course is unconcluded, the course participation end date and time are automatically removed.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Courses

In Course Navigation, click the **Courses** link.

**Note:** When you open an account, the account defaults to the Courses page.

Find Course

To find the course in the account, use the filter and search options.

Open Settings

| Intro to Biology | A00101 | Default Term | Biology | 0 | + |
In the courses list, click the course **Settings** link.

### Unconclude Course

![Unconclude Course Button]

Click the **Unconclude Course** button.

### View Confirmation

![Confirmation Message]

Verify that the course has been unconcluded.
How do I enable a course as a blueprint course as an admin?

As an admin, you can enable any course in your institution as a blueprint course in Course Settings. A blueprint course allows you to create content and learning objects, lock specific settings or content items, and push updates to all associated courses through course syncing.

Any course can be set as a blueprint course as long as it is not associated with another blueprint course or contain student enrollments. Associated courses must reside in the same or a lower subaccount than where the blueprint course resides.

The Course Settings page sets the specific definition for how locked objects should be treated for the entire course. Once a definition is set, objects can be locked individually within their appropriate Canvas Index pages.

Locked objects can be defined generally or specifically by type. By default, each object type contains no locked attributes. Attributes that can be locked include content, points, due dates, and availability dates and apply within assignments, discussions, pages, files, and quizzes.

**General Locked Objects**

By default, the course is defined for General Locked Objects, meaning that any objects locked in the blueprint course are subject to general attributes that cannot be edited in associated courses. For instance, when Content is selected as a locked object attribute, instructors in associated courses are not able to edit any content for any locked objects. The option to lock content is selected by default, though it can be deselected as a lock option.

**Locked Objects by Type**

Blueprint courses can also be defined for Locked Objects by Type, meaning that any objects locked in the course are subject to specific settings set by type that cannot be edited in associated courses. Blueprint courses support and sync five object types: assignments, discussions, pages, files, and quizzes.

**Object Definition Changes**

You may change object definitions and attributes for locked objects in Course Settings at any time. However, unlocking any previously locked attribute retroactively applies to all related locked objects in the associated course. If a previously locked attribute is enabled, or unlocked, in the blueprint course, any locked content attributes in the associated course that vary from locked content attributes in the blueprint course will trigger an unsynced change and override the content in the associated course. Please ensure definitions and attributes are specified before making associated courses available to instructors.

**Notes:**

- Blueprint courses cannot include any student or observer enrollments.
- Blueprint courses do not have to be published.
- Blueprint courses do not include the Reset Course Content button, as content cannot be reset.
- Blueprint courses are not supported for courses across trust accounts. A course in one account cannot be a blueprint course for another account.
- Blueprint courses do not sync certain course settings to associated courses, including timezone, term, and course format.
- Blueprint courses include similar functionality with Canvas Commons. To learn more about Canvas Commons, see the Course Content Distribution Comparison resource document.

**Open Account**

In Global Navigation, click the **Admin** link [1], then click the name of the account [2].
Open Courses

In Account Navigation, click the **Courses** link.

**Note:** When you open an account, the account defaults to the Courses page.

Find Course

To find the course in the account, use the filter and search options.

Open Settings
In the courses list, click the course Settings link.

**Open Course Details**

Click the Course Details tab.

**Enable Course**

Click the Enable course as a Blueprint Course checkbox.
## View Restrictions

<table>
<thead>
<tr>
<th>Name:</th>
<th>Geography 101</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Code:</td>
<td>GEO 101</td>
</tr>
<tr>
<td>Blueprint Course:</td>
<td>☐ Enable course as a Blueprint Course</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name:</th>
<th>Geography 101-B</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Code:</td>
<td>CLC-B</td>
</tr>
<tr>
<td>Blueprint Course:</td>
<td>Geography 101 (courses/189)</td>
</tr>
</tbody>
</table>

If the course cannot be enabled as a blueprint course, the checkbox is grayed out [1]. A course cannot be enabled as a blueprint course if the course contains student enrollments.

If the course is already associated with a blueprint course, you can view the course name and course ID as a reference (e.g. courses/XXX) [2]. The name of the blueprint course includes a link to access the blueprint course.
Define General Locked Objects

By default, the course is defined for General Locked Objects, meaning that any objects locked in the blueprint course are subject to general attributes that cannot be edited in associated courses.

Select Attributes
As part of the general settings, select the attributes for the locked objects in this course. General locked objects support four attributes across any course object: content, points, availability dates, and due dates.

The option to lock content is selected by default, though it can be deselected as a lock option.

Locked objects cannot be edited in associated courses. For instance, when Content is selected as a locked object attribute, instructors in associated courses are not able to edit any content for any locked objects. Content also includes the title of the content item.

**Define Locked Objects by Type**

To define locked objects by type, select the Locked Objects by Type option. This setting means that any objects locked in the course are subject to specific settings set by type that cannot be edited in associated courses.
Select Attributes

Blueprint courses support and sync five object types: assignments, discussions, pages, files, and quizzes. To select an attribute for an object type, expand the attribute type menu [1] and select individual attributes that apply to each locked object [2]. When an attribute is selected, the attribute name displays next to the object type.

Notes:

- Attributes do not need to be the same for each object type. Additionally, depending on the object type, not all attributes may be available.
- Rubrics can be updated and synced as part of blueprint courses. However, if points have been locked for an assignment, updating the rubric’s point value does not affect the assignment point value.
Update Course Details

Click the **Update Course Details** button.
How do I associate a course with a blueprint course as an admin?

As an admin, you can associate active courses with a blueprint course. Associated courses receive synced updates from the blueprint course. Once a course is associated with a blueprint course, it cannot be associated with any other blueprint course.

Associated courses must reside in the same or a lower subaccount than where the blueprint course resides. In each associated course, the name of the blueprint course is displayed in the Course Settings page, and users with permission to manage the blueprint course can access the blueprint course through a direct link.

Content that can be managed by an instructor is not overwritten when the Blueprint Course is synced to associated courses, and new content that is added to any associated course is also not affected.

After a course is associated with a blueprint course, the blueprint course will create an initial sync that included all course content. You can choose to associate courses after all course content is created, or you can associate courses immediately and sync the blueprint course later when the blueprint content is complete.

Concluded Courses

Courses that are associated with a blueprint course and have been concluded will continue to receive any synced changes from the blueprint course. The status of a course does not affect the blueprint sync. If a concluded course should not receive synced changes from the blueprint course, the course should be removed as an associated course.

Notes:

- Only admins can associate courses to a blueprint course. Any instructor who is enrolled in the blueprint course can make changes and sync content to associated courses but cannot control the course association.
- LTI tools may be affected in associated courses. After the course syncs, verify the settings for LTI tools are configured correctly in associated courses.
- If a course's association with a blueprint course is removed, the course will no longer receive synced updates and course content will no longer be locked. Content synced from the blueprint course will remain in the course after the association is removed.
- Blueprint courses do not sync certain course settings to associated courses, including timezone, term, and course format.
In Global Navigation, click the **Admin** link [1], then click the name of the account [2].
Open Courses

In Account Navigation, click the **Courses** link.

**Note:** When you open an account, the account defaults to the Courses page.

**Find Course**

To find the course in the account, use the filter and search options.

To include only blueprint courses in your search results, click the **Show only blueprint courses** option.
Open Course

In the courses list, click the course **Settings** link.

Open Associations

In the Course Home Page, click the Blueprint sidebar tab [1], then click the **Associations** link [2].

**Note:** You can access the Blueprint sidebar from any Course Navigation page
Filter Courses

The Associations page displays any courses that are associated with the blueprint course. Once a course is associated with a blueprint course, it cannot be associated with any other blueprint course.

To filter courses by term, click the Terms drop-down menu [1]. To filter courses by subaccount, click the Subaccount drop-down menu [2].

You can also locate a specific course in the search field [3]. Enter the title, short name (course code), or SIS ID for a course. Course nicknames are not supported in the search field. Deleted courses do not display in search results.

View Search Results

<table>
<thead>
<tr>
<th>Title</th>
<th>Short Name</th>
<th>Term</th>
<th>SIS ID</th>
<th>Teacher(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Geography 101-A</td>
<td>CLC-A</td>
<td>Default Term</td>
<td></td>
<td>6 teachers</td>
</tr>
<tr>
<td>Geography 101-B</td>
<td>CLC-B</td>
<td>Default Term</td>
<td></td>
<td>Nora Sanderson</td>
</tr>
<tr>
<td>Geography 101-C</td>
<td>CLC-C</td>
<td>Default Term</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Once a term or subaccount is selected, the Courses list will expand and display all results in the selected term or subaccount. If an entry is added to the search field, the list will update with any relevant search results.

Search results display the course title [1], short name (course code) [2], term [3], SIS ID [4], and any teacher (instructor) enrollments [5].

Notes:

- Search results will display up to 100 courses. If you wish to associate more than 100 courses at a time, consider creating a CSV file to upload using the SIS import tool.
- If six or more teachers are associated to a course, the Teacher(s) column displays the number of teachers [6].

Add Courses

To associate a course with the blueprint course, click the checkbox next to the course title [1]. You can select multiple courses at one time, or you can select all courses by clicking the Select All Courses checkbox [2].

Current associated courses and courses to be added display in the Associated Courses section [3]. To remove a course as an association, click the Remove icon [4].

To publish courses selected for association, click the Publish upon association checkbox [5].
**Note:** The Publish upon association checkbox will only publish courses in the To be Added list and will not publish courses that were already associated.

**View Unsynced Warning**

![Warning: You have unsynced changes that will sync to all associated courses when a new association is saved.]

If you have unsynced changes in your blueprint course when you are associating a course, Canvas generates a warning to let you know the unsynced changes will be synced to all associated courses.

**Save Courses**

![Check Publish upon association, Cancel, Save]

Click the **Save** button.

**Confirm Courses**

![Associations saved successfully]

View your associated changes were saved.
Modify Associations

<table>
<thead>
<tr>
<th>Associated</th>
<th>Short Name</th>
<th>Term</th>
<th>SIS ID</th>
<th>Teacher(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Current</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Geography 101-A</td>
<td>CLC-A</td>
<td>Default Term</td>
<td>6 teachers</td>
<td></td>
</tr>
<tr>
<td>Geography 101-B</td>
<td>CLC-B</td>
<td>Default Term</td>
<td></td>
<td>Nora Sanderson</td>
</tr>
<tr>
<td><strong>To be Added</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Geography 101-C</td>
<td>CLC-C</td>
<td>Default Term</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

You can add and save additional associated courses, if necessary.

To remove a course, click the Remove icon.

When you are finished with course associations, click the Done button.
View Sync

After a course is associated with a blueprint course, the blueprint course will create an initial sync that includes all course content.

Once a sync has started, the sidebar shows the sync status as long as you are viewing the page. You can leave the page, but know that the sync may take a while to process.

Notes:

- If you immediately view an associated course and don't see any updates, the sync may still be in process. To confirm sync completion, enable the Blueprint sync notification in User Settings.
- Sync history will show the date and time the sync was made but no details will be included related to the sync.
- Only BluePrint master course content will sync with associated courses. Content that was manually added or copied using a different format will not sync.
How do I lock course objects in a blueprint course as an admin?

Within an individual blueprint course, you can lock and unlock course objects and sync content for the blueprint course. If you are not sure how objects were defined for the course, you can view them in the Course Settings Course Details tab. Attributes for locked objects may be changed in Course Settings at any time.

If you enroll an instructor in a blueprint course, the instructor can also lock and unlock course objects. By default, objects in blueprint courses are unlocked.

**Locked Objects**

Locking an object in a course enforces the attributes defined in Course Settings. Any change to an attribute retroactively applies to all locked objects in the associated course. If an attribute is enabled for locked objects in the blueprint course, any locked attributes in the associated course that vary from locked attributes in the blueprint course will trigger unsynced changes in the blueprint course and override the associated course objects.

Locking or unlocking an object applies immediately to all associated courses. However, the change will still be noted as an unsynced change and will not appear in the Sync History page until the sync is complete. Additionally, changes are not identified as an unsynced change until the page is refreshed.

**Unlocked Objects**

Objects that are unlocked can be managed by a course instructor like any other Canvas object. If the blueprint course is synced and the instructor has modified unlocked objects in the associated course, unlocked objects are not overwritten with the synced changes.

Unlocked blueprint objects can be locked at any time. If you lock an unpublished object, and that object was previously removed from an associated course, the object will be replaced in the associated course.

**Object Management**

This article shows how to lock an object from the Assignments page. Objects can also be managed in the Files, Modules, Pages, and Quizzes.

In Modules, only individual module items can be locked. Changes to the modules structure are triggered as part of a course sync.

**Note:** You can only lock and unlock objects created in the blueprint course. Any new objects added to an associated course by an instructor does not include a blueprint icon and is not associated with the blueprint course.
Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Courses

In Account Navigation, click the Courses link.

Note: When you open an account, the account defaults to the Courses page.

Find Course

To find the course in the account, use the filter and search options.

To include only blueprint courses in your search results, click the Show only blueprint courses option.
Open Course

In the courses list, click the course Settings link.

Open Assignments

In Course Navigation, click the Assignments link.

Note: Objects can also be managed in the Files, Modules, Pages, and Quizzes pages.
View Icon Status

In any Index page, you can view the status of each object. White squares indicate the object is unlocked [1]. Blue squares with a lock icon indicate the object is locked [2].

By default, objects are unlocked. You can change the status of an object by toggling the lock and unlocked icons.

Lock Object

To lock an object, click the object’s unlocked icon. The hover text will confirm you want to lock the object.

Unlock Object

To unlock an object, click the object’s lock icon. The hover text will confirm you want to unlock the object.
View Status in Individual Object

Except within Files, blueprint status can be modified within individual objects.

Files can only be locked or unlocked in the Files Index Page.

Lock Object

To lock an unlocked object, click the Blueprint button. The button will change from gray to blue and indicate the object is locked.
Unlock Object

Individual objects show the attributes that have been locked.

To unlock a locked object, click the **Locked** button. The button will change from blue to gray and indicate the object is unlocked. The locked attributes banner will also be removed from the page.
View Instructor Access

Assignment 3: Surf's Up - Beach Analysis

With your group members, analyze the surf and beach zone to explain different types of waves and surf.
You should include media (photos or video) during our field trip for this topic.

Instructors can view locked and unlocked icons in the Index page. However, they cannot manage the existing status of an object.
For locked objects, the individual page displays the locked attributes selected in Course Settings, if any. Instructors cannot modify locked objects, so any attributes that are locked cannot be edited.
Assignment 3: Surf’s Up - Beach Analysis

With your group members, analyze the surf and beach zone to explain different types of waves and surf.

You should include media (photos or video) during our field trip for this topic.

Points: 5
Assignment Group: Assignments 2
Display Grade as: Points 2

Assign

- Do not count this assignment towards the final grade

Assign to

- Everyone

Due: Aug 17 at 11am
Available from: Until:
How do I sync course content in a blueprint course as an admin?

When a course is first associated with a blueprint course, the associated courses are immediately synced. After the initial sync, changes must be synced to associated courses manually.

As an admin, you can sync blueprint content changes to associated courses. Additionally, any instructor who is enrolled in the blueprint course can also make changes and sync content to associated courses.

**Content Sync**

After a change is made to an object or attribute as defined in Course Settings, the blueprint course sidebar display a sync option indicating that unsynced changes have been made in the course. Content can be synced at any time.

All course content will be included in a blueprint sync, regardless of whether content is locked. Changed content will always overwrite the existing content in the associated courses for all locked objects. Content that can be managed by an instructor or new content created in an associated course by the instructor is not affected.

Notifications within associated courses can only be sent if the notification trigger has not yet occurred. Features such as announcements in a blueprint course may need to be created as a delayed post so the announcement displays in the associated course after syncing course content.

**Content State**

The sync will include the state of each object as it exists in the blueprint course. For instance, if an assignment is unpublished in the blueprint course, it will also be unpublished in the associated course. However, once the state is changed in the associated course, the state within the blueprint course will no longer apply.

**Modules Exceptions**

If a blueprint course includes Modules, changes to the modules structure are triggered as part of a course sync. Module items cannot be locked, but course state applies to all individual module items.

The following sync exceptions apply for Modules content:

- Associated courses match the modules structure initially created in the blueprint course. Any additional modules and their content added to the blueprint course and synced to associated courses will always be added to the bottom of the Modules page in the associated courses.
- If modules or module items are rearranged in an associated course, the module order will be updated to match the blueprint course structure in the next sync. If a module item in an associated course is moved to another module, the module item will exist in both modules.
- Modules created from a blueprint course and deleted from an associated course will not be restored in additional course syncs.
- Manually created module items in an associated course will remain in the module but will display above all blueprint synced module items. Imported module items in associated courses will be removed during blueprint sync.
• If a module lock date is added or updated in an associated course, the module setting will be updated to match the module setting in the blueprint course in the next sync.
• If a module prerequisite is added or updated in an associated course, the module setting will be updated to match the module setting in the blueprint course in the next sync.

Notes:
• Changes within Course Settings do not trigger unsynced changes. The course only recognizes unsynced changes when a change is made to course content.
• Instructors in associated courses can view the latest blueprint sync information in Course Settings.
• If an assignment in a blueprint course is muted, the muted status is not synced to the same assignment in associated courses.
• Blueprint courses do not sync certain course settings to associated courses, including timezone, term, and course format.
Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Courses

In Account Navigation, click the **Courses** link.

**Note:** When you open an account, the account defaults to the Courses page.

Find Course

To find the course in the account, use the filter and search options.

To include only blueprint courses in your search results, click the **Show only blueprint courses** option.
Open Course

<table>
<thead>
<tr>
<th>Course</th>
<th>Code</th>
<th>Default Term</th>
<th>Level</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intro to Biology</td>
<td>A00101</td>
<td>Default</td>
<td>Biology</td>
<td>0</td>
</tr>
</tbody>
</table>

In the courses list, click the course Settings link.

Open Blueprint Sidebar

In the Course Home Page, click the Blueprint sidebar tab.

Note: You can also access the Blueprint sidebar from any Course Navigation page.
The Blueprint sidebar provides quick access to blueprint sync information.

If any changes have been made in the course, the sidebar displays the number of unsynced changes in the course [1]. All course content is copied in the sync regardless of whether or not objects are locked. The only exception is Course Settings, which must be selected on a per-sync basis as part of the sync options [2]. You can also create a notification about the sync from the sidebar [3].

If you know what content is being synced and you are ready to sync your content, you can sync updates directly from the sidebar [4].
View Unsynced Changes

If you are not sure what content is being synced, or if you just want to confirm existing changes in the course, you can view specific details about the unsynced changes by clicking the Unsynced Changes link.

The Unsynced Changes page shows the specific content that has been updated. Each content object shows the current status of the object (locked or unlocked) [1], the name of the content item [2], the content change [3], and the content object type [4].

Content changes can be created, updated, or deleted. Updated changes indicate any change to existing content.
Select Sync Options

Course Settings include all settings options in the course, including Course Navigation. To sync Course Settings to associated courses, select the **Include Course Settings** checkbox [1].

If you want to send a notification about the blueprint sync, click the **Send Notification** checkbox [2]. Other admins and instructors can set the Blueprint sync notification and receive updates when a sync is complete.

To add a message as part of the notification, click the **Add a Message** checkbox [3]. The message can be added as a reference to note what changes were made in the sync and displays in the Sync History page.

Sync Changes

Click the **Sync** button.
View Sync

Once a sync has started, the sidebar shows the sync status as long as you are viewing the page. You can leave the page, but know that the sync may take a while to process.

Notes:

- If you immediately view an associated course and don’t see any updates, the sync may still be in process. To confirm sync completion, enable the Blueprint sync notification in User Settings.
- Only BluePrint master course content will sync with associated courses. Content that was manually added or copied using a different format will not sync.
How do I view the sync history for a blueprint course as an admin?

Once a sync has been made in a blueprint course to associated courses, the sync is recorded in the Sync History page. You can view Sync History to view prior syncs and details about the sync.

Any instructor who is enrolled in the blueprint course can also make changes and sync content to associated courses. Synced changes from the instructor also display in the Sync History page.

The Sync History page records the last five syncs to the blueprint course.

Notes:

- If sync history shows no sync details, the blueprint course was being synced to an associated course. The sync history for association syncs show the date and time the sync was made but no additional details are included.
- Instructors in associated courses can view the latest blueprint sync information in Course Settings.
Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Courses

In Account Navigation, click the Courses link.

Note: When you open an account, the account defaults to the Courses page.

Find Course

Filter by term ▼  Course ▼  Search courses...

☐ Hide courses without students  ☐ Show only blueprint courses

To find the course in the account, use the filter and search options.

To include only blueprint courses in your search results, click the Show only blueprint courses option.
Open Course

In the courses list, click the course Settings link.

Open Sync History

In the Course Home Page, click the Blueprint sidebar tab [1], then click the Sync History link [2].

Note: You can access the Blueprint sidebar from any Course Navigation page.
View Sync History

The Sync History page shows information about the last five syncs to the blueprint course. The page displays the date and time of the sync [1], the number of changes [2], and the name of the user who synced the changes [3].

If a message was included as part of the notification, the message is displayed above the list of synced changes [4].

For an initial course association, sync history will show the date and time the sync was made but no details will be included related to the sync.
View Sync Details

The Sync History page shows the specific content that has been synced. Each content object shows the synced status of the object (locked or unlocked) [1], the name of the content item [2], the content object type [3], the content change [4], and whether or not the sync was applied [5].

Content changes can be created, updated, or deleted. Updated changes indicate any change to existing content.

View Sync Exceptions

The Sync History page may show items with a sync exception. Exceptions occur when content is not synced because the content was modified in an associated course before the blueprint course was synced.

An exception is noted by the Exception indicator [1], which includes the number of exceptions.
To view which course(s) had an exception, click the arrow icon next to the name of the content item [2]. The term and name of the course is shown in the expanded details.

**Close Sync History**

When you are finished with the Sync History page, click the **Done** button.
External Apps (LTI)
How do I use the Canvas App Center in an account?

The App Center is your gateway to powerful teaching tools that are easily integrated into a Canvas account or Canvas course. In the App Center, you can specify which external applications will integrate with your Canvas account. Tools available at the account level are also available to all the courses in the account or sub-account.

Open Account

Click the Admin link [1], then click the name of the account [2].
Open Settings

In Account Navigation, click Settings link.

Open Apps

Click the Apps tab.
View App Center

External Apps

Apps are an easy way to add new features to Canvas. They can be added to individual courses, or to all courses in an account. Once configured, you can link to them through course modules and create assignments for assessment tools.

See some TI tools that work great with Canvas.

1. Manage App List
2. View App Configurations
3. Installed
4. Not Installed
5. Filter by name

The App Center shows all apps available in your account [1]. You can also filter by installed [2] and not installed [3], or use the search field to locate a specific app [4].

View App

To view a quick description of an app, hover over the app. To view all details, click the app.
View App Details

AcadSource

AcadSource Course Resource Management AcadSource provides a centralized platform to manage and distribute course resources, including digital downloads, product keys, access codes, and cloud provisioning. Students can access their course resources from an easy to use dashboard which can also integrate with your Learning Management System (LMS).

Modern features include:
- SAML Single Sign-on (SSO) support
- LMS LTI Integration
- Open Web API
- Administrative Console

On the details page, you can view a description of the app [1]. When you are ready to install the app with the proper credentials, you can add the app as a tool for your course [2].

Note: The Canvas App Center does not always contain all the information about an app. You may want to visit the Edu App Center for complete information about the external app you want to configure.

Manage App List

External Apps

Apps are an easy way to add new features to Canvas. They can be added to individual courses, or to all courses in an account. Once configured, you can link to them through course modules and create assignments for assessment tools.

See some LTI tools that work great with Canvas.

Filter by name
To manage your Edu App Center whitelist in Canvas, click the Manage App List button. The access token syncs the External Apps list at both the account and course levels to only show allowed apps from the Edu App Center set up for the organization.

View App Configurations

External Apps

Apps are an easy way to add new features to Canvas. They can be added to individual courses, or to all courses in an account. Once configured, you can link to them through course modules and create assignments for assessment tools.

See some LTI tools that work great with Canvas.

<table>
<thead>
<tr>
<th>All</th>
<th>Not Installed</th>
<th>Installed</th>
</tr>
</thead>
</table>

To view existing apps and configurations in your course, click the View App Configurations button.
Manage Apps

<table>
<thead>
<tr>
<th>Name</th>
<th>Add to RCE toolbar</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canvabadges</td>
<td>NA</td>
</tr>
<tr>
<td>Canvas Data Portal</td>
<td>NA</td>
</tr>
<tr>
<td>Canvas Data Services</td>
<td>NA</td>
</tr>
<tr>
<td>chat</td>
<td>NA</td>
</tr>
<tr>
<td>Microsoft Teams Meetings</td>
<td>5</td>
</tr>
</tbody>
</table>

To view configurations for an external app, click the app's Settings icon [1]. To edit the app, click the Edit link [2]. To view placements for the app, click the Placements link [3]. To Delete the app, click the Delete link [4].

To add an external app to the Rich Content Editor toolbar, click the Add to RCE toolbar toggle [5].

Note: At the course level, any apps added at the account level display a lock icon and cannot be edited.
View App Placements

App Placements shows the places in Canvas where your app can be used, including navigation menus, LTI assignments, Rich Content Editor buttons, and module links. You can manage external app placements for your account.

Note: You may see a No Placements Enabled message. This message indicates that the app does not have any specified placements within Canvas. However, the app will still work as intended.
How do I create and manage organizations in the Edu App Center?

In the Edu App Center, you can create organizations. Each organization can have its own allow list and App Center tokens. You can also add members and administrators to an organization.

Open Organizations

Click the Admin link [1]. In the drop-down menu, select the Organizations link [2].

View Organizations
View the organizations in your account [1]. To filter organizations by name, click the Filters link [2].

Each organization displays the number of apps [3], members [4], and administrators [5].

**Create Organization**

To create a new organization, click the Create Organization button.

**Enter Information**

Enter your organization name in the Organization Name field [1] and website URL in the Website field [2].

To display new apps by default, click the Automatically make new apps visible on the allow list checkbox [3].

Click the Save Changes button [4].
Open Organization Details

To view more information about an organization, click the View Organization button.

View Details

Organization: Canvas Documentation Squad

1. Name
2. Approval
3. Date Created
4. Partner Level

5. Details
6. 0 Apps
7. 1 Members
8. 0 App Center Tokens

9. Manage Allow List
10. Create New Token
11. Add Member
12. Edit
From the Details page, you can view the organization's name [1], approval status [2], date created [3], and partner level [4].

To view app information, click the Apps tab [5]. To view organization members, click the Members tab [6]. To view App Center tokens, click the App Center Tokens tab [7].

To manage your allow list, click the Manage Allow List [8] button. To create a new app token, click the Create New Token button [9].

To edit organization details, click the Edit button [10].

Add Member

To add a member to your organization, click the Add Member button.

Enter Member Details

Add Member to Canvas Documentation Squad

Organizations / Canvas Documentation Squad / Add Member

Organization: Canvas Documentation Squad

Email Address

1 jack.fountain@instructure.com

2 Checked if this member is an administrator of the organization

3 Save Changes Cancel
Enter the email address for the member in the **Email Address** field [1]. To designate the member as an administrator, click the **Checked if this member is an administrator of the organization** checkbox [2].

To add the member to your organization, click the **Save Changes** button [3].
How do I manage an allow list in the Edu App Center?

The Edu App Center allows you to create an allow list of external apps for your institution. After you have created an allow list, you can manage your allow list in Canvas and only display approved external apps to courses in your account and subaccounts.

Note: Apps added to an EduAppCenter allowlist may take up to 24 hours to display in Canvas.

Log in to Edu App Center

In the browser's search bar, type eduappcenter.com and click the Login link.

Select how you want to log in by choosing Twitter, Github, Microsoft, Google, or creating an account using an email.
Open Organizations

Click the Admin link [1]. In the drop-down menu, select the Organizations link [2].

Learn more about creating and managing organizations.

Manage Allow List

Click the Manage Allow List button.
Manage Apps

By default, all apps are hidden. Hidden apps do not display in the app center list. You can show or hide all apps by clicking the Allow All or Hide All buttons [1].

Show or hide individual apps by clicking the Hidden [2] and Visible [3] buttons next to the app.

When you are finished, return to your organization page by clicking the name of your organization [4].

Note: Apps added to an EduAppCenter allowlist may take up to 24 hours to display in Canvas.
Create New Token

To create an API Token, click the **Create New Token** button.

Share API Token
To view your app token, click the App Center Tokens tab [1].

Copy the API token to use for your allow list [2].

An API token can be used to manage allow lists directly in Canvas and display approved apps at the account, subaccount, and course levels.

**Note:** An organization can create multiple tokens, but each token directs to the same allow list. Multiple tokens can be used to create access for specific users and deleted at a later date.
How do I manage an Edu App Center allow list in Canvas?

If your institution is using an Edu App Center allow list, you can manage your allow list directly in Canvas. To apply the allow list, you will need to know the API token created for your Edu App Center organization. The access token syncs the External Apps list at both the account and course levels to only show apps from the Edu App Center allow list set up for the organization.

Admins can manage the app list at any time to remove or replace an access token. When an account or subaccount does not include an access token, the External Apps list displays the default app list provided by Canvas. Allow lists can only be managed at the account and subaccount levels.

Canvas only accepts one API token for an organization. A token applied at the account level automatically filters down to all subaccounts. The Edu App Center supports creating multiple tokens for an organization, but each token directs to the same allow list. If you want to create separate allow lists that apply to individual subaccounts, you'll need to create additional organizations in the Edu App Center and create API tokens for each allow list.

Note: Apps added to an EduAppCenter allowlist may take up to 24 hours to display in Canvas.
Open Account

Click the Admin link [1], then click the name of the account [2].

Open Settings

Themes
Developer Keys
Canvas Data Portal
Admin Tools
Analytics
Settings
In Account Navigation, click the **Settings** link.

**Open Apps**

![Menu](Image)

Click the **Apps** tab.

**Manage App List**

**External Apps**

Apps are an easy way to add new features to Canvas. They can be added to individual courses, or to all courses in an account. Once configured, you can link to them through course modules and create assignments for assessment tools.

See some LTI tools that work great with Canvas.

Click the **Manage App List** button.
Enter API Token

Manage App List

Enter the access token for your organization from eduappcenter.com. Once applied, only apps your organization has approved in the EduAppCenter will be listed on the External Apps page. Learn how to generate an access token.

Access Token

In the Access Token field [1], enter the API Token from your Edu App Center organization.

Click the Save button [2].
View Apps

External Apps

Apps are an easy way to add new features to Canvas. They can be added to individual courses, or to all courses in an account. Once configured, you can link to them through course modules and create assignments for assessment tools.

See some LTI tools that work great with Canvas.

View the list of approved apps from your allow list.
How do I configure an LTI key for an account?

As an admin, you can configure an LTI key from the Developer Keys page. LTI keys can be used to enable an external app that supports IMS Global LTI 1.3 and LTI Advantage.

When supported by a tool provider, this framework allows admins to manage all LTI tool configuration data directly in the Developer Keys page. The LTI can then be added to an account or a course via an associated client ID. Specific questions about a provider’s integration or potential integration with the LTI 1.3 and LTI Advantage framework should be sent directly to the tool provider.

Notes:

- Developer Keys is an account permission. If you cannot view the Developer Keys link in Account Navigation, this permission has not been enabled for your user account.
- Disabling or deleting the LTI key removes the application installs.
- For more information about LTI integrations, please visit the External Tools Introduction API page.
In Global Navigation, click the Admin link [1], then click the name of the account [2].

Open Developer Keys

-SIS Import
-Themes
-Developer Keys
-Canvas Data Portal
-Admin Tools
-Analytics
-Settings

In Account Navigation, click the Developer Keys link.

Add LTI Key

Click the Add Developer Key button [1]. Then click the Add LTI Key option [2].
Enter LTI Settings

Key Settings

- **Key Name**: LTI 1.3 Test Tool
- **Owner Email**: test@instructure.com
- **Redirect URIs**: https://www.sample.edu
- **Notes**:

Enter the settings for the LTI key:

- **Key Name** [1]: The name of the company or external tool.
- **Owner Email** [2]: The email of the person who owns the external tool.
- **Redirect URIs** [3]: Redirect URI data should be provided by the tool provider. If you select the Paste JSON configuration method, the Redirect URI field will fill in automatically once you have entered the LTI 1.3 configuration.
- **Notes** [4]: Any notes about the LTI key, such as the reason it was created.

Select Configuration Method

Configure

Method
- Manual Entry
To select the method you want to use to configure your LTI tool, click the **Method** drop-down menu.

### Enter Manual Entry Details

To manually enter the details for your LTI key, click the **Manual Entry** option [1].

If the tool provider requests that their tool be set up via manual entry, they will need to provide the details to fill the required fields. Required fields are title [2], description [3], target link URL [4], OpenID connect initiation URL [5], and JWK method [6]. JWK method can be set to public JWK or public JWK URL.

You can also enter non-required details for LTI Advantage services [7], additional settings [8] and placements [9]. Any items selected in the Placements field will display as LTI setting items [10].

**Note:** If the LTI vendor is unable to provide the information for the required fields, you may want to configure the tool via the Paste JSON or Enter URL option.
Enter JSON Details

Configure

Method

1. Paste JSON

LTI 1.3 Configuration

2. {}  

To paste JSON formatting for your LTI 1.3 configuration, click the Paste JSON option [1]. Then enter the JSON formatting in the LTI 1.3 Configuration field [2].

Enter JSON URL

Configure

Method

1. Enter URL

JSON URL

2

To enter a JSON URL, click the Enter URL option [1]. Then enter the JSON URL in the JSON URL field [2].

Save LTI Key

Cancel  Save
To save your LTI key, click the **Save** button.

**View LTI Key**

**Developer Keys**

<table>
<thead>
<tr>
<th>Name</th>
<th>Owner email</th>
<th>Details</th>
<th>Stats</th>
<th>Type</th>
<th>State</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>LTI 1.3 Test Tool</td>
<td><a href="mailto:test@instructure.com">test@instructure.com</a></td>
<td>370000000000000136 Show key</td>
<td>Access Token Count: 0 Created: 26 Apr at 13:50 Last Used: Never</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unscoped Key</td>
<td><a href="mailto:test@instructure.com">test@instructure.com</a></td>
<td>370000000000000101 Show key</td>
<td>Access Token Count: 2 Created: 16 Jan at 14:25 Last Used: Never</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scoped Key</td>
<td><a href="mailto:test@instructure.com">test@instructure.com</a></td>
<td>37000000000000092 Show key</td>
<td>Access Token Count: 0 Created: 17 Sep 2018 at 11:28 Last Used: Never</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>LTI-4-LIFE</td>
<td><a href="mailto:test@instructure.com">test@instructure.com</a></td>
<td>370000000000000079 Show key</td>
<td>Access Token Count: 4 Created: 6 Jul 2017 at 10:46 Last Used: Never</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

View your LTI key [1]. LTI keys are indicated by the **External Tool** icon [2].

Each LTI key includes a client ID [3]. Copy or write down the client ID to [enable the external tool](#) from your Account Settings or to share it with users to enable the tool in a course.
How do I configure an external app for an account using a URL?

Some external apps require a URL configuration. This lesson shows how to add an external tool using the URL provided by the external app provider. To learn more about configuring external apps, visit the Edu App Center.

Notes:

- External apps can also be configured using a URL in sub-accounts.
- Manually configuring an external app is an account permission. If you cannot configure an external app, this permission has not been enabled for your user role.

Open Account

Click the Admin link [1], then click the name of the account [2].
Open Settings

In Account Navigation, click the **Settings** link.

Open Apps

Click the **Apps** tab.
View App Configurations

External Apps

Apps are an easy way to add new features to Canvas. They can be added to individual courses, or to all courses in an account. Once configured, you can link to them through course modules and create assignments for assessment tools.

See some LTI tools that work great with Canvas.

To configure an app, click the View App Configurations button.

Add New App

External Apps

Apps are an easy way to add new features to Canvas. They can be added to individual courses, or to all courses in an account. Once configured, you can link to them through course modules and create assignments for assessment tools.

See some LTI tools that work great with Canvas.

Click the Add App button.

Set Configuration Type

Select the Configuration Type drop-down menu and set the configuration type to By URL.
Add App Details

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name 1</td>
<td>Enter the name of the app.</td>
</tr>
<tr>
<td>Consumer Key 2</td>
<td>Enter the consumer key.</td>
</tr>
<tr>
<td>Shared Secret 3</td>
<td>Enter the shared secret.</td>
</tr>
</tbody>
</table>

Enter the name of the app in the **Name** field [1]. Enter the consumer key in the **Consumer Key** field [2] and the shared secret in the **Shared Secret** field [3]. This key and shared secret will be provided by the vendor or (if using the Edu App Center) provided by the website.

**Note:** There are some apps that do not require a consumer key or shared secret, so pay attention to the configuration directions.
Add Configuration URL

In the **Configuration URL** field, enter the URL for the app. Apps are configured and recommended to be entered as secure links (HTTPS).

Submit App

Click the **Submit** button.
Verify App

If the app has already been added in the account, Canvas verifies that you still want to install the app. To continue, click the Yes, Install Tool button.

**Note:** Verifications only take place in the same context for an existing external app (such as installing the same app multiple times in the root account).

View App

<table>
<thead>
<tr>
<th>Name</th>
<th>Add to RCE toolbar</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canvabadges</td>
<td>NA</td>
</tr>
<tr>
<td>Canvas Data Portal</td>
<td>NA</td>
</tr>
<tr>
<td>Canvas Data Services</td>
<td>NA</td>
</tr>
<tr>
<td>chat</td>
<td>NA</td>
</tr>
<tr>
<td>Microsoft Teams Meetings</td>
<td></td>
</tr>
</tbody>
</table>

View the external app.
To manage the app, click the **Settings** icon [1]. To edit the app, click the **Edit** link [2]. To **manage app placements**, click the **Placements** link [3]. To delete the app, click the **Delete** link [4].

To add an external app to the Rich Content Editor toolbar, click the **Add to RCE toolbar** toggle [5]. This option is only available for external tools that support placement in the Rich Content Editor.

**Note:** When you click the Placements link, you may see a No Placements Enabled message. This message indicates that the app does not have any specified placements within Canvas. However, the app will still work as intended.
How do I configure an external app for an account using XML?

Some external apps require an XML configuration. This lesson shows how to add an external tool using the XML provided by the external app provider. To learn more about configuring external apps, visit the Edu App Center.

Notes:

• External apps can also be configured using XML in sub-accounts.
• Manually configuring an external app is an account permission. If you cannot configure an external app, this permission has not been enabled for your user role.

Open Account

Click the Admin link [1], then click the name of the account [2].
Open Settings

In Account Navigation, click the Settings link.

Open Apps

Click the Apps tab.

View App Configurations

External Apps

Apps are an easy way to add new features to Canvas. They can be added to individual courses, or to all courses in an account. Once configured, you can link to them through course modules and create assignments for assessment tools.

See some LTI tools that work great with Canvas.
To configure an app, click the View App Configurations button.

### Add New App

**External Apps**

Apps are an easy way to add new features to Canvas. They can be added to individual courses, or to all courses in an account. Once configured, you can link to them through course modules and create assignments for assessment tools.

See some [LTI tools](#) that work great with Canvas.

Click the Add App button.

### Set Configuration Type

Select the Configuration Type drop-down menu and set the configuration type to Paste XML.

### Add App Details

Enter the name of the app in the Name field [1]. Enter the consumer key in the Consumer Key field [2] and the shared secret in the Shared Secret field [3]. This key and shared secret will be provided by the vendor or (if using the [Edu App Center](#)) provided by the website.
Note: There are some apps that do not require a consumer key or shared secret, so pay attention to the configuration directions.

Enter Configuration XML

In the XML Configuration field, paste the XML code.

Submit App

Click the Submit button.
Verify App

If the app has already been added in the account, Canvas verifies that you still want to install the app. To continue, click the Yes, Install Tool button.

Note: Verifications only take place in the same context for an existing external app (such as installing the same app multiple times in the root account).

View App

<table>
<thead>
<tr>
<th>Name</th>
<th>Add to RCE toolbar</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canvabadges</td>
<td>NA</td>
</tr>
<tr>
<td>Canvas Data Portal</td>
<td>NA</td>
</tr>
<tr>
<td>Canvas Data Services</td>
<td>NA</td>
</tr>
<tr>
<td>chat</td>
<td>NA</td>
</tr>
<tr>
<td>Microsoft Teams Meetings</td>
<td></td>
</tr>
</tbody>
</table>

View the external app.
To manage the app, click the Settings icon [1]. To edit the app, click the Edit link [2]. To manage app placements, click the Placements link [3]. To delete the app, click the Delete link [4].

To add an external app to the Rich Content Editor toolbar, click the Add to RCE toolbar toggle [5]. This option is only available for external tools that support placement in the Rich Content Editor.

**Note:** When you click the Placements link, you may see a No Placements Enabled message. This message indicates that the app does not have any specified placements within Canvas. However, the app will still work as intended.
How do I configure an external app for an account using a client ID?

External apps that support LTI 1.3 and LTI Advantage require configuration using a client ID. The client ID can be found by configuring an LTI key from the Developer Keys page.

Notes:
- Manually configuring an external app is an account permission. If you cannot configure an external app, this permission has not been enabled for your user role.
- Disabling or deleting the LTI key removes the application installs.

Open Account

Click the Admin link [1], then click the name of the account [2].
Open Settings

In Account Navigation, click the Settings link.

Open Apps

Click the Apps tab.
View App Configurations

External Apps

Apps are an easy way to add new features to Canvas. They can be added to individual courses, or to all courses in an account. Once configured, you can link to them through course modules and create assignments for assessment tools.

See some LTI tools that work great with Canvas.

To configure an app, click the View App Configurations button.

Add New App

External Apps

Apps are an easy way to add new features to Canvas. They can be added to individual courses, or to all courses in an account. Once configured, you can link to them through course modules and create assignments for assessment tools.

See some LTI tools that work great with Canvas.

Click the Add App button.
Set Configuration Type

**Add App**

Configuration Type

*By Client ID*

Select the Configuration Type drop-down menu and set the configuration type to **By Client ID**.

**Enter Client ID**

**Add App**

Configuration Type

*By Client ID*

**Client ID**

Enter the client ID in the **Client ID** field [1].

Then click the **Submit** button [2].

**Note:** If you do not have a client ID, you must first configure an LTI key.
View Error Message

Could not find an LTI configuration for client ID 123456789

If the submitted client ID is not found in your account's developer keys, Canvas will display an error message.

Install App

Add App

Tool "LTI 1.3 with assignment selection" found for client ID 37000000000000136. Would you like to install it?

Cancel Install

To install the app, click the Install button.
View App

View your app on the External Apps page [1].

To manage your app, click the Settings icon [2].

To edit the app, click the Edit link [3]. To manage app placements, click the Placements link [4].

If the app supports LTI Advantage, the Settings menu may also display a Deployment ID link.

To view the Deployment ID for the app, click the Deployment ID link [5]. App providers who utilize LTI Advantage may require this Deployment ID for app functionality.

To delete the app, click the Delete link [6].
How do I configure an external app for an account using an LTI 2 Registration URL?

Some similarity detection external apps can be configured using an LTI 2 registration URL. This lesson shows how to add an external tool using a URL provided by the external app provider. To learn more about configuring external apps, visit the Edu App Center.

Notes:

• External apps can also be configured using an LTI 2 registration URL in sub-accounts.
• Configuring an external app is an account permission. If you cannot configure an external app, this permission has not been enabled for your user role.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Settings

In Account Navigation, click the **Settings** link.

Open Apps

Click the **Apps** tab.

View App Configurations

Apps are an easy way to add new features to Canvas. They can be added to individual courses, or to all courses in an account. Once configured, you can link to them through course modules and create assignments for assessment tools.

To configure an app, click the **View App Configurations** button.
Add New App

External Apps

Apps are an easy way to add new features to Canvas. They can be added to individual courses, or to all courses in an account. Once configured, you can link to them through course modules and create assignments for assessment tools.

Click the Add App button.

Select Configuration Type

Configuration Type

Click the Configuration Type drop-down menu and select By LTI 2 Registration URL.

Add Registration URL

In the Registration URL field, enter the URL for the app.

Apps are configured and recommended to be entered as secure links (HTTPS).
Launch Registration Tool

Click the **Launch Registration Tool** button.

**Note**: You may have to confirm settings or provide additional information in the Registration Tool.

Verify App

This tool has already been installed in this context. Would you like to install it anyway?

If the app has already been added in the account, Canvas verifies that you still want to install the app. To continue, click the **Yes, Install Tool** button.

View App
View the external app.

To manage the app, click the **Settings** icon [1]. To edit the app, click the **Edit** link [2]. To manage app placements, click the **Placements** link [3]. To delete the app, click the **Delete** link [4].
How do I configure a manual entry external app for an account?

You can manually configure an external app in your account settings in Canvas. However, configuring an external app by URL is more common.

To learn more about configuring external apps, visit the Edu App Center.

Note: Manually configuring an external app is an account permission. If you cannot configure an external app, this permission has not been enabled for your user role.

Open Account

Click the Admin link [1], then click the name of the account [2].
Open Settings

In Account Navigation, click the Settings link.

Open Apps

Click the Apps tab.

View App Configurations

External Apps

Apps are an easy way to add new features to Canvas. They can be added to individual courses, or to all courses in an account. Once configured, you can link to them through course modules and create assignments for assessment tools.

See some LTI tools that work great with Canvas.
To configure an app, click the View App Configurations button.

Add App

External Apps

Apps are an easy way to add new features to Canvas. They can be added to individual courses, or to all courses in an account. Once configured, you can link to them through course modules and create assignments for assessment tools.

See some LTl tools that work great with Canvas.

Click the Add App button.

Set Configuration Type

Select the Configuration Type drop-down menu and set the configuration type to Manual Entry.

Add App Details

In the name field, type the name of the app [1]. Type the consumer key [2] and the shared secret [3] in the appropriate fields.
Add Launch URL and Domain

In the Launch URL field [1], enter the Launch URL (source of the iframe for the link) to match the app to Canvas. Example: https://www.launchurl.com

You can choose to enter a domain in the Domain field [2]. The domain is optional and may be included with or replace launch URL. Type the appropriate URL or domain in the domain field. Example: domain.com

Note: URLs must be iframe enabled and accept POST requests. Additionally, apps are configured and recommended to be entered as secure links (HTTPS).

Set Privacy

Select the Privacy drop down menu to set the privacy settings:

1. **Anonymous**: No identifying information about the user will be sent to the vendor
2. **Email Only**: The user’s email is the only identifying information sent to the vendor.
3. **Name Only**: The user’s name is the only identifying information sent to the vendor.
4. **Public**: Various identifying information (name, email, Canvas ID, SIS ID of the course, SIS ID of user, etc.) is sent to the vendor.
Add Custom Fields and Descriptions

Custom Fields

Type a custom field in Custom Fields [1]. Custom fields can be used to add extra parameters, such as making the tool appear in an embedded or mini state.

Description

Type a description of the app in the Description field [2].

Submit App

Click the Submit button.
Verify App

Add App

This tool has already been installed in this context. Would you like to install it anyway?

No, Cancel Installation  Yes, Install Tool

If the app has already been added in the account, Canvas verifies that you still want to install the app. To continue, click the Yes, Install Tool button.

Note: Verifications only take place in the same context for an existing external app (such as installing the same app multiple times in the root account).

View App

View the newly configured external app.
To manage the app, click the **Settings** icon [1]. To edit the app, click the **Edit** link [2]. To **manage app placements**, click the **Placements** link [3]. To delete the app, click the **Delete** link [4].

To **add an external app to the Rich Content Editor toolbar**, click the **Add to RCE toolbar** toggle [5]. This option is only available for external tools that support placement in the Rich Content Editor.

**Note:** When you click the Placements link, you may see a No Placements Enabled message. This message indicates that the app does not have any specified placements within Canvas. However, the app will still work as intended.
How do I manage external app placements for an account?

You can manage placements for an external app in your account. Placements determine where an app can be seen and used in Canvas.

App placement categories include course navigation, account navigation, user navigation, homework submissions, Rich Content Editor button, migration selection, link selection (modules), and assignment selection.

When managing app placements, placements can be set to active or inactive. Active placements display in the Canvas feature area listed in the App Placements menu. Inactive placements are removed from the Canvas feature area listed in the App Placements menu.

Note: Managing external app placements in the App Configuration page in account settings only applies to LTI 1.1 tools.

Open Account

Click the Admin link [1], then click the name of the account [2].
Open Settings

- Themes
- Developer Keys
- Canvas Data Portal
- Admin Tools
- Analytics

In Account Navigation, click the Settings link.

Open Apps

Click the Apps tab.
View App Configurations

External Apps

Apps are an easy way to add new features to Canvas. They can be added to individual courses, or to all courses in an account. Once configured, you can link to them through course modules and create assignments for assessment tools.

See some LTI tools that work great with Canvas.

To configure an app, click the View App Configurations button.

Open Placements

External Apps

Apps are an easy way to add new features to Canvas. They can be added to individual courses, or to all courses in an account. Once configured, you can link to them through course modules and create assignments for assessment tools.

See some LTI tools that work great with Canvas.

<table>
<thead>
<tr>
<th>Name</th>
<th>Add to RCE toolbar</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canvabadges</td>
<td>NA</td>
</tr>
<tr>
<td>Canvas Data Portal</td>
<td>NA</td>
</tr>
<tr>
<td>Canvas Data Services</td>
<td>NA</td>
</tr>
<tr>
<td>chat</td>
<td>NA</td>
</tr>
</tbody>
</table>
Locate the external app you want to manage [1]. Then click the **Settings** button [2] and select the **Placements** option [3].

**Note:** When you click the Placements link, you may see a No Placements Enabled message. This message indicates that the app does not have any specified placements within Canvas.

**View Placements**

The App Placements menu displays all placements for the external app [1]. An active placement displays the **Checkmark** icon [2]. An inactive placement displays the **X** icon [3].

Depending on the LTI tool, the following app placement categories can be viewed in the App Placements Menu:

- **Assignment Selection:** Configure an LTI tool to be selectable as an assignment during assignment creation or editing.
- **Editor Button:** Configure an LTI tool to display as a button in the Rich Content Editor.
- **Homework Submissions:** Configure an LTI tool to display when a student is submitting content for an assignment. When a tool is configured, users will see an additional tab during assignment submission for assignments that accept online submissions.
- **Link Selection:** Configure an LTI tool to select LTI to launch URLs as module items.
- **Navigation:** Configure an LTI tool to display as a link in the navigation for a course, account, or user.
- **Migration Selection:** Configure an LTI tool to display in the Course Imports menu of a course.
Manage Placement

To disable an active placement, click the Checkmark icon [1]. To enable an inactive placement, click the X icon [2].

To close the App Placements menu, click the Close button [3].
How do I add an external tool to the Rich Content Editor toolbar in an account?

As an admin, you can select up to two external tools to display in the toolbar of the Rich Content Editor for all users in your account. Selected tool icons will display next to the Apps icon.

Note: Adding an external tool to the Rich Content Editor toolbar is an account permission. If you cannot add external tools to the Rich Content Editor, your institution has restricted this feature.

Open Account

Click the Admin link [1], then click the name of the account [2].
Open Settings

In Account Navigation, click the **Settings** link.

Open Apps

Click the **Apps** tab.

View App Configurations

Click the **View App Configurations** button.
Add Tool to RCE Toolbar

<table>
<thead>
<tr>
<th>Name</th>
<th>Add to RCE toolbar</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canvalbadges</td>
<td>NA</td>
</tr>
<tr>
<td>Canvas Data Portal</td>
<td>NA</td>
</tr>
<tr>
<td>Canvas Data Services</td>
<td>NA</td>
</tr>
<tr>
<td>chat</td>
<td>NA</td>
</tr>
<tr>
<td>Microsoft Teams Meetings</td>
<td>✔</td>
</tr>
<tr>
<td>New Analytics</td>
<td>NA</td>
</tr>
<tr>
<td>Quizlet</td>
<td>✔</td>
</tr>
<tr>
<td>Quizzes 2</td>
<td>NA</td>
</tr>
<tr>
<td>Required Trainings Management</td>
<td>NA</td>
</tr>
<tr>
<td>SCORM</td>
<td>NA</td>
</tr>
<tr>
<td>YouTube</td>
<td>✗</td>
</tr>
</tbody>
</table>

Find the external tool you want to add [1] and click its associated toggle [2]. The toggle will only display for external tools that support placement in the Rich Content Editor.

The Rich Content Editor only supports up to two external tool icons in the toolbar. If two tools have been selected, all other toggles will lock and cannot be enabled [3].
View Rich Content Editor

Selected tool icons will display next to the Apps icon in the Rich Content Editor toolbar for all users in your account.
How do I enable the New Analytics Online Attendance report in an account?

As an admin, you can enable an Online Attendance report for courses that have enabled New Analytics. Once it is enabled, you can select attendance criteria from the Online Attendance Report settings.

The Online Attendance report displays students as present or absent based on whether they have met any of the selected attendance criteria on a given day.

Notes:

• The Online Attendance report cannot be managed at the sub-account level.
• Data is refreshed in New Analytics every 24 hours. Please confirm the time data was last updated in the course, as content may be outdated compared to recent course activity and student submissions.

Open Settings

In Account Navigation, click the Settings link.

Open Apps
Click the Apps tab.

View App Configurations

External Apps

Apps are an easy way to add new features to Canvas. They can be added to individual courses, or to all courses in an account. Once configured, you can link to them through course modules and create assignments for assessment tools.

See some LTI tools that work great with Canvas.

Click the View App Configurations button.

Open App Settings

In the External Apps list, locate the New Analytics app [1]. Click the Settings button [2] and select the Configure option [3].
Configure Online Attendance Report

The **Online Attendance** settings display in the page [1].

To enable the Online Attendance report, click the **Enable Online Attendance Dashboard** button [2].

To allow instructors to set attendance criteria at the course level, click the **Allow instructors to set Online Attendance Criteria at the course level** button [3].

To select the criteria that determine online attendance, click the **Attendance Criteria** checkboxes [4]. You can select the following criteria:

- **Course Access**: student views a page in a course
- **Posts**: student posts a new comment to an announcement or a discussion
- **Assignments**: student submits an assignment
- **Collaborations**: student loads a collaboration to view/edit document
- **Conferences**: student joins a web conference
- **Pages**: student creates a page
- **Quizzes**: student starts taking a quiz or submits a quiz
If a student meets the requirements of any selected criteria, they will be marked as present for that day in the Online Attendance report.

To save your Online Attendance settings, click the **Save Settings** button [5]. To close the settings window without saving, click the **Close** button [6].

**Notes:**

- The Conferences criteria only applies to BigBlueButton conferences.
- The Quizzes criteria only applies to Classic Quizzes.
Field Admin Console
How do I log in to the Field Cloud Admin Console?

If you are an admin with the correct permissions, you can log in to the Field Admin Console and view support tickets for your institution.

If you see login errors, try the following troubleshooting steps:

- You may need to open adminconsole.canvaslms.com in the same browser window where you are logged into Canvas.
- You may be logged into the wrong Canvas account. Check your URL and try again.
- You may be logged into Canvas as the wrong user. Log out of Canvas and log in as the correct user.
- You may not be setup as a Field Admin. Contact your Customer Success Manager.

Log in to Canvas

Using your institution's Canvas URL, enter your Canvas credentials and log in to your account.
Open Console

To log in to the Field Admin Console, enter adminconsole.canvaslms.com in the URL field in a new browser window or tab.

Select Account

If you have an account with more than one Canvas URL, you may be asked to select the account that you want to use to log in.
View Console

View the Field Admin Console for your account. Learn how to [use the Field Admin Console](https://canvas.instructure.com/hc/en-us).
What are the different case roles in the Field Admin Console?

The Field Admin Console includes five common case roles: Requester, Owner, Contact, CC, and Case Team. Modifications for Requester and CC roles are detailed in this lesson.

Requester

The Requester is the individual who first reports an issue and requires assistance. Under the Case Details tab, the Requester's information can be found under User's Name and User's Email.

Requesters can be modified by updating the Web Email field of a case.

**Note:** If a case is created without a value in the Web Email field, the email address displays as replace.me@example.com. This address indicates that the field should be updated as soon as possible.

Owner

The Owner is the individual who has responsibility for the case. Owners can transfer cases to other Field Admins or escalate them to the Instructure Support Team.
Contact

<table>
<thead>
<tr>
<th>Case Number</th>
<th>Account Timezone</th>
<th>Owner Name</th>
<th>Date/Time Opened</th>
<th>Contact Name</th>
<th>TIR Met</th>
</tr>
</thead>
<tbody>
<tr>
<td>08644588</td>
<td>Mountain (GMT -7)</td>
<td>Bertram Wooster</td>
<td>3/22/2022 8:23 PM</td>
<td>Bertram Wooster</td>
<td></td>
</tr>
</tbody>
</table>

The Contact is the individual who facilitates communication with the Requester. In cases where the Field Admin is set as Owner, they hold both Owner and Contact roles. If that case is escalated to Instructure, the support agent is the Owner, but the Field Admin remains as the Contact. This arrangement allows the Field Admin to actively participate in the case while it is in the hands of the Support Team.

CC (Carbon Copy)

Carbon Copy (CC) is an individual who is added to a case to receive notifications on the progress of a specific case. Multiple individuals can be added as a CC but must be added on a case-by-case basis. CCs can be added to a case using the Add CC field within a case.
Notes:

- The email support@instructure.com cannot be added as a CC to a case.
- If a case is created via email, anyone placed as a CC on the original email will be automatically added as a CC on the case.

Case Team

The Case Team includes Account contacts and Field Admins who will receive notifications for all cases within an account.
How do I use the Field Admin Console?

Once you have logged in, you can use the Field Admin Console to effectively manage cases and customer knowledge bases (KBs) for your accounts. You can also edit your profile information.

Note: Field Admin Console features may vary based on account and user settings. Based on the permissions for your role, you may not be able to view or use the features described in this lesson.

View Field Admin Console

The Field Admin Console opens to the home page. You can use the buttons displayed in the home page to view the Canvas Admin Guide, Canvas release notes, idea conversations, known issues, and product blogs.

The Home page also displays outstanding knowledge base (KB) update requests in the KB Update Requests list.

To search the interface, enter your search terms in the field and click the Search button.

To view the Canvas Guides, click the Canvas Guides link.
Open User Menu

To open your User Menu, click your username.

View User Menu

From the User Menu, you can:

- Return to the home page [1]
- View your profile [2]
- Manage settings [3]
- View your account [4]
View Profile

From your profile, you can view and edit profile information, including name, email, title, department, and contact information. To edit your profile, click the **Edit** button [1].

To edit your profile picture, click the **Photo** icon [2].
From the Settings page, you can manage your password, language, timezone, locale and profile visibility.

To change your password, click the Change Password link [1].

To change your language, click the Language field [2]. To change your timezone, click the Timezone field [3]. To change your locale, click the Locale field [4].

In the Profile Visibility settings [5], you can manage who is able to see the information on your profile page. To customize visibility, click the drop-down menu that corresponds to your profile information [6]. Then select if the information is public, restricted to users who are logged in, or limited to members who created an account.
If your institution has Tier 1 or 24x7 support, you may be able to chat with a Canvas Support agent from the home page.

To open the chat window, click the **Canvas Support** button [1].

Then enter your name [2], email [3], and the chat subject [4]. To begin your chat, click the **Start Chatting** button [5].
View Cases

To view your cases, click the **Cases** tab [1]. From the Cases page, you can manage cases in your account.

To view an individual case, click the case number [2].

View Macros

To view your account macros, click the **Macros** tab [1]. Macros allow field admins to create a list of changes that can be applied to cases in a single click.

To create a new macro, click the **New** button [2]. To print your macros, click the **Printable View** button [3].
View Accounts

To view your accounts, click the Accounts tab [1]. By default, the Accounts page will display all accounts that you are authorized to view. To filter the accounts that display on the page, click the Filter icon [2]. To pin an account filter as the default view, click the Pin icon [3].

To view information for an account, click the name of the account [4].

View Customer KBs

Knowledgebase documents are part of our Tier 1 Support service, where Canvas Support engineers work directly with students and teachers at your institution. KB documents tell our engineers how to help your users with school-specific issues. If your institution does not have Tier 1 Support, there's nothing to see here. If you'd like to move to Tier 1 Support, please contact your Customer Success Manager.

To view customer KBs for your accounts, click the Customer KB tab.
View Case Dashboard

To view your Case Dashboard, click the **Case Dashboard** tab [1].

From the Case Dashboard, you can view donut charts for case origin [2], case role [3], escalated level [4], case drivers [5], Canvas component affected [6], and non Canvas cases [7].

To view detailed reports for a dashboard item, click the **View Report** link [8].

To learn more about options available for the Canvas Components fields, view the [Canvas Component resource document](#).
View Reports

To view case reports in a list view, click the Reports tab [1].

To view a report, click the name of the report [2].
How do I view my customer KB in the Field Admin Console?

As a field admin, you can view and edit your customer knowledge base (KB) from the Field Admin Console. Customer KBs allow you to share institution-specific details that help agents assist users with support cases.

You can also create new KB entries.

Note: Field Admin Console features may vary based on account and user settings. Based on the permissions for your role, you may not be able to view or use the features described in this lesson.

Open Customer KBs

From the Field Admin Console home page, click the Customer KB tab.
Open Account KB

Knowledgebase documents are part of our Tier 1 Support service, where Canvas Support engineers work directly with students and teachers at your institution. KB documents tell our engineers how to help your users with school-specific issues. If your institution does not have Tier 1 Support, there's nothing to see here. If you'd like to move to Tier 1 Support, please contact your Customer Success Manager.

Click the name of the account that includes the KBs you want to view [1].

To filter the accounts that display on the page, click the Filter icon [2].

View KB Entries

View your KB entries.

To create a new KB entry, click the New button [1]. To view details for an entry, click the name of the entry [2].
View Entry Details

Each KB entry contains the following details:

- Entry name [1]
- Affected roles [2]
- Default case handling [3]: provides additional details, text, and keywords that support agents can use when handling a case related to the entry
- Update request [4]: includes any details that should be added to the entry. When these updates are addressed, click the Details Updated checkbox [5].
- User who created the entry [6]
- User who last modified the entry [7]
Edit Entry

To edit an entry field, click the Edit icon [1].

To edit an entire KB entry, click the Edit button [2]. To delete a KB entry, click the Delete button [3]. To clone a KB entry, click the Clone button [4].

View KB Details
To view the details for your customer KB, click the Details tab [1]. Details include alerts [2], contact information [3], prime directives [4], account terminology [5], case routing [6], and account information [7].

To edit the KB details, click the Edit icon [8].
How do I create a KB entry in the Field Admin Console?

As a field admin, you can add a new entry to a customer knowledge base (KB). Customer KBs allow institutions to share institution-specific information with agents that accept support cases from their users.

Note: Field Admin Console features may vary based on account and user settings. Based on the permissions for your role, you may not be able to view or use the features described in this lesson.

Open Customer KB

Click the Customer KB tab.

Open Account KB

Click the name of the account you want to view.
Create New Entry

To create a new entry, click the **New** button.

**Enter Entry Details**

<table>
<thead>
<tr>
<th>Information</th>
<th>Roles</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1" alt="Image" /></td>
<td><img src="image2" alt="Image" /></td>
</tr>
<tr>
<td><strong>Customer KB</strong></td>
<td><strong>Roles</strong></td>
</tr>
<tr>
<td><img src="image3" alt="Image" /></td>
<td><img src="image4" alt="Image" /></td>
</tr>
</tbody>
</table>

Search for Customer KBs in the **Customer KB** field [1].

Enter a name for the entry in **KB Entry Name** field [2].

To select which roles are involved with the entry, click the **Roles** drop-down menu [3]. Roles can be set to students, faculty, all, or none.
Enter Canvas Support Details

To share additional details for the entry, enter the details in the Details for Canvas Support field [1].

To add key words to an entry, enter the terms in the Key Words field [2].

To share additional details for end users, enter the details in the Details for your users field [3].

Save Entry

To save the KB entry, click the Save button [1]. To save the KB entry and create a new entry, click the Save & New button [2].
To delete the new entry, click the **Cancel** button [3].
How do I edit a KB entry in the Field Admin Console?

As a field admin, you can edit an entry in your customer knowledge base (KB). Customer KBs allow institutions to share institution-specific information with agents that accept support cases from their users.

Note: Field Admin Console features may vary based on account and user settings. Based on the permissions for your role, you may not be able to view or use the features described in this lesson.

Open Customer KB

Click the Customer KB tab.

Open Account KB

Click the name of the account you want to view.
Open Entry

To edit an existing KB entry, click the entry's Options icon [1], then click the Edit link [2].

To create a new entry, click the New button [3].
Edit Entry Details

A modal displays in which you can edit the KB entry.

You can edit the Customer KB in which the entry is located [1], roles affected by the entry [2], the entry name [3], and the entry’s priority [4].

You can also manage information included in the entry such as details for Canvas Support [5], key words [6], the title for your users [7], and details for your users [8].

Lastly, you can view and manage any update requests added by Canvas Support for the entry [9].

Save Entry
To save your changes to the KB entry, click the **Save** button [1].

To save this KB entry and create a new KB entry, click the **Save & New** button [2].

To exit the modal without saving changes, click the **Cancel** button [3].
How do I manage KB update requests in the Field Admin Console?

Canvas support agents can request updates to an entry in your institution's knowledge base (KB) through the Field Admin Console. Update requests display on the Admin Console home page. You can view update requests, make changes, and remove the entry from your list of updates.

**Note:** Field Admin Console features may vary based on account and user settings. Based on the permissions for your role, you may not be able to view or use the features described in this lesson.

Open Update Request

KB update requests display in the **KB Update Requests** list [1]. To open an update request, click the name of the request [2].

To view all update requests, click the **View All** link [3].
View Update Request

KB update details display in the **Update Request** section [1].

View the request date and time in the **Update Request Date** field [2]. View the KB addition suggestion from Canvas Support in the **Update Request** field [3].
Edit KB Entry

KB updates can be made in the Canvas Support Details section [1].

To edit your KB entry, click the Edit icon for any field [2].
Enter Case Handling Details

Enter updates to your KB entry in the Default Case Handling fields:

- **The Details for Canvas Support** field displays any relevant information for how Canvas Support should handle related cases [1].
- **The Key Words** field displays any related terms or words that users might use when submitting a case related to the KB entry [2].
- **The Details for your users** field displays a scripted response that support agents can use when responding to related cases [3].

KB entry fields will display a highlighted border once any changes have been made. To undo edits, click the **Undo** icon [4].
Save Changes

To remove the KB entry from the KB Update Requests list on the home page, click the Details Updated checkbox [1].

To save your changes, click the Save button [2].

Notes:
- Checking the Details Updated checkbox and saving your changes will also clear all content from the Update Requests fields.
- When viewing your KB, Canvas support agents will be able to view when the last change was made to the entry.
How do I create a case in the Field Admin Console?

You can create a case from the Field Admin Console. New cases can be added to your list of open cases or escalated to Canvas Support.

Note: Field Admin Console features may vary based on account and user settings. Based on the permissions for your role, you may not be able to view or use the features described in this lesson.

Create New Case

In the Field Admin Console home page, click the Create Support Ticket button.
Add Case Details

Enter a subject for the case in the Subject field [1] and a description in the Description field [2].

The Add CC field is a placeholder field that holds the added CC before adding it to a case [3].

To escalate the case to Instructure support, click the Escalate to Instructure checkbox [4].
Add Attachment

To add an attachment to the case, click the **Upload File** link.
Select File

You don't have any files here. Try a different filter, or upload a file.

To upload a file from your computer, click the **Upload File** button [1]. To select previous files, click the **Owned by Me, Shared with Me, Recent, or Following** link [2].

To add the attachment, click the **Add** button [3].

Submit Case

To submit the case, click the **Submit** button.
View Case

Your case was created.

We'll get back to you soon.

<table>
<thead>
<tr>
<th>Case summary</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Subject:</strong></td>
</tr>
<tr>
<td><strong>Description:</strong></td>
</tr>
<tr>
<td><strong>Case Number:</strong></td>
</tr>
</tbody>
</table>

View the case summary.

To view the full case details, click the case number.
How do I view and manage cases in the Field Admin Console?

As a field admin, you can view and manage cases using the Cases table. The Cases table will display all open cases in your account but can be filtered to display cases that meet specific criteria.

You can log in to the Field Admin Console at adminconsole.canvaslms.com.

Note: Field Admin Console features may vary based on account and user settings. Based on the permissions for your role, you may not be able to view or use the features described in this lesson.

Open Cases

In the Field Admin Console home page, click the Cases tab.

View Cases

The Cases page displays the Cases table, which lists open cases from accounts you manage. Each case displays a case number [1], status [2], subject [3], user who created the case [4], date of last modification [5], date and time the case was opened [6], owner name [7], and account name [8].
Filter Cases Table

To filter the Cases table, click the **Filter** menu [1]. You can filter cases by status, cases created today, cases assigned to you, recently viewed cases, or triaged cases.

To pin a filter as the default view for the Cases page, click the **Pin** icon [2].

To search the Cases table, click the **Search** field [3]. To refresh the table, click the **Refresh** button [4].

Open Case

To **open a case**, click the case number.
How do I manage an individual case in the Field Admin Console?

After you have opened a case from the Cases page, you can manage details for an individual case.

**Note:** Field Admin Console features may vary based on account and user settings. Based on the permissions for your role, you may not be able to view or use the features described in this lesson.

Open Case

To view all cases, click the Cases tab [1]. The click the case number link for the case you want to view [2].

To search for a case, enter the case number or details in the Search field [3].
View Case

Each case displays important details at a glance [1], including case number, owner name, date/time opened, highest escalation level, and contact name.

You can also view the TIR status in the TIR Met field [2]. If the TIR was met, the field will display a Green flag icon. If the TIR was missed, the field will display a Red flag icon.

To follow a case, click the Follow button [3]. To edit case details, click the Edit button [4].
View Case Details

- **Transfer** [1]
- **Status**
  - Solved
- **Web Name**
  - Augustus Flink-Nottle
- **Web Email**
  - seith-test5@instructure.com
- **Subject**
  - Submitting this ticket as another seith@instructure.com user
- **Description**
  - There's a hole in the bottom of the sea.
- **URL**
  - https://seith@instructure.com/login_success=1
- **Canvas Component Section** [1]
  - Course
    - Canvas Component Affected [3]
      - Assignments
    - Canvas Component Action [3]
      - Assignment Groups

The Case Details fields allow you to view and edit information about the case, including:

- user to whom the case will be transferred [1]
- case status [2]
- name of the person who submitted the case [3]
- email address of the person who submitted the case [4]
- case subject [5]
- case description [6]
- Canvas URL where the case was submitted [7]
- Canvas components [8]
To view the case activity feed and comments, click the Chatter tab [1].

To add a comment to the case, enter your comment in the Share an update field [2] and click the Share button [3].

To attach a comment to feed item, click the Comment link for the item [4]. To like a feed item, click the Like link [5].
Change Case Status

To change the case status, click the Change Status tab [1]. Then select the new status from the Status drop-down menu [2]. To save the status, click the Save button [3].

**Note:** When sending a message to Canvas Support, change the case status to Open. Otherwise, the support team may not receive your update.

Transfer Case

To transfer the case, click the Transfer tab [1]. Then click the search field to located the field admin who will receive the case [2]. To save, click the Save button [3].
View Details Tab

To view case details, click the Details tab [1]. From the Details tab, you can view and edit information about a case.

To edit a field in the Case Details tab, click the Edit icon [2].

The Case Number field displays the case number [3]. The Subject field displays what the end-user typed in the subject line [4]. The Description field displays what the end-user typed in the case [5].

The Case Owner field displays the user currently assigned to the case [6]. To change the case owner, click the Case Owner icon [7].
View Canvas Details

The **Canvas Details** section displays Canvas-specific information about the case [1]:

- **Status** [2]: displays the case status. Status can be set to open, new, pending, on hold, solved, or closed as duplicate.
- **Become User URL** [3]: displays the page where the user submitted the ticket. This URL also allows you to see what the end user sees in Canvas.
- **Canvas URL** [4]: displays Canvas instance from which case was submitted.
- **Contact Name** [5]: displays the name of the individual who facilitates communication with the Requester.
- **Canvas Component Section** [6]: describes whether the case relates to an entire account, a specific course, a Canvas user, an LTI or integration, or a non-Canvas issue.
- **Canvas Component Affected** [7]: describes the feature in Canvas where the bug or issue comes from.
- **Canvas Component Action** [8]: describes the action that led to the case creation.
- **Canvas Component Issue** [9]: describes the purpose behind the case creation.
- **Disability/Accessibility Related** [10]: designates if the case relates to disability or accessibility concerns.

To learn more about options available for the Canvas Components fields, view the [Canvas Component resource document](#).
Add Email Copies

The Add CC field contains any email address that will receive notifications for case updates.

View Additional Information

The Additional Information section displays additional information that relates to the case [1]:

- **Case Origin** [2]: displays where the case originated, such as email, phone, or online submission.
- **Priority** [3]: describes the urgency with which the case should be addressed.
- **Transfer** [4]: allows users to transfer case to another field admin.
- **Account Name** [5]: displays the name of the account
- **Web Email** [6]: displays the requester’s email address.
- **Requester Name** [7]: displays the name of the user who created the case.
- **User ID** [8]: displays the requester’s user ID.
- **Requester Role** [9]: displays the requester’s role(s). To add or remove a role, click the role title and click the Arrow keys [10].

To disable notifications on the case, click the **Disable Notifications** checkbox [11].

**Add Comment**

![Enter a New Public Comment](image)

To add a comment to the case, enter the comment in the **Public Comment** field.

The **Owner Name** field displays the name of the case owner.
View Web Information

The **HTTP Environment** field indicates the end user's operating system, browser version, and IP address [1]. To interpret this string, visit the [user agent string website](#) and paste the text in the window for analysis.

The **Stacktrace** field contains the engineering error message [2]. This field will be filled out if the ticket was submitted from a Page Error report. This message is usually only decipherable by the engineer who wrote the code but may contain some information that will lead you on the right path toward resolution.

View Files Tab

The **Google Docs & Attachments** (1) provides a view of any files uploaded to the ticket. This can be helpful for sharing additional information or context.

- **Title**: Jupiter
- **Type**: File
- **Last Modified**: 10/24/2019 9:11 AM
- **Created By**: Reginald Harrington

To upload additional files, click on the **Upload Files** button.
To view files, click the **Files** tab [1].

Each attached file displays the title [2], type [3], date of last modification [4], and user who attached the file [5].

To view a preview of the file, click the file title [6]. To attach a new file, click the **Upload Files** button [7].

**View Macro Tab**

![Macro Tab](image)

To apply a macro to the case, click the **Macro** tab [1]. You can apply a classic macro object or new object.

To apply a new macro, click the **Select Macro** drop-down menu in the Apply Custom Macro Lightning menu [2]. Then click the **Next** button [3].

To apply a classic macro, click the **Macro** drop-down menu [4] and click the **Apply** button [5].

**Note:** Old macros were deprecated on June 1, 2021.
View Escalate Tab

To escalate the case to Canvas Support, click the Escalate tab [1] and click the Escalate button [2].

View Recording/Transcript Tab

To view phone recordings or chat transcripts from the case, click the Recording/Transcript tab [1].

To view the full transcript for a chat, click the chat transcript date link [2].

To listen to a call recording, click the call recording date link [3] and click the Open Call Recording button [4].
How do I escalate a case to Canvas Support in the Field Admin Console?

If necessary, you may be able to escalate a case to the Canvas support team in the Field Admin Console.

Note: Before escalating a case, try troubleshooting the issue or searching for the answer yourself. Try using the community forums or Canvas Guides.

Open Case

Click the Cases tab [1]. Then click the case number link for the case you want to escalate [2].
Open Escalate Tab

Click the Escalate tab.

Escalate Case

Click the Escalate button.
Select Queue

In the **Do you want to escalate this case to the L1 or L2 Queue** drop-down menu [1], select the L1 or L2 queue.

Then click the **Next** button [2].
How do I create a macro in the Field Admin Console?

You can create a macro in the Field Admin Console. Macros allow you to apply set changes to any case in a few clicks. You can apply a macro when you view an individual case.

Note: Field Admin Console features may vary based on account and user settings. Based on the permissions for your role, you may not be able to view or use the features described in this lesson.

Open Macros

To open the Macros page, click the Macros tab.

Create New Macro

To create a new macro, click the New button.
Add Macro Details

Enter the details for the macro. Macro details include:

- **Name** [1]:
  - displays the account where macro can be used. To remove an account, click the Remove icon [3].
- **Account** [2]:
  - displays the account where macro can be used. To remove an account, click the Remove icon [3].
- **Transfer** [4]:
  - transfers cases to designated field admin
- **Status** [5]:
  - designates case status, which can be set to open, new, pending, on hold, solved, or closed as duplicate.
- **Canvas Component Section** [6]:
  - describes whether the case relates to an entire account, a specific course, a Canvas user, an LTI or integration, or a non-Canvas issue.
- **Canvas Component Affected** [7]:
  - describes the feature in Canvas where the bug or issue comes from.
- **Canvas Component Action** [8]:
  - describes the action that led to the case creation.
- **Disable Notifications** [9]:
  - prevents notification emails from sending to Case Owner, Case Contact, and Case CC.
- **Chatter Comment** [10]:
  - adds comment to every case

To learn more about options available for the Canvas Components fields, view the Canvas Component resource document.
Save Macro

To save your macro, click the **Save** button [1]. To save your macro and begin creating a new macro, click the **Save & New** button [2].

To delete your macro, click the **Cancel** button [3].

View Macro

View the macro.

To edit the macro, click the **Edit** button [1]. To delete your macro, click the **Delete** button [2]. To duplicate your macro, click the **Clone** button [3].
Global Navigation
How do I use the Global Navigation Menu as an admin?

The Global Navigation Menu is located on the left side of every page in Canvas. Global Navigation links provide quick access to frequently used Canvas features. As an admin, your default links include the User Account, Admin, Dashboard, Courses, Groups, Calendar, Inbox, and the Help menu.

Depending on your institution account settings, other links may appear in the Global Navigation Menu.

View Account

To view your user information, click the Account link. A menu expands and displays links to access your profile, user settings, notification settings, personal files, and ePortfolios. You can also use the Account link to log out of Canvas.
View Admin

If you are a Canvas admin, you can access your institution's Canvas accounts and sub-accounts in the Admin link [1]. A menu expands and displays a list of your accounts. To view an account, click the name of the account [2]. To view all your managed accounts, click the All Accounts link [3].
The Dashboard is a user's landing page after logging in to Canvas. The Dashboard settings can be changed to display course cards or a list of recent activity, including notifications for all current Canvas courses.
To view your courses, click the **Courses** link [1]. A menu expands and displays any courses where you are enrolled [2].

This menu also displays any courses marked as favorites. If no courses are selected as favorites, the course list will display all current courses. If a course includes term dates, the name of the term will appear as part of the course listing.

If you have been added to any courses, view a course by clicking the name of the course. If your institution has enabled the Public Course Index, you can view all available courses by clicking the **All Courses** link [3].
If you are enrolled in any groups, view your groups in the Groups link [1]. A menu expands and displays all groups where you are enrolled. Most commonly, any groups where you are a member exists as an account group.

To view a group, click the name of the group [2]. To view all your groups, click the All Groups link [3].

Note: Groups cannot be customized in the drop-down menu.
View Calendar

To view your Calendar, click the **Calendar** link. You can create events for your personal calendar and also view events for courses where you are added as a user, if any.
To view your Conversations Inbox, click the Inbox link. Conversations is the Canvas messaging system where you can communicate with other users in your account. The number of new messages are shown as part of the Inbox icon.
To view your recent Canvas course page view history, click the History link. Recent History displays up to three weeks of your Canvas course page view history.
View Commons

If your institution is participating in Canvas Commons, you can access Commons with the Commons link.
View Help

To get help with Canvas, click the Help link [1]. The Help menu appears [2]. Select the help option that is relevant to your needs. You can customize the Help menu for your institution.

Note: Depending on your user role and institution settings, the Help menu may display different options.
To expand or collapse the Global Navigation menu, click the arrow icon.

The Global Navigation Menu automatically collapses for tablet screens.
How do I view my institution's Public Course Index as an admin?

The Public Course Index allows all users within an institution to publicly view the institution's course index in a catalog format. You can view a link to the Public Course Index on the My Courses page.

The Public Course Index can be enabled from your account settings.

Open Courses

In Global Navigation, click the Courses link [1], then click the All Courses link [2].
Browse More Courses

In the My Courses page sidebar, click the Browse More Courses link.

View All Courses

You can view all courses that have been included in the public course index, with the most recently created courses shown first.

You can view the name of the course [1] and a description, if any [2].
You can search for courses in several different ways. In the Name field [1], you can type the name of a course.

You can also search for courses by status. If you want to view only public courses, click the Public courses only checkbox [2]. If you want to view only open enrollment courses, click the Open enrollment courses only checkbox [3]. Open enrollment courses are courses that you can join at any time.

When you are finished selecting your search options, click the Search button [4].
To view a course, click the name of the course [1]. If a course lets students self-enroll, you can join the course at any time by clicking the **Join this Course** button [2]. However, you can view the course first and enroll in the course home page.
How do I view my recent page view history in Canvas as an admin?

As an admin, you can view a list of your recent Canvas course page views from the History link in Global Navigation. The Recent History list displays page view history within the most recent three weeks.

Notes:

- As an admin, acting as a student displays the recent history for the student, not the page views you create.
- Page history displayed in Recent History is identical to the information found in a user’s page views or the user access report.
- As an admin, your Recent History displays a list of pages you have viewed for yourself directly in Canvas courses.
- Recent history does not work in Canvas beta and test environments. If you open Recent History in either environment, a link to the Canvas Guides article about using the beta or test environments displays.

Open History

In Global Navigation, click the History link.
View Recent History

Recent History displays a list of course content and content areas you have viewed within the last three weeks. Page views are listed in chronological order with the most recent page view listed first. List items display the following information:

- **Activity Icon** [1]: the Canvas feature or course activity type
- **Course Link** [2]: the name of the course content area or content item name
- **Course Name** [3]: the name of the course in which you viewed the item; if set, the course nickname displays.
- **Viewed Date** [4]: the date and time when you viewed the page; if the page view occurred within the last 24 hours, a time stamp of [n] hours ago displays
View Recent History Icons

The following icons display in Recent History:

- **Home** [1]: viewed a course home page
- **Announcements** [2]: viewed a course or group Announcements page or a course or group announcement
- **Assignments** [3]: viewed a course Assignments Index page or an assignment
- **Pages/Collaborations** [4]: viewed a course or group Pages Index page, Collaborations page, course or group page, or course or group collaboration
- **Conferences** [5]: viewed a course or group Conferences page
- **Discussions** [6]: viewed a course or group Discussions page or a course or group discussion
- **Files** [7]: viewed a course, group, or user Files page or a course, group, or user file
- **Grades** [8]: viewed a student's grades page, a course gradebook, or an assignment in SpeedGrader
- **Modules** [9]: viewed a course Modules page
- **Outcomes** [10]: viewed a course Outcomes page
- **People** [11]: viewed a course People page
- **Quizzes** [12]: viewed a course Quizzes page or a quiz
- **External Tools (LTI)** [13]: viewed an external tool from Course Navigation or opened an LTI in the course
How do I get help with Canvas as an admin?

You can get help with Canvas by using the Help menu. Depending on your user role, the Help menu generates a list of resources to help you with Canvas. Canvas displays links according to roles in all enrollments; for instance, if you are enrolled as a student, but have at least one course with an instructor-based role, the Help menu will show you links available to students and instructors.

This article outlines the default help links that may be included in the Help menu for your institution. You can customize links in the Help menu.

To learn more about support tiers available to Canvas customers, please view the Support Terms webpage.

Open Help

In Global Navigation, click the Help link.

Note: Depending on your institution, the Help link name and icon may vary.
There are eight default links for help or feedback:

- **Search the Canvas Guides** [1]: Search the Canvas Guides for information about features inside of Canvas
- **COVID-19 Canvas Resources** [2]: Users can view resources for teaching and learning online
- **Conference Guides for Remote Classrooms** [3]: Users can view and search guides and resources for using Conferences in remote classrooms and online learning
- **Report a Problem** [4]: Submit problems with Canvas to our support team
- **Training Services Portal** [5]: Access Canvas training videos and courses
- **Ask the Community (Non-Students Only)** [6]: Exchange ideas and solutions regarding Canvas functionality with Canvas experts and your Canvas peers
- **Submit a Feature Idea** [7]: Submit ideas about how to make Canvas better
- **Show Welcome Tour** [8]: Learn more about Canvas by viewing the Welcome Tour
View Custom Links

Your institution may reorder or remove the default links.

Your institution may remove or modify which link displays as the featured link [1] and which link displays the New label [2].

Lastly, your institution can include custom links in the Help menu [3]. Custom links may include pages to phone numbers, support information, and other resources.
Search Canvas Guides

The Search the Canvas Guides link helps users search Canvas documentation for information about features in Canvas.
COVID-19 Canvas Resources

The COVID-19 Canvas Resources link allows users to view instructions about creating course content in Canvas.
View Web Conferencing Resources

The Conference Guides for Remote Classrooms link allows users to access guides and resources for using web conferencing in remote classrooms and online courses. This link may not appear in your Canvas Help menu.
Report a Problem

The **Report a Problem** link helps users report problems in Canvas.

You may find a faster response to your question by searching the Canvas Guides. But if you can't find an answer, you can submit a ticket and get support help.
Submit Ticket

In the subject field [1], create a subject for your ticket.

In the description field [2], describe the problem you are experiencing in Canvas. Please be as detailed as possible to help troubleshoot the problem. If you submit tickets frequently, you may prefer to use a screencasting program to create an online link to an image or create a video walkthrough. However, if you're not comfortable using online links, you can submit attachments later if necessary; once you submit the ticket, you'll receive an email from the support team. You can reply to the email with any attachment as needed.

In the drop-down menu [3], select the statement that best describes how the problem is affecting you:

- Just a casual question, comment, idea, suggestion
- I need some help but it's not urgent
- Something's broken but I can work around it for now
- I can't get things done until I hear back from you
- EXTREMELY CRITICAL EMERGENCY

When you're done, click the Submit Ticket button [4].

Depending on your institution's support schedule, you'll receive a reply as soon as possible.
Open Training Services Portal

The Training Services Portal link allows users to access the Training Services Portal, which contains self-paced training resources on a variety of Canvas topics.
Ask the Community

The **Ask the Community** link allows users with an admin-, instructor-, TA-, or designer-based role to collaborate with other members of the Canvas community for answers to Canvas questions. This link directs to the [Find Answers space in the Canvas Community](#).
Request a Feature

The Submit a Feature Idea link allows users to submit feature ideas to Canvas. This link directs to the Feature Ideas space in the Canvas Community.
The **Show Welcome Tour** link shows you how to add people and courses to Canvas, share course content and templates with teachers, set up video conferencing and other tools, and access training and other helpful resources.
View Release Notes

If enabled by your institution, you can view release note links from the Help Menu. Release notes describe new and updated features added to the Canvas interface. The Help Menu displays the last ten release notes posted for the admin role. You may also see notes for instructor and observer roles, if you have been assigned one of those roles in a course.

To view a release note document, click the link for the release [1]. The document contains a user summary of release information relevant to a specific user role. The Help Menu also includes a short description [2] and the date the release notes were published [3].

The Help Menu displays a numbered badge for any release notes that have not been viewed [4]. To hide the numbered badge, click the Show badges for new release notes button [5].

Notes:

- Feature previews are not mentioned in release notes until the feature will become a default feature for all users.
How do I use the Canvas Welcome Tour as an admin?

Canvas provides a welcome tour which provides quick tips to get started with a Canvas as an admin.

Note: The Canvas Welcome Tour only displays for users with account admin permissions. It does not display for sub-account admins.

Start Canvas Welcome Tour

Hello, Andy Admin!

We know it’s a priority to transition your institution for online learning during this time. This quick tour will show you how to:

1. Add People and Courses to Canvas
2. Quickly share Course Content and Templates with Teachers
3. Set up Video Conferencing and Other Tools
4. Find Training Resources and More Help

After logging in to Canvas, you can view a short message about the Canvas Welcome Tour.

The Canvas Welcome Tour shows you how to add people and courses to Canvas, share course content and templates with teachers, set up video conferencing and other tools, and find training resources and more help.

To start the Canvas Welcome Tour, click the Start Tour button [1].

To dismiss the Canvas Welcome Tour, click the Not Now button [2] or the Exit icon [3].

Note: Dismissing the tour will disable the tour for your account.
If you previously dismissed the Canvas Welcome Tour, you can reopen the tour by clicking the Help link in Global Navigation [1] and clicking the Show Welcome Tour link [2].

Note: Depending on your institution, the Help menu and links within the Help menu may not display or may display differently.
Add People & Courses to Canvas

The first stop of the tour displays the accounts in which you are an admin [1].

Once an account is opened you can use the resources in the Canvas Welcome Tour message to add individual courses, add individual users, or add bulk users, courses, and enrollments via SIS imports.

To proceed to the next item on the tour, click the Next button [1].

To go to a previous item on the tour, click the Previous button [2].

Share Course Content & Templates

Quickly Share Course Content and Templates with Teachers

Learn more about using Commons and Blueprints.

To proceed to the next item on the tour, click the Next button.
Set Up Video Conferencing

Set up Video Conferencing

Video conferencing tools enable face-to-face connection between teachers and students.

The third tour item provides resources to learn more about video conferencing tools.

To proceed to the next item on the tour, click the Next button.
Find Training Resources & Help

The last tour item opens the Help menu and provides links on how to access training videos and courses [1].

To complete the tour, click the Done button [2].
How do I use the Training Services Portal as an admin?

As an admin, you can access the Training Services Portal to complete self-paced training resources on a variety of Canvas topics. If your institution has a paid training subscription, you may also have access to live trainings and webinars.

The Training Services Portal is hosted in Bridge. Learn more about using Bridge.

Notes:

- The Training Services Portal is only available to admin-, instructor-, and designer-based roles or users without an assigned role.
- The Training Services Portal is only available to institutions in North America. Canadian institutions should contact their Customer Success Manager for information on participation.
- If the Training Services Portal link does not display in your Help menu, you must enable it in account settings.

Open Help Menu

In the Canvas Global Navigation menu, click the Help link.
Note: Depending on your institution, the Help link name and icon may vary.

Open Training Services Portal

Click the Training Services Portal link.

Notes:

- The Training Services Portal is only available to admin-, instructor-, and designer-based roles or users without an assigned role
- If the Training Services Portal link does not display in your Help menu, you must enable it in account settings.
Authorize Account

To use the Training Services Portal, you must authorize Canvas [1] and Bridge [2] to have access to your account.

To authorize use of your account, click the **Authorize** button on both screens [3].
The Training Services Portal is hosted in Bridge. By default, the Training Services Portal opens to the Learning Library. Learn more about using the Learning Library.

The Learning Library includes:

- **Higher Education Programs**: Collections of recommended courses based on user role in Higher Education. Certificates may be awarded upon completion at 80% accuracy. Learning pathways are organized in Bridge programs.

- **Higher Education Administration Programs**: Collections of recommended courses based on user role in Higher Education Administration. Certificates may be awarded upon completion at 80% accuracy. Learning pathways are organized in Bridge programs.

- **Grades K-5 Programs**: Collections of recommended courses based on user role in Grades K-5. Certificates may be awarded upon completion at 80% accuracy. Learning pathways are organized in Bridge programs.

- **Grades 6-12 Programs**: Collections of recommended courses based on user role in Grades 6-12. Certificates may be awarded upon completion at 80% accuracy. Learning pathways are organized in Bridge programs.

- **K12 Admin Programs**: Collections of recommended courses based on user role in K12 Administration. Certificates may be awarded upon completion at 80% accuracy. Learning pathways are organized in Bridge programs.
• **Higher Education - Instructors and Support Staff**: Information on a variety of Canvas topics. Badges may be awarded upon completion.

• **Higher Education - Instructional Designers**: Information on a variety of Canvas topics. Badges may be awarded upon completion.

• **Higher Education - Administration**: Information on a variety of Canvas topics. Badges may be awarded upon completion.

• **Grades K-5 - Instructors and Support Staff**: Information on a variety of Canvas topics. Badges may be awarded upon completion.

• **Grades 6-12 - Instructors and Support Staff**: Information on a variety of Canvas topics. Badges may be awarded upon completion.

• **K12 Instructional Designers**: Information on a variety of Canvas topics. Badges may be awarded upon completion.

• **K12 Administration**: Information on a variety of Canvas topics. Badges may be awarded upon completion.

Learn more about using programs and courses.

**View Admin Dashboard**

Depending on your configuration, the Training Services Portal may open to the Admin Dashboard. The Dashboard allows you to view all users in your institution that have accessed the training portal and a list of learning item completion.

The completion report includes the user’s name, email, the title of the learning unit, the amount of time expected to complete the unit, the enrollment type, and completion status.

**Note:** If you cannot view the Admin Dashboard, contact your Customer Success Manager.
Open Learning Item

To begin a program or course, hover over the program or course card and click the Enroll button [1]. Learn more about enrolling in a program or course.

To view all learning items that you have enrolled in, click the My Learning tab [2]. Learn more about the My Learning page.
View Training Calendar

To view the training calendar, click the **Training Calendar** tab [1]. The Training Calendar displays pre-scheduled live webinars delivered by Canvas trainers.

To register for a live training, click the name of the training [2] and click the **Register** button [3]. You will receive an email confirmation with a link to access the live training. [Learn more about registering for a live training](#).

Notes:

- Live trainings are only available to subscription clients.
- All times in the training calendar display in Eastern time.
Grading
How do I view grading schemes in an account?

You can view your account's grading schemes, including grading schemes you have created for your account. You can also edit and delete grading schemes if necessary.

Any grading schemes created in your account will also display in sub-accounts.

Open Account

Click the Admin link [1], then click the name of the account [2].
Open Grading

In Account Navigation, click the Grading link.

Open Grading Schemes

If Multiple Grading Periods is enabled for your institution, click the Grading Schemes tab.
### View Grading Schemes

The Grading Schemes page shows all grading schemes for your account.

### Add Grading Scheme

To add an account grading scheme, click the Add Grading Scheme button.

<table>
<thead>
<tr>
<th>GPA Scale</th>
<th>Range</th>
<th>to</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.0</td>
<td>100%</td>
<td>93%</td>
</tr>
<tr>
<td>3.7</td>
<td>&lt; 93%</td>
<td>90%</td>
</tr>
<tr>
<td>3.3</td>
<td>&lt; 90%</td>
<td>87%</td>
</tr>
<tr>
<td>3.0</td>
<td>&lt; 87%</td>
<td>83%</td>
</tr>
<tr>
<td>2.7</td>
<td>&lt; 83%</td>
<td>80%</td>
</tr>
<tr>
<td>2.3</td>
<td>&lt; 80%</td>
<td>77%</td>
</tr>
<tr>
<td>2.0</td>
<td>&lt; 77%</td>
<td>73%</td>
</tr>
<tr>
<td>1.7</td>
<td>&lt; 73%</td>
<td>70%</td>
</tr>
<tr>
<td>1.3</td>
<td>&lt; 70%</td>
<td>67%</td>
</tr>
<tr>
<td>1.0</td>
<td>&lt; 67%</td>
<td>65%</td>
</tr>
<tr>
<td>0</td>
<td>&lt; 65%</td>
<td>0%</td>
</tr>
</tbody>
</table>
Manage Grading Schemes

<table>
<thead>
<tr>
<th>Performance</th>
<th>Name</th>
<th>Range</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Excellent</td>
<td>100% to 90%</td>
</tr>
<tr>
<td></td>
<td>Good</td>
<td>&lt; 90% to 80%</td>
</tr>
<tr>
<td></td>
<td>Fair</td>
<td>&lt; 80% to 70%</td>
</tr>
<tr>
<td></td>
<td>Poor</td>
<td>&lt; 70% to 60%</td>
</tr>
<tr>
<td></td>
<td>Fail</td>
<td>&lt; 60% to 0%</td>
</tr>
</tbody>
</table>

To edit a grading scheme, click the Edit icon [1].

To delete a grading scheme, click the Delete icon [2].

Notes:

- You can only edit grading schemes that have not been linked to a course. However, grading schemes can always be deleted.
- If you delete an account-level grading scheme that has been enabled at the course level and used to assess a student, the grading scheme will not be deleted from the course.
How do I add a grading scheme in an account?

As an admin, you can create grading schemes for all accounts associated with your account.

Once a grading scheme is created for your account, instructors can link the grading scheme to their courses. However, once a grading scheme has been used to assess a student, you cannot edit the grading scheme.

Note: Any grading schemes you create in an account will also display within sub-accounts.

Open Account

Click the Admin link [1], then click the name of the account [2].
Open Grading

In Account Navigation, click the **Grading** link.

Open Grading Schemes

If Multiple Grading Periods is enabled for your institution, click the **Grading Schemes** tab.
Add Grading Scheme

Click the **Add Grading Scheme** button.

Edit Grading Scheme

Create a title in the Scheme Name field [1]. For each line item, edit the grading scheme name in the name field [2]. Edit the minimum end of each individual range in the To [Number] % field [3].
Add Range

If you need to add ranges, click the Add icon [1] to the left of any range checkbox. You can remove individual ranges by clicking the Remove icon [2]. When you are finished editing your grading scheme, click the Save button [3].

Save Scheme

Click the Save button.
Modify Grading Scheme

<table>
<thead>
<tr>
<th>Performance</th>
<th>Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>100% to 90%</td>
</tr>
<tr>
<td>Good</td>
<td>&lt; 90% to 80%</td>
</tr>
<tr>
<td>Fair</td>
<td>&lt; 80% to 70%</td>
</tr>
<tr>
<td>Poor</td>
<td>&lt; 70% to 60%</td>
</tr>
<tr>
<td>Fail</td>
<td>&lt; 60% to 0%</td>
</tr>
</tbody>
</table>

Your new grading scheme will appear underneath any previously used grading schemes. If you are able to edit the grading scheme, you can edit the scheme by clicking the **Edit** icon [1]. To delete a grading scheme, click the **Delete** icon [2].

**Notes:**

- You can only edit grading schemes that have not been used for grading. However, grading schemes can always be deleted.
- If you delete an account-level grading scheme that has been enabled at the course level and used to assess a student, the grading scheme will not be deleted from the course.
How do I view grading periods in an account?

As an admin, you can manage grading periods for your institution. Each grading period set applies to the entire institution, including subaccounts. All courses associated with a term in a grading period automatically inherit the term’s grading periods.

As grading periods do not directly affect any course assignments, grading periods can be deleted or their start and end dates can be changed. However, changes should generally be made before a term begins. Changing grading period dates during a term will affect grade totals.

Open Account

Click the Admin link [1], then click the name of the account [2].
Open Grading

In Account Navigation, click the **Grading** link.

Open Grading Periods

Click the **Grading Periods** tab.
Filter Grading Period Sets

Grading

Grading periods can be filtered by viewing a term in the Terms drop-down menu [1], or by searching for the name of a term or grading period in the search field [2].

View Grading Period Sets

The Grading Periods account-level tab displays all grading period sets and their grading periods.

Each grading period set shows the name of the grading period set [1] and the associated terms [2].

Manage Grading Period Sets

To edit the name or term(s) for a grading period set, click the Edit icon [1]. To delete the grading period set, click the Delete icon [2].
Add Grading Period Set

To add a new grading period set, click the Add Set of Grading Periods button.

View Grading Periods

To view a grading period, expand the grading period set by clicking the arrow next to the set name [1].

Each grading period shows the name of the grading period [2], the start date [3], the end date [4], and the close date [5].

If your grading periods are weighted, you can view each grading period's weighted percentage [6]. The percentages for the entire grading period set can total any number and does not have to add up to 100%.
Note: Beneath the date fields, Canvas will display the time zone date and time according to context. If you manage an account in a time zone other than your local time zone, the account and local times are displayed for reference.

Manage Grading Periods

To edit dates for a grading period, click the Edit icon [1]. To delete a grading period, click the Delete icon [2].

To add another grading period, click the Add Grading Period link [3].
View Concluded Grading Periods

<table>
<thead>
<tr>
<th>Riverside County</th>
<th>Terms: 2016-2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quarter 1</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Starts: Aug 20, 2016</td>
</tr>
<tr>
<td></td>
<td>Ends: Nov 11, 2016</td>
</tr>
<tr>
<td></td>
<td>Closes: Nov 11, 2016</td>
</tr>
<tr>
<td>Quarter 2</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Starts: Nov 14, 2016</td>
</tr>
<tr>
<td></td>
<td>Ends: Jan 27, 2017</td>
</tr>
<tr>
<td></td>
<td>Closes: Jan 27, 2017</td>
</tr>
<tr>
<td>Quarter 3</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Starts: Jan 30, 2017</td>
</tr>
<tr>
<td></td>
<td>Ends: Apr 28, 2017</td>
</tr>
<tr>
<td></td>
<td>Closes: Apr 28, 2017</td>
</tr>
<tr>
<td>Quarter 4</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Starts: May 1, 2017</td>
</tr>
<tr>
<td></td>
<td>Ends: Jun 2, 2017</td>
</tr>
<tr>
<td></td>
<td>Closes: Jun 2, 2017</td>
</tr>
</tbody>
</table>

Once a grading period has concluded, existing grading period sets should never be edited and reused for future terms. Future terms should be added to a new grading period set, with dates defined specifically for the future term. As term dates most commonly last an entire year, new grading period sets should only have to be created annually.

Retaining concluded terms and their associated grading periods ensures accuracy in grading reports.
How do I add grading periods in an account?

You can create new grading periods for all courses within your institution. Grading periods can only be created at the account level.

Concluded grading periods should never be edited and reused for future terms. Future terms should be added to a new grading period set, with dates defined specifically for the future term. Retaining concluded terms and their associated grading periods ensures accuracy in grading reports.

Grading Periods

Grading periods are created within a grading period set and associated with a term. All courses associated with the term automatically inherit the grading periods created for the term. Each term can only be associated with one grading period set, but multiple terms can be in the same grading period set. Multiple terms can be added to a grading set if the courses in the terms use the same grading periods. Grading periods can be added to the grading period set in any order and are organized by start date. Start and end dates cannot overlap in a grading period.

Grading periods can also be weighted. When this option is enabled, the overall grade for each term is calculated by taking the final grades for each grading period and applying each grading period’s weight.

In the course grading scheme, instructors can view the grading periods associated with the course term.

Close Dates

You can also add a close date to grading periods, which allows you to extend the time that instructors can edit grades after the grading period has ended. By default, the close date is the same as the end date. However, the close date can be edited to any date after the end date.

At the course level, Canvas validates assignments against closed grading periods in Canvas. Currently, Canvas only validates assignments against closed grading periods in the Gradebook and SpeedGrader. Other feature areas will be validated in upcoming releases. For current limitations associated with the close date feature, please view the Close Dates for Grading Periods document in the Canvas Community.

Multiple Terms and Grading Periods

If your institution requires different grading periods to be active at the same time, you can create additional terms and add them to a new or current grading period set. For instance, if your district needs grading periods for both semesters and quarters, you can create a new term for each school and place the terms within different grading period sets—one created for semesters and one created for quarters. In the Terms page, each term will display its associated grading period.

All courses in a term are associated with the grading period. If your institution requires some courses in a term to not be associated with a grading period, you must create a separate term for those courses that is not associated with a grading period.

Notes:
• Once a term is associated with a grading period, the name of the grading period displays with the term in the Terms page.
• Sub-accounts and courses display grading periods in a read-only state; changes can only be made at the account level.

Open Account

Click the Admin link [1], then click the name of the account [2].
Open Grading

In Account Navigation, click the Grading link.

Add Set of Grading Periods

Click the Add Set of Grading Periods button.
Create Set Name

In the Set Name field, enter a name for the grading period set.

Attach Terms

If you want to attach an existing term to the grading period set, click the Attach Terms field. In the drop-down list, select the term(s) you want to associate with the grading period set. Terms are sorted by date; once a term is selected, the term is removed from the drop-down list. Terms can only be associated with one grading period set.

You can edit a grading period set and add a term at any time.
Set Grading Period Options

You can also choose to set two options for the grading period.

If you want to create each grading period with an individual weight, click the Weighted grading periods check box [1].

When users view the All Grading Periods option in the grading periods drop-down menu, you can allow them to view total grades and any assignment group totals in the course by clicking the Display totals for All Grading Periods option check box [2]. If this check box is not selected, users can still view the total grade within an individual grading period.

Create Set

Click the Create button.
Add Grading Period

Click the Add Grading Period link.

Add Grading Period Details

In the Grading Period Title field [1], create a title for the grading period.

In the start date field [2], enter a start date for the grading period. Start dates default to 12:00 AM. You can also use the calendar icon to select a date.
In the end date field [3], enter or select an end date for the grading period. End dates default to 11:59 PM.

The close date [4] defaults to the end date. To change the close date, enter or select a new close date.

If you enabled weighted grading [5], enter the preferred weighted percentage for the grading period. Grading periods can include any percentage greater than zero, and the total sum of all grading periods does not have to equal 100%.

**Save Grading Period**

Click the **Save** button.

**Manage Grading Periods**

- **Riverside County**
  - Terms: Riverside County

| Quarter 1 | Starts: Sep 4, 2017 | Ends: Dec 22, 2017 | Closes: Dec 29, 2017 | Weight: 20% |

To add another grading period, click the **Add Grading Period** link [1]. To edit the grading period dates, click the **Edit** icon [2]. To delete a grading period, click the **Delete** icon [3].
Integrations
How do I enable Equella for an account?

Equella is a digital repository that provides a platform for teaching and learning.

To integrate Equella with your Canvas account, you will need to know your Equella endpoint URL.

Notes:

• You must have an Equella account before you can enable Equella in Canvas.
• Child consortium accounts cannot manage Equella settings.

Open Account

Click the Admin link [1], then click the name of the account [2].
Open Settings

In Account Navigation, click the Settings link.

Enable Equella

Features

- Let sub-accounts use the Theme Editor to customize their own branding
- Open Registration
- Users can edit their name
- Users can delete their institution-assigned email address
- Show the email address of sender for user interaction Notifications
- Equella
- Analytics
- User Avatars
On the account settings page, under the features section, select the Equella checkbox.

**Enter Equella Settings**

In the Equella Settings section that appears, enter your Equella Endpoint URL.

**Update Settings**

Click the Update Settings button.
How do I enable Slack for an account?

To enable Canvas notifications for all users within a Slack workspace, a user with Slack admin rights must create and install the Slack app to create a Bot Access Token. After the bot is created and verified, individual Canvas users can enable Slack as a Canvas contact method to receive notifications.

Note: Child consortium accounts cannot manage Slack settings.

Open Slack Apps

Open api.slack.com/apps in your internet browser.

If necessary, log in to your Slack account.
Create New Slack App

Click the **Create New App** button [1].

Give the app a name in the **App Name** field [2]. The app name will display to users in the Slack workspace.

Select your institution's workspace or the workspace the app should belong to in the **Development Slack Workspace** drop-down [3].

To create the app, click the **Create App** button [4].
Add OAuth Scope

Open the OAuth & Permissions page [1].

In the Scopes section [2], click the Add an OAuth Scope button [3].
Select Scopes

Click the **Add permission by Scope or API method** drop-down menu [1] and select the following OAuth scope options:

- **channels:manage** [2]: Manage public channels that your Slack app has been added to and create new ones
- **chat:write** [3]: Send messages as your Slack app
- **groups:write** [4]: Manage private channels that your Slack app has been added to and create new ones
- **im:write** [5]: Start direct messages with people
- **mpim:write** [6]: Start group direct messages with people
- **users:read** [7]: View people in the workspace
- **users:read.email** [8]: View email addresses of people in the workspace
Install App

To save and install the app, click the Install App to Workspace button.
Allow App Workspace Access

Canvas Notifications is requesting permission to access the documentation canvas Slack workspace

What will Canvas Notifications be able to do?

- Perform actions in channels & conversations

A message displays requesting permission for the app to access the Slack workspace.

Click the Allow button.
Copy Slack Bot Access Token

Once the app is created in Slack, click the Install App link [1].
Locate the Bot User OAuth Access Token and click the Copy button [2].

Add Slack API Token

Once the app is created in Slack, click the Install App link [1].
Locate the Bot User OAuth Access Token and click the Copy button [2].
In the Account Settings page in Canvas, locate the Slack API Token section and paste the copied token in the **New Slack API Key** field [1].

To save, click the **Update Settings** button [2].

**Note:** If the Slack API Key heading does not display, refresh your browser window.

### Create Contact Method

In your user settings page, click the **Add Contact Method** link [1].

Click the **Slack Email** tab [2], and enter the email address of your Slack account in the **Slack Email** field [3].

Then click the **Register Slack Email** button [4].
Confirm Communication Channel

In Slack, look for a notification sent to the newly-created Slack App with a four-digit Canvas registration code [1].

In Canvas, enter the four-digit code in the **Confirm Communication Channel** field [2]. Then click the **Confirm** button [3].

Once confirmed, all users in your Slack account can add the Slack Email contact method and manage their Slack notification settings in the User Settings page.
How do I manage developer keys for an account?

As an admin, you can manage developer keys for root accounts. You can manage the status for individual developer keys and control direct access to specific API endpoints for third-party tools.

Newly-created developer keys default to off in an account.

Notes:

- Developer Keys is an account permission. If you cannot view the Developer Keys link in Account Navigation, this permission has not been enabled for your user account.
- Although new keys are disabled when created, keys created prior to July 14, 2018, have been turned on by default to ensure uninterrupted access.
- Instructure does not review vendors prior to issuance of global developer keys, though specific vendor information is required. You should review your list of inherited keys to ensure that only institution-approved keys are active. To determine which developer keys are being used in your account, run the User Access Tokens report.
- Consortium Admins can edit developer keys in parent accounts to sync changes to every associated tool installed in any child account.
Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Developer Keys

In Account Navigation, click the **Developer Keys** link.
View Developer Keys

The Developer Keys page defaults to the Account tab, where you can view the Developer Keys for your account. Each key shows the name [1], owner's email [2], details [3], stats [4], type [5], and state [6].

If a key has been configured as an LTI key, the Type column will display the External Tool icon [7].
View Inherited Keys

To view inherited keys associated with your account, click the Inherited tab [1]. Inherited keys are keys created and managed at a global level by Canvas. You can manage the state of inherited keys for your account. However, if a key is grayed out [2], it has been enabled globally and cannot be modified on a specific account level.
### Manage Developer Keys

**Developer Keys**

<table>
<thead>
<tr>
<th>Account</th>
<th>Inherited</th>
<th>Name</th>
<th>Owner Email</th>
<th>Details</th>
<th>Stats</th>
<th>Type</th>
<th>State</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Canvas Test Key</td>
<td><a href="mailto:test@test.com">test@test.com</a></td>
<td>1081000000000000000003</td>
<td>Access Token Count: 0</td>
<td></td>
<td>ON</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Created: Sep 23, 2015 at 6:42pm</td>
<td>Created: Sep 23, 2015 at 6:42pm</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Last Used: Never</td>
<td>Last Used: Never</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

To deactivate a key, click the **Off** button [1]. To edit a key, click the **Edit** icon [2]. To delete the key, click the **Delete** icon [3].

**View Confirmation Message**

**documentation.beta.instructure.com says**

Are you sure you want to change the state of this developer key?

1. OK
2. Cancel

When changes are made to a developer key, a confirmation message displays. To confirm the changes, click the **OK** button [1]. To cancel the changes, click the **Cancel** button [2].
View Deactivated Keys

When a key is deactivated, the key is inactive. Deactivated keys are indicated by the Off button [1]. To reactivate an inactive key, click the On button [2].

Add Developer Key
To add a developer key, click the Add Developer Key button.

**Edit LTI Key**

To edit an LTI key, click the Edit icon.
Update Redirect URI

To update the Redirect URIs field after changing the JSON for an LTI key, click the Sync URIs button. If the Redirect URIs field is empty, it auto-populates from the pasted JSON.
How do I add a developer API key for an account?

As an admin, you can create developer API keys for root accounts. A developer API key is a code given to the developer of a third-party application that allows access to certain information and permissions within Canvas. Developer API keys can be used to create custom integrations with Canvas and allow third-party apps to use Canvas authentication. The developer API key uses OAuth2 to enable the application to use Canvas for authentication. For more information about OAuth2, see the Instructure API OAuth documentation.

The developer API key is sent from the application to Canvas when a user requests access. The application asks the user for permission to programmatically create an API access token. When the user authorizes the application, the third-party application will have the same access to information and account permissions as the user that granted access. For more information about developer documents, see the Instructure Github page.

Key Scoping

Developer API Keys includes functionality for key scoping as part of adding a developer API key. Key scoping allows you to control direct access to specific API endpoints for third-party tools.

Note: Developer Keys is an account permission. If you cannot view the Developer Keys link in Account Navigation, this permission has not been enabled for your user account.
Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].

Open Developer Keys

Themes
Developer Keys
Canvas Data Portal
Admin Tools
Analytics
In Account Navigation, click the **Developer Keys** link.

**Add Developer Key**

Click the **Add Developer Key** button.

**Add API Key**

Click the **Add API Key** option.
Enter Key Settings

Key Settings

<table>
<thead>
<tr>
<th>Key Settings</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key Name:</td>
<td>Usually your app or company name. This field will be shown when users are</td>
</tr>
<tr>
<td></td>
<td>asked to approve access to their Canvas account on your behalf.</td>
</tr>
<tr>
<td>Owner Email:</td>
<td>The email of the person who owns the developer tool.</td>
</tr>
<tr>
<td>Redirect URIs:</td>
<td>The domains where tokens are requested. These URIs are not your Canvas URL.</td>
</tr>
<tr>
<td>Redirect URI (Legacy):</td>
<td>The URI for the key redirect. This field allows you to set the previous URI</td>
</tr>
<tr>
<td></td>
<td>for a tool. Eventually this field will be removed.</td>
</tr>
<tr>
<td>Vendor Code (LTI 2):</td>
<td>A unique registered code which identifies the vendor or developer of the</td>
</tr>
<tr>
<td></td>
<td>third-party tool. This is specifically for LTI 2 tools and apps.</td>
</tr>
<tr>
<td>Icon URL:</td>
<td>The URL of the icon for your developer tool. This URL is presented to the</td>
</tr>
<tr>
<td></td>
<td>user to approve authorization for your tool. To avoid mixed content browser</td>
</tr>
<tr>
<td></td>
<td>concerns, use https.</td>
</tr>
<tr>
<td>Notes:</td>
<td>Any notes about the developer key, such as the reason it was created.</td>
</tr>
<tr>
<td>Test Cluster Only:</td>
<td>Creates a developer key that can only be used in the Canvas test environment.</td>
</tr>
<tr>
<td>Enforce Scopes:</td>
<td>Allows you to <a href="#">customize access for the key</a>. Otherwise, the key will</td>
</tr>
<tr>
<td></td>
<td>have access to all endpoints available to the authorizing user.</td>
</tr>
</tbody>
</table>

When scope enforcement is disabled, tokens have access to all endpoints available to the authorizing user.

Enter the settings for the developer API key:

- **Key Name**: Usually your app or company name. This field will be shown when users are asked to approve access to their Canvas account on your behalf.
- **Owner Email**: The email of the person who owns the developer tool.
- **Redirect URIs**: The domains where tokens are requested. These URIs are not your Canvas URL. To avoid mixed content browser concerns, use https.
- **Redirect URI (Legacy)**: The URI for the key redirect. This field allows you to set the previous URI for a tool. Eventually this field will be removed.
- **Vendor Code (LTI 2)**: A unique registered code which identifies the vendor or developer of the third-party tool. This is specifically for LTI 2 tools and apps.
- **Icon URL**: The URL of the icon for your developer tool. This URL is presented to the user to approve authorization for your tool. To avoid mixed content browser concerns, use https.
- **Notes**: Any notes about the developer key, such as the reason it was created.
- **Test Cluster Only**: Creates a developer key that can only be used in the Canvas test environment.
- **Enforce Scopes**: Allows you to customize access for the key. Otherwise, the key will have access to all endpoints available to the authorizing user.
Save Key

Click the Save button.

View Key

<table>
<thead>
<tr>
<th>Name</th>
<th>Owner Email</th>
<th>Details</th>
<th>Stats</th>
<th>State</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canvas Test Key</td>
<td><a href="mailto:test@test.com">test@test.com</a></td>
<td>10810000000000003</td>
<td>Access Token Count: 0</td>
<td>ON</td>
<td>OFF</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Show Key</td>
<td>Created: Sep 23, 2015 at 6:42pm</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>URL: <a href="https://yourdomain.com">https://yourdomain.com</a></td>
<td>Last Used: Never</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

View the Developer Key for your account.
How do I enable scoping for a developer API key in an account?

As part of creating new developer API keys or editing existing developer API keys in your account, you can customize the access the API key receives. Enforcing scopes allows you to control direct access and specific API endpoints for third-party tools associated with your institution.

By default, scope enforcement is disabled when creating a new developer API key, which allows tokens to access all endpoints available to the authorizing user. However, scopes can be edited for a developer API key at any time and update access tokens for the authorizing user appropriately.

Notes:

- Managing Developer Keys is an account permission. If you cannot manage developer keys, this permission has not been enabled for your user role.
- Developer Keys are not available in subaccounts.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Developer Keys

In Account Navigation, click the **Developer Keys** link.

Add Developer Key

Click the **Add Developer Key** button.

Add API Key

Click the **Add API Key** option.
Enforce Scopes

After you've completed the developer key information, click the Enforce Scopes button.

Allow Include Parameters

To permit usage of all "includes" parameters for this key, click the Allow Include Parameters checkbox.

"Includes" parameters may grant access to additional data that is not included in the Endpoints table.
Search Endpoints

To search for a specific endpoint, type the name of the endpoint in the Search Endpoints field [1].

To see all available endpoints, scroll through the Endpoints table [2].
Select Read Only Endpoints

To grant read-only (GET) access to the developer key, select the **Read only** checkbox. The table will automatically update and select all scopes that contain read-only endpoints.
Select Individual Endpoints

You can grant customized access to the developer API key. Click any scope name to view available endpoints [1]. Select the desired endpoints by clicking the checkbox next to the endpoint name [2]. The scope name line will update to show the summary of the collective selected endpoint access [3].

Save Key

Click the Save button.
How do I enable Microsoft Teams course sync in an account?

As an admin, you can allow instructors to sync data from the People page in a Canvas course to Microsoft Teams. Once course sync has been enabled at the account level, instructors can enable automatic sync and complete a manual sync from their Course Settings page.

Notes:

- Granting access to your Microsoft tenant should be completed by the Microsoft 365 admin at your institution.
- Microsoft Teams course sync only supports one Microsoft tenant per Canvas account. Multi-tenant sync is not supported.
- Microsoft Teams course sync does not support syncing course sections and groups.
- Microsoft Teams course sync does not support syncing for courses that have more than 20,000 enrollments or more than 100 users with any role in Canvas other than student.
- Child consortium accounts cannot access the Course Settings Notifications tab.

Open Settings

In Account Navigation, click the Settings link.
Open Integrations

From the Account Settings page, click the Integrations tab.

Enter Microsoft Teams Details

Enter your Azure Active Directory tenant name in the Tenant Name field [1].

Select the attribute to use when associating a Canvas user with a Microsoft user in the Login Attribute drop-down menu [2]. You can select email, unique user ID, SIS user ID, and integration ID.

If the Suffix field is populated [3], the entered text attaches to the Login Attribute.
Select the attribute to use to match a Canvas user to a Microsoft user in the **Active Directory Lookup Attribute** drop-down menu [4]. You can select user principal name (UPN), primary email address (mail), and email alias (mailNickname).

To update the details, click the **Update Settings** button [5].

**Note:** When the Email login attribute is selected, only the user's primary Canvas email address is used in the course sync.

### Enable Sync

To enable Microsoft Teams sync in your Canvas account, click the **Sync** button [1]. Then click the **Grant tenant access** link [2].
Log In to Microsoft

Use your Microsoft credentials to log in to your Microsoft Teams account. Logging in to your account grants Canvas access to your Microsoft tenant.

Note: Granting access to your Microsoft tenant should be completed by the Microsoft 365 admin at your institution.
Item Banks
How do I share a New Quizzes item bank from a course with an account?

As a Canvas account admin, you can share a New Quizzes item bank from a course with your entire account. If a sub-account admin shares an item bank with the account, the item bank is accessible by the entire account.

Note: In order to view all account item banks, users must have the Item Banks - account manage permission.

Open Course

Click the name of the course where the item bank is located.

Open Quizzes

In Course Navigation, click the Quizzes link.
Open Quiz

Click the title of any New Quizzes assessment in the course.

Open New Quizzes

To open the New Quizzes build tool, click the **Build** button.

Open Item Banks

To open the Item Banks sidebar, click the **Item Banks** button.
### View Item Banks

#### Banks

<table>
<thead>
<tr>
<th>Item Bank</th>
<th>Updated</th>
<th>Questions Total</th>
<th>Associated Across Stimuli</th>
<th>Last Used</th>
</tr>
</thead>
<tbody>
<tr>
<td>083018 - Second</td>
<td>Aug 30, 2018</td>
<td>2</td>
<td>0</td>
<td>Jun 15, 2021</td>
</tr>
<tr>
<td>History Essay Questions</td>
<td>Jun 15, 2021</td>
<td>6</td>
<td>0</td>
<td>Jun 15, 2021</td>
</tr>
<tr>
<td>Math20210525023150-66</td>
<td>May 24, 2021</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

To filter by all banks, account item banks or banks shared with the course, click the Item Banks drop-down menu [1].

To search for a specific item bank, type a keyword in the **Search** field [2].

To sort item banks by item bank name, date last used, or date last updated, click the **Sort by** drop-down menu [3].

To change the sort order from ascending to descending sort order, click the **Sort** button [4].

### Share Item Bank

#### History Essay Questions

Updated Jun 15, 2021 | 6 Questions Total | 0 Associated Across 0 Stimuli | Last used Jun 15, 2021

To share an item bank with an account, click the **Share** icon.
Share Item Bank With Account

To share an item bank with your entire institution, click the **Share with Institution** toggle [1].

To change access settings, click the **Access** drop-down menu [2]. You can give users at your institution access to view the item bank with read-only access, or allow users to view and edit the item bank.

**Save Item Bank Share**

To save the sharing settings, click the **Done** button.
How do I manage New Quizzes item banks shared with an account?

You can manage New Quizzes item banks that have been shared with your institution. You can stop sharing item banks with your institution, edit item banks, or delete item banks. You can also [create a new item bank](#) as an admin.

**Notes:**
- In order to view all account item banks, users must have the Item Banks - account manage permission.
- Item Banks management is unavailable at the account level if the feature option is disabled at the account level.

Open Item Banks

- Themes
- Developer Keys
- **Item Banks**
- Admin Tools
- ePortfolio
- Moderation

In Account Navigation, click the Item Banks link.
View Item Banks

To filter by all banks, account item banks or banks shared with the course, click the Item Banks drop-down menu [1].

To search for a specific item bank, enter a search term in the Search field [2].

To sort item banks, click the Sort by drop-down menu [3]. You can sort by item bank name, last used, or last updated.

To change the item bank sort order from ascending to descending, click the Sort button [4].

Add Item Bank

To create a new item bank, click the Add Bank button. Learn more about creating an item bank as an admin.
Edit Item Bank Items

To manage item bank items, click the name of an item bank.

Manage Item Bank Items

To add a new item to the item bank, click the Add New button [1]. Learn more about adding a new item to an item bank.

To edit an item bank item, click the Edit icon [2]. Learn more about editing item bank items.

To move or copy an item bank item, click the Copy icon [3]. Learn more about moving and copying item bank items.

To delete an item bank item, click the Delete icon [4].

To view item details, click the Expand item details icon [5].
To return to all item banks, click the **Item Banks** link [6].

**Share Item Bank**

To manage sharing settings for an item bank, click the **Share** icon.

**Set Sharing Settings**

To share or un-share an item bank with your institution, click the **Share with Institution** toggle [1].

To change access settings for all users at your institution, click the **Access** drop-down menu [2]. You can set access to Can view, which allows users to view item banks in a read-only state, or Can edit, which allows users to view and edit the item bank.

To share the item bank with specific users or courses, type a user or course name in the **Share With** field [3].
To set access settings for the user(s) or course(s) you’re sharing with, click the Access drop-down menu [4]. You can set access to view or edit.

To share the item bank with the specified user(s) or course(s), click the Add button [5].

To save your sharing settings, click the Done button [6].

**Edit Item Bank**

To edit the name of an item bank, click the Edit icon.

**Edit Item Bank Name**

To change the name of the item bank, type a new name in the Bank Name field [1], then click the Save Changes button to save the new name [2].
Delete Item Bank

**History Essay Questions**
Updated Jun 15, 2021 | 6 Questions Total | 0 Associated Across 0 Stimuli | Last used Jun 15, 2021

To delete an item bank, click the Delete icon.

**Confirm Deletion**

Once deleted, items from this bank:
- will no longer be accessible to others who currently have shared access
- will NOT be removed from any assessments
- will lose their statistical link in reporting (if they were part of an assessment)
- will no longer be available to any assessments attempting a random/batch pull of items (removing the pull will resolve the issue)

To confirm item bank deletion, click the Delete button.

Deleting an item bank will cause the following to apply to items in the item bank:
- Items will no longer be accessible to others who currently have shared access.
- Items will not be removed from any assessments.
- Items will lose their statistical link in reporting (if they were part of an assessment).
• Items will no longer be available to any assessments attempting a random/batch pull of items (removing the pull will resolve the issue)
How do I create a New Quizzes item bank for an account?

As an admin, you can create an account-level item bank. You can add content to an item bank by importing a QTI file or manually creating questions.

Once an item bank is created, it can be shared with an entire institution or with individual users. [Learn more about managing New Quizzes item banks in your account.]

Note: In order to view all account item banks, users must have the Item Banks - account manage permission.

Open Item Banks

[SIS Import]
Themes
Developer Keys

[Item Banks]
Admin Tools
ePortfolio
Moderation

In Account Navigation, click the Item Banks link.
Add Item Bank

Click the Add Bank button.
Enter Bank Name

In the **Bank Name** field, enter a name for your item bank [1]. Then click the **Create Bank** button [2].
View Item Bank

View your item bank. To open your item bank, click the name of the bank.

Learn how to manage item banks from the Item Banks page.

Import Content

If you have not added any content to your item bank, you can import content to your item bank from a QTI file.
To import a QTI file, click the Options icon [1] and click the Import Content option [2].

Select QTI File

To add a QTI file, drag and drop the file into the Drag & Drop here field [1] or click the Browse button to select a file from your computer [2].

To import the file, click the Import button [3].

Note: New Quizzes only supports imports from QTI 1.2 and 2.x.

Add New Question

Seventh Grade Science Questions

There are no questions in this bank yet.
To create a new question in your item bank, click the Add New button.

**Select Question Type**

To create a new question, click the button for the question type [1] or add stimulus content [2].

The following question types are available in New Quizzes:

- Categorization
- Essay
- File Upload
- Fill in the Blank
- Formula
- Hot Spot
- Matching
- Multiple Answer
- Multiple Choice
- Numeric
- Ordering
- True or False
View Item Bank Questions

The Bill of Rights Quiz

1. Essay | Item Question
   What does the 10th Amendment say about states’ rights?

2. Essay | Item Question
   What does the 9th Amendment say about all of these rights? (who owns them?)

3. Essay | Item Question
   What does the 8th Amendment protect us from?

View your item bank questions [1]. To edit a question, click the Edit icon [2].

To copy or move a question to another item bank, click the Copy icon [3].

To delete a question, click the Delete icon [4].

To view more details about a question, click the Details icon [5].
Outcomes
How do I use the outcomes page in an account?

Outcomes are used to track mastery in an account or course. From the account outcomes page, you can create and manage outcomes, create outcome groups, import outcomes, and manage rubrics for an account.

This lesson displays how to use the Outcomes page in the classic Outcomes page view. If the Outcomes page in your account displays differently than the images in this lesson, learn how to use the account outcomes page in an account that has enabled the Improved Outcomes Management feature option.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Outcomes

In Account Navigation, click the Outcomes link.

View Outcomes

Setting up Outcomes

Outcomes are created here to track mastery in a course. To get started, checkout the menu bar along the top. Click on the New Outcome button to create a new outcome, or the New Group button to create a new group to organize your outcomes into. The Find button will allow you to use outcomes that have been created by your state or institution. As you create and use outcomes you will be able to use the panel to the left to navigate through your outcomes. You can drag and drop outcomes between the different levels to create structure.

In order to import a large quantity of Outcomes at once, or to update your existing outcomes, please follow the CSV format.

More importantly, Canvas allows you to add outcomes to your grading rubrics so that you can evaluate mastery as you grade assignments. Once you’ve set up outcomes, click Manage Rubrics to start using your outcomes for grading.
On the outcomes page, you can create a new outcome [1], create a new outcome group [2], and find an outcome [3].

If you have permission, you can import an outcome [4].

To view details about an outcome group, click the name of the outcome group [5].

To view an outcome, click the name of the outcome [6].

View Outcome

To view an outcome, click the name of the outcome [1].

You can view the outcome description [2], criterion ratings [3], points needed for mastery [4], the calculation method [5], and the calculation method explanation [6].

To view items aligned with the outcome and outcome artifacts, click the outcome title [7].

Note: If mastery scales and calculation methods do not display for your outcome, your institution has enabled account-wide and/or course-wide mastery scales and calculation methods.
Manage Outcome and Outcome Group

<table>
<thead>
<tr>
<th>Last Item: 65</th>
<th>Calculation Method: 65/35 Decaying Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Between 1% and 99%</td>
<td>Most recent result counts as 65% of mastery weight, average of all other results count as 35% of weight. If there is only one result, the single score will be returned.</td>
</tr>
</tbody>
</table>

1- Item scores: 1, 4, 2, 3, 5, 3, 6
2- Final score: 4.95

You can move [1], edit [2], or delete [3] an outcome or outcome group.

Notes:
- You cannot delete an outcome that has been used to assess students.
- If a rubric includes an outcome that has been used to assess a submission, edits made to the outcome are not reflected in previous rubric assessments.
How do I create an outcome for an account?

If you cannot find an outcome to use in your account, you can create a new outcome for the account. Outcomes can be created from the account, sub-account, or course level.

Outcomes can be included in assignment rubrics as an easy way to assess mastery of outcomes aligned to specific assignments. When you define a learning outcome, you should also define a criterion that can be used when building assignment rubrics. Define as many rubric columns as you need, and specify a point threshold that will be used to define mastery of this outcome.

View a video about Outcomes.

This article displays how to create outcomes in the classic Outcomes page view. If the Outcomes page in your account displays differently than the images in this article, learn how to create outcomes in an account that has enabled the Improved Outcomes Management feature option.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Outcomes

Courses
People
Statistics
Permissions
Outcomes
Rubrics
Grading
Question Banks

In Account Navigation, click the Outcomes link.

Add Outcome

Click the New Outcome button.
Create Outcome

Enter a name for the outcome in the Name this outcome field [1].

When instructors allow students to view Learning Mastery scores on the Grades page, students will see the name of the outcome. However, you may want to create a custom, friendly name. To create a friendly name for student view, enter a name in the Friendly name (optional) field [2].

You can also enter a description in the Rich Content Editor field [3].
Add Criterion Ratings

Click the Edit icon [1] to edit the criterion rating. You can change the existing name (if desired) for the criterion in the Criterion Name field [2]. Set the criterion point value by typing in the Points field [3].

To save the criterion, click the OK button [4]. To remove the criterion completely, click the Delete button [5].

To add additional criterion ratings, click the Insert link [6].

Note: If you cannot edit criteria for your outcome, your institution has enabled account-wide mastery scales.
Set Mastery and Calculation Method

Set the mastery point value in the **Mastery at** field [1]. This field indicates the number of points that must be achieved for mastery according to the criterion ratings.

In the **Calculation Method** drop-down menu [2], select the calculation method for the outcome. By default, new outcomes are set to the Decaying Average calculation method in the Canvas interface.

Click the **Save** button [3].

**Note:** If you cannot edit calculation methods for your outcome, your institution has enabled [account-wide outcome calculation methods](https://www.canvasadminguide.com).
View Outcome

Work with others in a group

<table>
<thead>
<tr>
<th>Exceeds Expectations</th>
<th>Meets Expectations</th>
<th>Does Not Meet Expectations</th>
<th>Total Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 Points</td>
<td>3 Points</td>
<td>0 Points</td>
<td>5 Points</td>
</tr>
</tbody>
</table>

Mastery: 3 Points

Calculation Method: Decaying Average

Last Item: 65
Between 1% and 99%

Example:

65/35 Decaying Average

Most recent result counts as 65% of mastery weight, average of all other results count as 35% of weight. If there is only one result, the single score will be returned.

1- Item scores: 1, 4, 2, 3, 5, 3, 6
2- Final score: 4.95

View the created outcome.
How do I create outcome groups for an account?

Grouping learning outcomes in an account allows for organization of multiple related outcomes.

This lesson displays how to create outcome groups in the classic Outcomes page view. If the Outcomes page in your account displays differently than the images in this lesson, learn how to create outcome groups in an account that has enabled the Improved Outcomes Management feature option.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Outcomes

In Account Navigation, click the Outcomes link.

Add Outcome Group

Click the New Group button.
Create Outcome Group

Type a Learning Outcome group name in the **Name this group** field [1]. Type a description in the Rich Content Editor [2]. Click the **Save** button [3].

View Outcome Group
View the Outcome group. You can create new outcomes within the group by creating a new outcome. You can also move outcomes and outcome groups into the new group.
How do I import outcomes for an account?

You can bulk import outcomes for your account using a CSV file. A bulk import allows you to add new outcomes to your account or update the details of multiple outcomes at one time.

The CSV file must be formatted correctly according to the Outcomes Import Format Documentation. If you don't want to create a new CSV file, you can download the Outcomes Export report from Canvas, change it, and re-upload the same file.

After your CSV file has been processed, you will receive an email notification confirming a successful import or displaying errors with your file. If there were errors, the email will contain details about the first 100 errors including the row of the error and a short description.

Notes:

- Outcomes import supports CSV or JSON files.
- Importing outcomes is an account permission. If you do not have permission to import outcomes, your institution has restricted this feature.
- In new outcomes, the vendor_guid field must not contain a colon.
- Depending on your institution's preference, your Outcomes page may not match the images shown in this lesson. However, functionality of the page remains the same.
In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Outcomes

In Account Navigation, click the Outcomes link.

Import Outcomes

Click the Import button.
Drag and drop your CSV file to the upload area, or click in the upload area to choose a file from your computer.
Open File

Locate the CSV file [1] and then click the Open button [2].

View Import Status

Please wait as we upload and process your file.
It's ok to leave this page, we'll email you when the import is done.
Canvas displays a loading page while the file uploads. Large CSV files may take time to import. You can leave the Outcomes page at any time without disrupting the import process.

View Import Success

When the file has been successfully imported, Canvas displays a confirmation message. You will also receive an email that the import was successful.

View Import Errors and Warnings

If the import was not successful, or if the import altered existing outcomes, Canvas displays an error message. The error message displays for outcome import errors and for outcome import warnings.

You will receive an email with details about the first 100 errors and warnings. Each error or warning will include the CSV row number and a description of the error or warning.

Import errors stop the import process entirely and need to be fixed before outcomes can be imported successfully. The following types of errors may occur in CSV files:

- Required headings are missing
- Other headings are placed after the ratings header
- Invalid headers are present
- Required fields are missing
- Import file contains no data
• Invalid UTF-8 string

When an import warning occurs, Canvas skips the affected row and the import moves on. The following types of warnings may occur in CSV files:

• Rating tiers have missing points
• Rating tiers have invalid point values
• Rating tiers have points in wrong order
• Object type is incorrect
• Parent group refers to missing outcomes
• Parent groups are invalid
• Workflow state is invalid
• Calculation validation method not specified
• Group receives invalid fields
• Outcome edits are not within the same context

Correct the errors in the CSV file according to the Outcomes Import Format Documentation and re-import the file.

View Outcomes

View the outcomes imported into your account.
How do I edit or delete an outcome in an account?

You can edit or delete outcomes in your account. Outcomes can be modified if they have been used to assess students, but any changes may affect student results.

This article displays how to edit or delete an outcome in the classic Outcomes page view. If the Outcomes page in your account displays differently than the images in this article, learn how to edit or remove an outcome in an account that has enabled the Improved Outcomes Management feature option.

Notes:

- You can modify any outcomes where you have permission.
- Outcomes that have been aligned with an assignment or question bank cannot be deleted unless they are removed from the assignment or question bank. Outcomes that have been used to assess a student cannot be deleted.
- If you cannot edit mastery scales and calculation methods for an outcome, your institution has enabled account-wide mastery scales and calculation methods.
In Global Navigation, click the Admin link [1], then click the name of the account [2].

**Open Outcomes**

- Courses
- People
- Statistics
- Permissions
  - Outcomes
- Rubrics
- Grading
- Question Banks

In Account or Sub-Account Navigation, click the Outcomes link.

**Select Outcome**

Locate the outcome you want to modify.
Modify Outcome

Modify an outcome by clicking the Edit button [1]. Editing an outcome lets you change the outcome name, description, calculation method, and other elements as set when creating an account outcome.

When you are finished with your edits, click the Save button.

To delete an outcome, click the Delete button [2].
If you edit an outcome that has been used to assess a student, Canvas displays a message notifying you that your edits will update all outcomes associated with a rubric that has not been assessed.

Click the **Save** button.

**Note:** This message only displays for outcomes you modify that have not been used to assess a student. If this confirmation message does not display, the outcome is associated with more than one rubric and edits cannot be updated.
View Assessed Outcome

If an outcome has already been used to assess a student, some modifications may affect student results [1].

To view any aligned items and student assessments for a particular outcome, click the name of the outcome [2]. These assignments and rubrics may be affected when you edit the outcome.
View Scoring Edits Confirmation

If you are editing scoring details on an outcome that has been used to assess students, Canvas displays a message notifying you that your edits will affect all students previously assessed using the outcome. Scoring changes only affect a student's learning mastery score in the Learning Mastery Gradebook for the edited outcome. When scoring criteria is edited, the learning mastery values scale for assessed rubrics according to the original points possible.

Click the Save button.
How do I edit or delete an outcome group in an account?

If you created an outcome group in your account that you need to edit or delete, you can do so as long as the outcomes in the group have not yet been used to assess a student. Once an outcome in the group has been used for scoring, you cannot delete the outcome group. You can still modify the details of the outcome group.

You can delete an outcome group as long as it does not contain any outcomes that cannot be modified.

This article displays how to edit or delete an outcome group in the classic Outcomes page view. If the Outcomes page in your account displays differently than the images in this article, learn how to edit or remove an outcome group in an account that has enabled the Improved Outcomes Management feature option.

Note: You can modify any outcomes or outcome groups where you have permission.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Outcomes

In Account or Sub-Account Navigation, click the **Outcomes** link.

Select Outcome Group

Locate the outcome group you want to modify.
Modify Outcome Group

To edit an outcome group, click the Edit button [1]. Editing an outcome group lets you change the outcome name and description as set when creating an account outcome group.

To delete an outcome group, click the Delete button [2].

Note: If you delete an outcome group and the outcome group generates an error, your outcome group contains an outcome that cannot be modified. Move the outcome to another outcome group, then try deleting the outcome group again.
How do I create custom account outcome names for students?

As an admin, you can choose to allow the Student Learning Mastery Gradebook feature option for instructors to enable in their courses, which lets students see Learning Mastery scores on their Grades page. All Outcomes in the course appear in the student view. However, some official outcome names may be difficult for students to understand, so when creating outcomes at the account level, you have the option to create a custom, or more friendly name, to appear for students. This separate name field allows you to keep both the official name of the outcome as well as create a friendlier version that is more helpful for students.

This article displays how to create custom account outcome names in the classic Outcomes page view. If the Outcomes page in your account displays differently than the images in this article, learn how to create outcomes in an account that has enabled the Improved Outcomes Management feature option.

Note: For instructors, creating a custom name is a course permission. If they have access, instructors can create friendly names for outcomes they create at the course level. However, they cannot create custom names for outcomes created at the account level.

Open Account
In Global Navigation, click the Admin link [1], then click the name of the account [2].

**Open Outcomes**

Courses  
People  
Statistics  
Permissions  
**Outcomes**  
Rubrics  
Grading  
Question Banks

In Account or Sub-Account Navigation, click the Outcomes link.

**Create New Outcome**

If you want to create a friendly name while creating a new Outcome, click the New Outcome button.

**Create Friendly Name**

Name this outcome:  
1 New Outcome  

Friendly name (optional):  
2
Enter a name for the outcome in the **Name this outcome** field [1]. This is the name of the outcome that will also appear for instructors in their Learning Mastery Gradebook.

To create a custom outcome name for students, enter a name in the **Friendly name (optional)** field [2].

**Edit Outcome**

If you want to edit an existing outcome and add a friendly name, locate and click the name of the outcome [1]. Click the **Edit Outcome** button [2].

You can only edit outcomes that have not yet been used to assess a student. If the Edit Outcome button is grayed out, you cannot edit the outcome.

**Note:** Your friendly name will not appear as part of the Outcomes Index page.
How do I move outcomes and outcome groups in an account?

You can move outcomes and outcome groups after you have added them to your account or sub-account. You can use the Move Outcome or Move Outcome Group button, or you can manually drag and drop the outcome or outcome group.

This article displays how to move outcomes and outcome groups in the classic Outcomes page view. If the Outcomes page in your account displays differently than the images in this lesson, learn how to move outcomes and outcome groups in an account that has enabled the Improved Outcomes Management feature option.

Note: To move an outcome to an outcome group, you will need to create an outcome group.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Outcomes

In Account or Sub-Account Navigation, click the **Outcomes** link.

Select Outcome

Locate the outcome or outcome group you wish to move.
Move Outcome or Outcome Group

To move an individual outcome or outcome group, click the **Move** button.

Select the outcomes group where you want to move the outcome or outcome group [1].

Click the **Move** button [2].
Drag and Drop Outcome or Outcome Group

You can also use the drag and drop option to move outcomes and outcome groups. Click the outcome or outcome group and drag the outcome or outcome group to the desired location. Drop the outcome or outcome group in the desired location by releasing the mouse.
How do I find an existing outcome to add to an account?

All outcomes added at the account or sub-account level will be available to courses within the account. You can find and import Account Standards, which are outcomes that have been created by you or other users with admin permissions for the entire institution. You can also find State and Common Core Standards.

You can import an individual outcome or import an entire outcome group.

This article displays how to find an existing outcome in the classic Outcomes page view. If the Outcomes page in your account displays differently than the images in this article, learn how to find an existing outcome in an account that has enabled the Improved Outcomes Management feature option.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Outcomes

In Account or Sub-Account Navigation, click the Outcomes link.

Find Outcome

Click the Find button. You will find existing outcomes from Account, State or Common Core Standards.
Import Outcome

Select the name of an outcome group to view available outcomes [1]. You can also view outcome groups within other outcome groups.

When you have located an outcome, click the name of the outcome you want to import [2]. Click the Import button [3].

Note: You can also import an entire outcome group.
View Outcome

<table>
<thead>
<tr>
<th>Core Curriculum</th>
<th>+ Outcome</th>
<th>+ Group</th>
<th>Find</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Outcomes</td>
<td>Group Work</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**1.1.a**

Identify specific purpose(s) for listening (e.g., to gain information, to be entertained).

<table>
<thead>
<tr>
<th></th>
<th>Exceeds Expectations</th>
<th>Meets Expectations</th>
<th>Does Not Meet Expectations</th>
<th>Total Points</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>5 Points</td>
<td>3 Points</td>
<td>0 Points</td>
<td>3 Points</td>
</tr>
</tbody>
</table>

View the imported Outcomes.

Outcomes and outcome groups are imported to the main outcome level; learn how to move outcomes or outcome groups.
How do I find Learning Standards to add to an account-level outcome?

Learning Standards are goals and objectives for student assessment in the United States. These standards have been created by the nation's governors and educational leaders to assess specific student learning.

Canvas will import the following standards for free:

• All Common Core Standards for Language Arts, Math, and Science (NGSS)
• All state specific standards for Core 4 subjects (Language Arts, Math, Science, and Social Studies) for states with current Canvas customers
• All ISTE Standards for Coaches, Computer Science Educators, Students, Teachers, and Administrators

When Learning Standards are imported into the account level, instructors who are finding standards for their course will view the Learning Standards as part of the Account Standards outcome group.

If your state does not appear in Outcomes or if your institution does not have access to learning standards, please contact your Customer Success Manager.

This article displays how to find Learning Standards in the classic Outcomes page view. If the Outcomes page in your account displays differently than the images in this article, learn how to find outcomes in an account that has enabled the Improved Outcomes Management feature option.
In Global Navigation, click the **Admin** link [1], then click the name of the account [2].
Open Outcomes

In Account or Sub-Account Navigation, click the **Outcomes** link.

Find Outcome

Click the **Find** button.
Select Outcome Type

Find Outcomes

- Account Standards
- State Standards

To view state standards, click the State Standards outcome group.

To view Common Core standards, click the Common Core Standards outcome group.

Note: If State and Common Core groups are not available to you, please contact your Customer Success Manager.

Choose Outcomes
State and Common Core Standards are nested outcomes, so you can import entire outcome groups into your course, or view all nested outcome groups to locate an individual standard.

Select the name of an outcome group to view available outcomes [1]. When you have located an outcome, click the name of the outcome you want to import [2]. Click the **Import** button [3].

**View Outcomes**

![Canvas Admin Guide Updated 2022-11-21](image)

View the added Outcomes.

**Note:** The account or sub-account must have the standards imported first before instructors can find and use them in their courses.
How do I view the outcomes results report for an individual student in an account?

Outcome reports can be accessed by users with adequate permissions. This includes a teacher accessing Outcomes reports in a course or a user with adequate administrative permissions accessing reports in a sub-account.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open People

In Account Navigation, click the People link.

Find User

Use the filter and search options to find the user in the account.
Open User Profile

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Blend, Bill</td>
<td><a href="mailto:sdemo+bblend@instructure.com">sdemo+bblend@instructure.com</a></td>
</tr>
<tr>
<td><strong>BD</strong></td>
<td><strong>Bond, Dylan</strong></td>
</tr>
<tr>
<td><strong>Boone, Emily</strong></td>
<td><a href="mailto:emily.boone.canvas@gmail.com">emily.boone.canvas@gmail.com</a></td>
</tr>
</tbody>
</table>

In the search results, click the user's name.

See Outcome Results

Emily Boone

<table>
<thead>
<tr>
<th>Name and Email</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Full Name:</strong></td>
</tr>
<tr>
<td><strong>Display Name:</strong></td>
</tr>
<tr>
<td><strong>Sortable Name:</strong></td>
</tr>
<tr>
<td><strong>Profile Picture:</strong></td>
</tr>
<tr>
<td><strong>Default Email:</strong></td>
</tr>
<tr>
<td><strong>Time Zone:</strong></td>
</tr>
</tbody>
</table>

Click the See Outcome Results for [student name] link.
View Outcome Results

If an instructor has linked assignments or rubrics to Outcomes, the results will show up in this report. The report shows the Outcome, Attempts, Latest Score, and Average Percent [1]. The report will populate once the student turns in assignments or does something related to an Outcome.

If you want to see the artifacts linked to the Outcomes, click the **Show All Artifacts** button [2]. You can also view the student’s result for other Outcomes (if any) by clicking the other results option.

**Note:** Outcome results are tied to level of outcome access. Account outcomes display on the account report, while the sub-account outcomes display on the sub-account report. The only time outcomes would be displayed on both reports is if they are stored in both accounts, such as copying an account outcome to the sub-account level. Outcomes created at the course-level display on the course-level and will not appear on account or sub-account level outcome reports.

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Attempts</th>
<th>Latest Score</th>
<th>Avg Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1.d</td>
<td>1 attempt from 1 artifact</td>
<td>3.0 out of 5.0</td>
<td>60.0%</td>
</tr>
<tr>
<td>1.1.c</td>
<td>1 attempt from 1 artifact</td>
<td>3.0 out of 5.0</td>
<td>60.0%</td>
</tr>
<tr>
<td>1.1.b</td>
<td>1 attempt from 1 artifact</td>
<td>5.0 out of 5.0</td>
<td>100.0%</td>
</tr>
<tr>
<td>1.1.a</td>
<td>1 attempt from 1 artifact</td>
<td>5.0 out of 5.0</td>
<td>100.0%</td>
</tr>
</tbody>
</table>
How do I manage outcome mastery scales in an account?

If the Account and Course Level Outcome Mastery Scales feature option is enabled for your account, mastery scales and calculation methods are separated from individual outcomes and the Outcomes page displays Mastery Scales and Calculation Methods tabs.

From the Mastery tab, you can set mastery scales for the entire account.

Notes:

• Enabling the Account and Course Level Outcome Mastery Scales feature option will affect current account data.
• The default criterion mastery ratings display a 0-4 scale.
• If a rubric with aligned outcomes has been used to assess an assignment before Account and Course Level Outcome Mastery Scales are enabled, the assignment is not affected. However, any assignments not previously assessed by the rubric are affected if mastery scores are adjusted.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Outcomes

In Account Navigation, click the **Outcomes** link.

Open Mastery

To view and manage the mastery scale for the account, click the **Mastery** tab.

**Note:** If the Mastery tab does not display in the Outcomes page, account-level outcome mastery scales have not been enabled by your institution.
### Manage Mastery Scale

The Mastery page displays the mastery scale used as the default for all courses in your account. By default, the account mastery scale includes five levels: Exceeds Mastery, Mastery, Near Mastery, Below Mastery, and No Evidence.

For each mastery level, you can view a description for the level [1], level points [2], and level color [3].

To modify a level description, enter a description in the **Description** field [4].

To modify the point value associated with level achievement, enter a value in the **Points** field [5].

To specify the level that indicates student mastery, locate the level in the list and click the **Mastery** radio button [6].

<table>
<thead>
<tr>
<th>Mastery</th>
<th>Description</th>
<th>Points</th>
<th>Color</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exceeds Mastery</td>
<td></td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Mastery</td>
<td></td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Near Mastery</td>
<td></td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Below Mastery</td>
<td></td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>No Evidence</td>
<td></td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

[Add Mastery Level]
Each mastery level is assigned a color that displays when viewing outcome scores in the Learning Mastery Gradebook. To change the level’s color, click the Change link [1]. Then click the icon for the color you want to use [2] or enter the color’s hex code in the text field [3]. If the hex code is not valid, the field displays a warning icon. Any variation of white is not accepted as a color.

To save your color selection, click the Apply button [4].
To add a new mastery level, click the **Add Mastery Level** button [1]. The new level displays at the bottom of the list and cannot be moved [2]. However, the mastery levels will be sorted numerically after your changes are saved.

**Delete Mastery Level**

<table>
<thead>
<tr>
<th>Manage</th>
<th>Mastery</th>
<th>Calculation</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

This mastery scale will be used as the default for all courses within your account.

<table>
<thead>
<tr>
<th>Mastery</th>
<th>Description</th>
<th>Points</th>
<th>Color</th>
</tr>
</thead>
<tbody>
<tr>
<td>○</td>
<td>Exceeds Mastery</td>
<td>4</td>
<td>Change</td>
</tr>
<tr>
<td>●</td>
<td>Mastery</td>
<td>3</td>
<td>Change</td>
</tr>
</tbody>
</table>

To delete a mastery level, click the **Delete** icon.

**Confirm Deletion**

**Remove Mastery Level**

This will remove the mastery level from your mastery scale.

[Cancel] Confirm

To confirm you want to delete the mastery level, click the **Confirm** button.
Save Mastery Scale

To save changes to the mastery scale, click the **Save Mastery Scale** button.

Confirm Changes

**Confirm Mastery Scale**

This will update all account and course level rubrics that are tied to the account level mastery scale and have not yet been assessed.

Saving your mastery scale changes will update all rubrics aligned to outcomes that have not been assessed in your account. To confirm your changes, click the **Save** button.
How do I manage outcome mastery calculations in an account?

If the Account and Course Level Outcome Mastery Scales feature option is enabled for your account, mastery scales and calculation methods are separated from individual outcomes, and the Outcomes page displays Mastery Scales and Calculation Methods tabs.

From the Calculation tab, you can set mastery calculation methods for the entire account.

Notes:
- Enabling the Account and Course Level Outcome Mastery Scales feature option will affect current account data.
- If a rubric with aligned outcomes has been used to assess an assignment before Account and Course Level Outcome Mastery Scales are enabled, the assignment is not affected. However, any assignments that have not been assessed by the rubric are affected if mastery scores are adjusted.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Outcomes

In Account Navigation, click the **Outcomes** link.

Open Calculations

To view and manage the mastery calculation method, click the **Calculation** tab.

**Note:** If the Calculation tab does not display in the Outcomes page, account-level outcome mastery calculations have not been enabled by your institution.
To set the mastery calculation method, click the **Mastery Calculation** drop-down menu [1]. You can select one of four calculation methods: Decaying Average [2], n Number of Times [3], Most Recent Score [4], and Highest Score [5].

Most recent result counts as 65% of mastery weight, average of all other results count as 35% of weight. If there is only one result, the single score will be returned.

Item Scores: 1, 4, 2, 3, 5, 3, 6

Final Score: **4.95**
Select Decaying Average

To average assessment item scores with a greater weight for the most recent assessment item, select the Decaying Average option [1].

The Decaying Average calculation splits the total percentage between the most recent assessment item and an average of all prior assessment items. For example, you can set the most recent submission to be weighted at 40% of the total and prior items to be weighted at 60% of the total.

Enter the percentage to use for the most recent result in the Parameter field [2]. You can also increase or decrease the parameter by using the Arrow icons [3]. The Parameter field accepts whole numbers between 1 and 99. By default, the parameter is set to 65%. The remaining amount is used to weigh prior scores.

In the Example section [4], the calculation updates based on your select parameter. The average is rounded to the next two decimals. If there is only one result, the single score will be displayed.

---

Example

Most recent result counts as 65% of mastery weight, average of all other results count as 35% of weight. If there is only one result, the single score will be returned.

Item Scores: 1, 4, 2, 3, 5, 3, 6

Final Score: 4.95
Select n Number of Times

Mastery Calculation

1. n Number of Times

Parameter

2. 5

3. [Arrow icons for increasing or decreasing the parameter]

Example

Must achieve mastery at least 5 times. Scores above mastery will be averaged to calculate final score.

Item Scores: 1, 4, 2, 3, 5, 3, 6

Final Score: N/A

To set a number of times that a student must meet or exceed mastery on a set amount of aligned items, select the n Number of Times option [1].

Enter the number of times mastery must be achieved in the Parameter field [2]. You can also increase or decrease the parameter by using the Arrow icons [3]. The Parameter field accepts numbers between 1 and 10.

Any scores that do not meet mastery are not used in the calculation.

You can view an example of the n Number of Times calculation in the Example section [4].
Select Most Recent Score

Mastery Calculation

1. Most Recent Score

Example

Mastery score reflects the most recent graded assignment or quiz.
Item Scores: 1, 4, 2, 3
Final Score: 3

To select the score for the most recent assessment item, select the Most Recent Score option [1].
You can view an example of the Most Recent Score calculation in the Example section [2].

Select Highest Score

Mastery Calculation

1. Highest Score

Example

Mastery score reflects the highest score of a graded assignment or quiz.
Item Scores: 1, 4, 2, 3
Final Score: 4

To select the highest score from all assessment items, select the Highest Score option [1].
You can view an example of the Highest Score calculation in the Example section [2].
Save Calculation Method

To save your calculation method, click the **Save Mastery Calculation** button.

Confirm Calculation Changes

**Confirm Mastery Calculation**

This will update all student mastery results tied to the account level mastery calculation.

To confirm your changes to the mastery calculation, click the **Save** button.
Improved Outcomes Management
How do I use the outcomes page in an account in Improved Outcomes Management?

The Improved Outcomes Management feature option provides an improved user interface for managing outcomes in your account.

Outcomes are used to track mastery in an account or course. From the account outcomes page, you can create and manage outcomes, create outcome groups, import outcomes, and manage rubrics for an account.

Notes:

- If your Outcomes page looks different than this guide, your institution does not have the Improved Outcomes Management feature option enabled. Please refer to the Outcomes guides for more information.
- The Account and Course Level Outcome Mastery Scales feature option must also be enabled to use Improved Outcomes Management.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Outcomes

In Account Navigation, click the **Outcomes** link.
View Outcomes

On the Outcomes page, you can view and manage outcomes and outcomes groups [1], mastery scale settings [2], and calculation method settings [3].

To **import** an outcome, click the **Import** button [4].

To **create** a new outcome, click the **Create** button [5].

To **find an outcome**, including State and Common Core Standards, click the **Find** button [6].
View Outcome Group Options

To view options for managing outcomes groups, select an outcome group from the Outcome Groups sidebar [1].

In the Outcomes area, click the Options icon for the outcome group [2].

To edit the outcome group, click the Edit option [3].

To remove the outcome group and all outcomes within the group, click the Remove option [4].

To move the outcome group to another group, click the Move option [5].

To add outcomes, click the Add Outcomes option [6].

To import outcomes to the outcome group, click the Import Outcomes option [7].

To view the outcome group's description, click the View Description option [8].
View Outcome Options

To view options for managing an individual outcome, click the **Options** icon for the outcome [1].

To edit the outcome, click the **Edit** option [2].

To remove the outcome, click the **Remove** option [3]. If the outcome is already associated with assignments in your account, you will not be able to remove the outcome.

To move the outcome to another outcome group, click the **Move** option [4].
View Mastery Settings

To view the default mastery scale for all courses within your account, click the Mastery tab [1].

To set the mastery level in the scale, select the desired level in the Mastery column [2].

To add or modify the mastery level description, enter a description in the Description field [3].

To modify the point value associated with the mastery level, enter a point value in the Points field [4].

To change the color associated with the mastery level, click the Change link or color selector in the Color column [5].

To remove a mastery level from the scale, click the Remove icon for the level you want to remove [6].

To add a mastery level to the scale, click the Add Mastery Level button [7].

To save your changes to the mastery scale, click the Save Mastery Scale button [8].
View Calculation Settings

To view the default mastery calculation method for your account, click the Calculation tab [1].

To change the default mastery calculation method, select a method from the Mastery Calculation drop-down menu [2].

Some calculation methods may require additional settings.

To save the mastery calculation settings, click the Save Mastery Calculation button [3].
How do I create an outcome for an account in Improved Outcomes Management?

If you cannot find an outcome to use, you can create a new outcome for the account. Outcomes can be created from the account, sub-account, or course level.

Outcomes can be included in assignment rubrics as a way to assess mastery of outcomes aligned to specific assignments.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Outcomes

In Account Navigation, click the **Outcomes** link.

Create New Outcome

To create a new outcome, click the **Create** button.
Create Outcome

Enter the name or code for the outcome in the Name field [1].

To add a friendly name for the outcome, enter a name in the Friendly Name field [2].

Use the Rich Content Editor to add an outcome description in the Description field [3].
Modify Mastery Scale

You can make changes to `outcome mastery scales` in the Mastery tab.
Modify Mastery Calculation Method

**Outcomes**

**Mastery Calculation**

- Highest Score

**Example**

Mastery score reflects the highest score of a graded assignment or quiz.

Item Scores: 1, 4, 2, 3, 5, 3, 6, 1, 4, 2, 3, 5, 3, 6

Final Score: 6

You can make changes to [calculation methods](#) in the **Calculation** tab.

**View Outcome**

**Outcomes**

**Writing and Grammar Outcomes**

- **Writing Prompt 1a**
  
  Demonstrates ability to follow instructions with weekly journal writing prompt.

View your newly created outcome.
How do I create outcome groups for an account in Improved Outcomes Management?

Grouping learning outcomes in an account allows for organization of multiple related outcomes.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Outcomes

Courses
People
Statistics
Permissions

Outcomes
Rubrics
Grading

In Account Navigation, click the Outcomes link.
View Outcome Groups

You can create an outcome group within your account. You can nest outcome groups within other groups for improved organization.

To view outcome groups nested within other groups, click the name of an outcome group [1].

To create a new group, click the **Create New Group** link [2].
Create Outcome Group

Outcomes

<table>
<thead>
<tr>
<th>Manage</th>
<th>Mastery</th>
<th>Calculation</th>
</tr>
</thead>
</table>

**Outcome Groups**

- Documentation Canvas
- Core Curriculum
- Course Outcomes
- Writing and Grammar

To create a new outcome group, enter a group name in the **Group Name** field [1]. Then click the **Confirm** button [2].

To reset the Group Name field, click the **Clear** button [3].
How do I edit or remove an account outcome in Improved Outcomes Management?

You can edit outcomes you have created in your account. You can also remove outcomes from your account.

This lesson displays how to edit or remove outcomes in an account that has enabled the Improved Outcomes Management feature option. If the Outcomes page in your account displays differently than the images in this lesson, learn how to edit or remove outcomes in the classic Outcomes page view.

Notes:

- If an outcome does not include an Edit or Delete link, it is an account level outcome or an imported outcome that cannot be edited or deleted.
- Outcomes that have been aligned with an assignment or question bank cannot be deleted unless they are removed from the assignment or question bank. Outcomes that have been used to assess a student cannot be deleted.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Outcomes

Courses
People
Statistics
Permissions

Outcomes
Rubrics
Grading

In Account Navigation, click the Outcomes link.
Select Outcome

Locate the outcome you want to modify [1]. In order to view your outcome, you may first need to click the outcome group [2].

Learn how to use the Outcomes page.
Modify Outcome

To edit an outcome, click the Options icon [1]. Then click the Edit link [2].

**Note:** If you cannot use the Edit link for an outcome, it may be an imported outcome.
Edit Outcome

You can edit the name [1], friendly name [2], and description [3] for the outcome.
Modify Mastery Scale

<table>
<thead>
<tr>
<th>Mastery</th>
<th>Description</th>
<th>Points</th>
<th>Color</th>
</tr>
</thead>
<tbody>
<tr>
<td>✅</td>
<td>Exceeds Mastery</td>
<td>4</td>
<td>Change</td>
</tr>
<tr>
<td>✅</td>
<td>Mastery</td>
<td>3</td>
<td>Change</td>
</tr>
<tr>
<td>✅</td>
<td>Near Mastery</td>
<td>2</td>
<td>Change</td>
</tr>
<tr>
<td>✅</td>
<td>Below Mastery</td>
<td>1</td>
<td>Change</td>
</tr>
<tr>
<td>✅</td>
<td>No Evidence</td>
<td>0</td>
<td>Change</td>
</tr>
</tbody>
</table>

You can make changes to outcome mastery scales in the Mastery tab.
## Modify Mastery Calculation Method

You can make changes to calculation methods in the **Calculation** tab.

### Outcomes

<table>
<thead>
<tr>
<th>Manage</th>
<th>Mastery</th>
<th>Calculation</th>
</tr>
</thead>
</table>

**Mastery Calculation**

Highest Score

**Example**

Mastery score reflects the highest score of a graded assignment or quiz.

- Item Scores: 1, 4, 2, 3, 5, 3, 6, 1, 4, 2, 3, 5, 3, 6
- Final Score: 6

[Save Mastery Calculation]
Remove Outcome

To remove an outcome from your account, click the Settings icon [1] and click the Remove link [2].

**Note:** If you cannot use the Remove link for an outcome, it may be an imported outcome or an outcome aligned with an assignment or question bank.
Confirm Removal

Remove Outcome?

Are you sure that you want to remove this outcome from this account?

From Writing and Grammar
- Follows Style Guide

Cancel  Remove Outcome

To confirm you want to remove the outcome, click the Remove Outcome button.
How do I edit or remove an account outcome group in Improved Outcomes Management?

If you created an outcome group in your account that you need to edit or remove, you can do so as long as the outcomes in the group have not yet been used to assess a student. Once an outcome in the group has been aligned with an item or artifact and used for scoring, you cannot modify the outcome group. You can still modify the details of the outcome group.

You can delete an outcome group as long as it does not contain any outcomes that cannot be modified.

This lesson displays how to edit or remove outcome groups in an account that has enabled the Improved Outcomes Management feature option. If the Outcomes page in your account displays differently than the images in this lesson, learn how to edit or remove outcome groups in the classic Outcomes page view.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Outcomes

Courses
People
Statistics
Permissions

Outcomes
Rubrics
Grading

In Account Navigation, click the Outcomes link.

Select Outcome Group

Outcomes

Basic Written Communications

Course Outcomes

Basic Written Communications Outcomes

Search within Basic Written Communications

All Basic Written Communications Outcomes

6 Outcomes

Click the name of the outcome group you want to modify.
Edit Outcome Group

To edit the outcome group, click the Options icon [1] and click the Edit link [2].

Edit Group Details
You can edit the name [1] and description [2] for the outcome group.

To save your changes, click the **Save** button [3].

**Remove Outcome Group**

To remove an outcome group, click the **Options** icon [1] and click the **Remove** link [2].

**Note:** Removing an outcome group will also remove all outcomes in that group from your account and any courses that imported the outcome group.

**Confirm Removal**

**Remove Group?**

Are you sure that you want to remove this group and all of its content from your course?

- **Cancel**
- **Remove Group**

To confirm you want to remove the group, click the **Remove Group** button.
How do I move account outcomes and outcome groups in Improved Outcomes Management?

You can move outcomes and outcome groups from the account Outcomes page. When moving an outcome group, you move the group within another outcome group. When moving outcomes, you can move multiple outcomes at the same time.

This lesson displays how to move outcomes and outcome groups in an account that has enabled the Improved Outcomes Management feature option. If the Outcomes page in your account displays differently than the images in this lesson, learn how to move outcomes and outcome groups in the classic Outcomes page view.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Outcomes

In Account Navigation, click the **Outcomes** link.

Move Outcome Group

Select Outcome Group

Outcome Groups

- Doc Llamas (Ye Olde Doc...)
  - Core Curriculum
  - ISTE Standards
  - **Course Outcomes**
    - Oral Communic...
To move an outcome group, click the name of the group.

**Open Move Window**

Click the Options icon [1]. Then click the Move link [2].
Move Outcome Group

You can move the outcome group so it is organized within another outcome group.

To select the outcome group where you want to move your outcome group, click the name of the group [1]. To create a new outcome group to move your existing outcome group, click the Create New Group link [2].

If your outcome group is already organized within another outcome group, you can move your group to the account level by clicking the name of the account [3].

To move your outcome group, click the Move button [4].
Move Outcome

Select Outcome

To move an outcome, click the outcome group where the outcome belongs [1]. Then find the outcome you want to move [2].

Click the Options icon for the outcome [3]. Then click the Move link [4].
Move Outcome or Outcome Group

To move multiple outcomes, click the checkboxes next to the outcomes you want to move [1].

The Outcomes page displays the number of outcomes you have selected. To view the names of the selected outcomes, click the # Outcomes Selected link [2]. You can select outcomes from multiple outcome groups without losing previously selected outcomes.

To move your selected outcomes, click the Move button [3].
You can move outcomes so they are organized within an outcome group.

To select the outcome group where you want to move your outcome(s), click the name of the group [1]. To create a new outcome group to move your existing outcome group, click the Create New Group link [2].

If your outcomes are already organized within an outcome group, you can move outcomes to the account level by clicking the name of the account [3].

To move your outcome(s), click the Move button [4].
How do I find an existing outcome to add to an account in Improved Outcomes Management?

You can import an individual outcome or multiple outcomes that are available to import for your institution. Learning Standards imported to the account or sub-account levels can be found within the Account Standards outcome group. Depending on what is available to your institution, the following learning standards may be available:

- Common Core Standards are available for Language Arts, Math, and Science (NGSS)
- State-specific standards are available for Language Arts, Math, Science, and Social Studies (if imported by your institution)
- ISTE Standards for Coaches, Computer Science Educators, Students, Teachers, and Administrators

This lesson displays how to find outcomes in a course within an account that has enabled the Improved Outcomes Management feature option. If the Outcomes page in your course displays differently than the images in this lesson, learn how to find outcomes in the classic Outcomes page view.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Outcomes

In Account Navigation, click the **Outcomes** link.

Find Outcomes

To find and add an Outcome at the root level course outcome group, click the **Find** button [1].
To find and add an Outcome in a specific outcomes group, select an outcome group. In the outcome group, click the Options icon, then select the Add Outcomes option.

**Add Outcomes**

Click the name of an outcome group. View the outcome for the outcome group. You can adjust the size of the Outcome Group and Outcome windows by clicking and dragging the divider bar.

To locate a specific outcome, you can enter the outcome name in the Search field.

When you have located an outcome, click the Add button for that outcome. When an outcome has been added, the outcome displays an Added label.

To add all outcomes in a group, click the Add All Outcomes button.

To return to the account Outcomes page, click the Done button.
View Outcome

Outcomes

Outcomes are imported to either the main account outcome level or the selected outcome group. Learn how to move outcomes or outcome groups.
People
How do I use the People page in an account?

You can view all users in your account in the People page. You can view and filter users by course role and search for users individually. You can also sort search result columns in ascending or descending order.

For all users, you can manage and create account groups, manage profile pictures, and view user profiles.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open People

In Account Navigation, click the People link.
If you have organized courses in your account by sub-accounts and those courses include enrollments, click the **Sub-Accounts** link to locate and open the sub-account, then click the sub-account's **People** link.
View People

The People page displays all the users in the account. The page is designed with global settings at the top of the page followed by the generated user data.

All fields are responsive to the width of the browser, which can be adjusted as needed to display course data.

Search and Filter Users

Global settings include searching and filtering by user data. Filters and search fields are updated dynamically.

The People page displays users by all course roles by default. To filter users by individual role, select the Roles menu.
You can search for a specific user by name, email, SIS ID, login ID, and Canvas user ID. To search for a specific user, type in the search field [2].

**Note:** The Roles menu does not include admin roles.

### Manage Users

To **add a user to the account**, click the **Add People** button [1]. The Add People button only displays if you have permission to manage enrollments.

To manage account-level user options, click the **Options** menu [2]. If you have appropriate permissions, you can **manage profile pictures** and **view user groups**.
View Users

<table>
<thead>
<tr>
<th>1</th>
<th>Name</th>
<th>2</th>
<th>Email</th>
<th>3</th>
<th>SIS ID</th>
<th>4</th>
<th>Last Login</th>
</tr>
</thead>
<tbody>
<tr>
<td>CA</td>
<td>Abbott, Chase</td>
<td>email:<a href="mailto:ChaseAbbott1571350@school.local">ChaseAbbott1571350@school.local</a></td>
<td>ChaseAbbott1571350</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DA</td>
<td>Abbott, Dominic</td>
<td>email:<a href="mailto:DominicAbbott1763680@school.local">DominicAbbott1763680@school.local</a></td>
<td>DominicAbbott1763680</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OA</td>
<td>Abbott, Owen</td>
<td>email:<a href="mailto:OwenAbbott1520209@school.local">OwenAbbott1520209@school.local</a></td>
<td>OwenAbbott1520209</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SA</td>
<td>Abbott, Sally</td>
<td>email:<a href="mailto:SallyAbbott1682110@school.local">SallyAbbott1682110@school.local</a></td>
<td>SallyAbbott1682110</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SA</td>
<td>Abbott, Sam</td>
<td>email:<a href="mailto:SamAbbott1476660@school.local">SamAbbott1476660@school.local</a></td>
<td>SamAbbott1476660</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TA</td>
<td>Abbott, Tillie</td>
<td>email:<a href="mailto:TillieAbbott1677230@school.local">TillieAbbott1677230@school.local</a></td>
<td>TillieAbbott1677230</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>VA</td>
<td>Abbott, Vincent</td>
<td>email:<a href="mailto:VincentAbbott1495829@school.local">VincentAbbott1495829@school.local</a></td>
<td>VincentAbbott1495829</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The People page paginates filter and search results in sets of 15 users and are ordered alphabetically by last name. Each paginated page displays in a table format but columns are responsive according to the widest column for that page.

Results display the user's name and profile picture [1], email address [2], SIS ID (if applicable) [3], and last login date and time [4]. A login on the current date displays the time only.

Each column heading can be sorted in ascending or descending order.

Notes:

- Viewing user email addresses is an account permission. Depending on your permissions, you may not be able to view a user's email address.
- If profile pictures are not available or a user has not yet set a profile picture, the user's initials will display in place of a profile picture.
Manage User

<table>
<thead>
<tr>
<th>Name</th>
<th>Email</th>
<th>SIS ID</th>
<th>Last Login</th>
</tr>
</thead>
<tbody>
<tr>
<td>CA Abbott, Chase</td>
<td><a href="mailto:email+ChaseAbbott1571350@school.local">email+ChaseAbbott1571350@school.local</a></td>
<td>ChaseAbbott1571350</td>
<td></td>
</tr>
<tr>
<td>EB Baldwin, Emily</td>
<td><a href="mailto:email+EmilyBaldwin1575880@school.local">email+EmilyBaldwin1575880@school.local</a></td>
<td>EmilyBaldwin1575880</td>
<td></td>
</tr>
<tr>
<td><em><em>Em</em> Boone, Emily</em>*</td>
<td>emil*<a href="mailto:boone.canvas@gmail.com">boone.canvas@gmail.com</a></td>
<td>emil*yboone</td>
<td>Nov 26, 2019</td>
</tr>
<tr>
<td>EB Boone, Emily</td>
<td><a href="mailto:email+EmilyBoone1865100@school.local">email+EmilyBoone1865100@school.local</a></td>
<td>EmilyBoone1865100</td>
<td></td>
</tr>
<tr>
<td>EC Cameron, Emily</td>
<td>emil*<a href="mailto:cameron@example.com">cameron@example.com</a></td>
<td>user_id_077</td>
<td></td>
</tr>
<tr>
<td>ED Douglas, Emily</td>
<td><a href="mailto:email+EmilyDouglas1686180@school.local">email+EmilyDouglas1686180@school.local</a></td>
<td>EmilyDouglas1686180</td>
<td></td>
</tr>
</tbody>
</table>

To open a user's profile, click the name of the user [1].

For quick access to user data, you can act as the user [2], send a message from the Conversations Inbox [3], and edit user details [4].
The user’s profile displays information about the user in several areas:

- **Name and Email [1]**: shows the user’s full name, display name, sortable name, profile picture, default email, and time zone. As an admin, you can edit the user’s profile details, act as the user, merge the user’s account, and delete the user from the account.

- **Login information [2]**: shows the user’s login information, SIS ID (if any), account, and last request. If permitted, you can manually manage login information to edit the login information or add an additional login and password.

- **Enrollments [3]**: shows the enrollments for the user grouped by courses and/or accounts (if the user is also an admin).

- **Page Views [4]**: shows the most recent page views for the user.

When available, you can also view outcome results for the user [5] and send a message to the user [6].
How do I create and add users to an account?

You can add new users to your account. Users can only be added at the account level. Only root account admins can add users to an account.

If you use SIS Imports, you do not need to add any users to your account, as they can be added through your student information system (SIS).

Account Invitations

When a user account is manually added, Canvas gives an option to generate an account invitation. If this invitation is sent, the user is invited to complete the registration process by creating a password. Once the user has an account, the user can also be added to a course. If a user is invited to a course without having an account, the user will have to create an account before accepting the course invitation.

When users are invited to a course manually, they can view the course invitation link in their email and click it to view a preview of the Canvas course. To officially accept, they must click an Accept button in the Canvas interface. However, if you prefer to disable course previews and have users automatically join the course when they view the Canvas course, please contact your Customer Success Manager to disable invitation previews.

Email Addresses

Canvas identifies users by email address. When students are added to a course, Canvas attempts to reconcile any email address conflicts when the user first logs in to the course:

- If the user does not have a username in the course’s root account, the user’s email address is linked to another user within the account, or the institution does not use delegated authentication if open registration is enabled, an account will be created for the user. Adding an email address that is not already linked to an account will only work if Open Registration is enabled.
- If the email address is already associated with an account, the student will be asked to log in to Canvas using his or her existing email address.
- Sometimes a student may be using multiple email addresses within Canvas. If a student responds to an account invitation at one email address, but is logged in to Canvas using a different email address, the student will be asked if they want to link both addresses to the same account.

Note: You can also add a user to a sub account by adding them to a course associated with the sub account.
Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open People

In Account Navigation, click the People link.

Add User

Click the Add People button.
Add User Details

Complete the following fields:

- **Full Name** [1] is used for grading, SIS imports, and other administrative items.
- **Display Name** [2] is the what other users will see in discussions, announcements, etc. The user can set his or her own display name if the setting is enabled.
- **Sortable Name** [3] is the user’s last name, first name default. This name appears in sorted lists and admins can search for it.
- **Email** [4] is used as the user’s default email address in Canvas. Emails are used to send course notifications.
- **SIS ID** [5] is the SIS ID of the user. This field is only used for institutions using SIS imports and only displays to you if you have the correct account-level SIS permissions.
- **Email the user about this account creation** [6] is an option to send the user an email about his or her new account. This option is selected by default. If you do not want the user to be notified about the account, deselect this checkbox.
Add User

Click the Add User button.
How do I edit a user's name, time zone, or email in an account?

You can manually edit a user's details in your account.

Note: If your account manages user information through a student information system (SIS), changes will also have to be made in the SIS. Any changes made in Canvas will not be passed back to the SIS.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open People

In Account Navigation, click the People link.

Find User

Use the filter and search options to find the user in the account.
Open User Profile

<table>
<thead>
<tr>
<th></th>
<th>Name</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>LB</td>
<td>Bailey, Lula</td>
<td><a href="mailto:lulabailey@instructure.com">lulabailey@instructure.com</a></td>
</tr>
<tr>
<td>OB</td>
<td>Benson, Ola</td>
<td><a href="mailto:obenson@institution-name.edu">obenson@institution-name.edu</a></td>
</tr>
<tr>
<td></td>
<td>Boone, Emily</td>
<td><a href="mailto:emilyboone@instructure.com">emilyboone@instructure.com</a></td>
</tr>
</tbody>
</table>

In the search results, click the user's name.

Edit User Details

Emily Boone

Name and Email

Full Name: Emily Boone
Display Name: Emily Boone
Sortable Name: Boone, Emily
Profile Picture: Remove avatar picture
Default Email: emilyboone@instructure.com
Time Zone: Mountain Time (US & Canada)

Click the Edit link.
Update Details

Here you can edit the user's details, but the user can change it back if they choose. The details you can edit here are:

- **Full Name** is used for grading, SIS imports, and other administrative items [1].
- **Display Name** is what other users will see in Announcements, Conversations, Conferences, and Discussions. [2]. The user can set his or her own display name if the setting is enabled.
- **Sortable Name** is the user's last name, first name default and it can be edited [3]. This appears in sorted lists and admins can search for it.
- **Time Zone** can be set to where the user or institution is located [4].
- **Default Email** is the user's contact method [5].

When you are done, click the **Update Details** button [6].
How do I manage a user's login information in an account?

You can manually manage a user's login information in an account. You can create a new login for a user to access Canvas through your Canvas URL and also delete logins.

If you have permission, you can also edit passwords for existing user logins. If you cannot view the password field for a user's existing login, you cannot edit the user's password. For assistance with this feature, please contact your Customer Success Manager. Users need to reset their passwords through the institution's password management system.

Notes:

- New or updated login information is not automatically sent to the student. Changes need to be communicated to the student. For security, login information should not be sent through email and should be communicated verbally.
- If your account manages user information through a student information system (SIS), changes will also have to be made in the SIS. Any changes made in Canvas will not be passed back to the SIS.
- A student's login displays in the secondary ID field in the Gradebook. If a student has multiple logins, the secondary ID corresponds to whatever login is listed first in the user details page unless the login includes an SIS ID. A login associated with an SIS ID regardless of position is displayed in the Gradebook as the secondary ID and the People page as the login ID.
Open Account

In Global Navigation, click the **Admin** link [1], then click the name of the account [2].
Open People

In Account Navigation, click the People link.

Find User

Use the filter and search options to find the user in the account.
Open User Profile

<table>
<thead>
<tr>
<th>Name</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bailey, Lula</td>
<td><a href="mailto:lulabailey@instructure.com">lulabailey@instructure.com</a></td>
</tr>
<tr>
<td>Benson, Ola</td>
<td><a href="mailto:obenson@institution-name.edu">obenson@institution-name.edu</a></td>
</tr>
<tr>
<td>Boone, Emily</td>
<td><a href="mailto:emilyboone@instructure.com">emilyboone@instructure.com</a></td>
</tr>
</tbody>
</table>

In the search results, click the user's name.

Add Login

Emily Boone

Name and Email

- Full Name: Emily Boone
- Display Name: Emily Boone
- Sortable Name: Boone, Emily
- Profile Picture: ![Removable Avatar Picture](image)
- Default Email: emilyboone@instructure.com
- Time Zone: Mountain Time (US & Canada)

Login Information

- emilyboone
- SIS ID: 21142571
- Integration ID: [Documentation Canvas]
- Last request: Jan 24 at 3:27pm

To add a new login, click the Add Login link.
In the Login field [1], create a login for the user. The login can be a username or email and contain letters, numbers, or the following symbol characters: - _ = +.

In the Password field [2], create a password for the user. Then confirm the password [3].

Click the Add Login button [4].

Note: You may also be able to add an SIS ID and Integration ID (secondary SIS ID) for the user login.
Edit Login

To edit an existing login, click the Edit icon.
Update Login

Update any login details as necessary.

When you are done, click the **Update Login** button [2].

**Note:** If you cannot view the password fields, you do not have permission to manage existing user passwords. The user must reset their password through the institution's password management system.
Delete Login

To delete a login, click the Delete icon.
How do I merge users in an account?

You can merge two users within your account. Merging accounts combines the logins, contact methods, and enrollments for the two user accounts. Page views are not retained for the user who was merged.

If the account being merged is enrolled in a course that the account it is being merged into is not enrolled in, grade information will be transferred to the merged account. If both accounts are enrolled in the same course, grade information from the account being merged will not be transferred.

After the accounts have been merged, the user can use the logins that originated from either account to view all their course enrollments within the same account.

Notes:

- If you cannot merge users, you may not have the appropriate permissions or merging users has been turned off in your account.
- If necessary, user accounts can be split using the Canvas Users API or using the Split Merged Users link within 180 days of the user merge; however, merged users cannot be fully restored to their previous state.
- A manual merge of user accounts in different instances is not supported.
Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open People

Courses

People

Statistics

Permissions

Outcomes

Rubrics

Grading

Question Banks

In Account Navigation, click the People link.

Find User

All Roles

Search people...

People

Use the filter and search options to find the user in the account.
Open User Profile

<table>
<thead>
<tr>
<th>Name</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bailey, Lula</td>
<td><a href="mailto:lulabailey@instructure.com">lulabailey@instructure.com</a></td>
</tr>
<tr>
<td>Benson, Ola</td>
<td><a href="mailto:obenson@institution-name.edu">obenson@institution-name.edu</a></td>
</tr>
<tr>
<td><strong>Boone, Emily</strong></td>
<td><a href="mailto:emilyboone@instructure.com">emilyboone@instructure.com</a></td>
</tr>
</tbody>
</table>

In the search results, click the user's name.

Merge User

Emily Boone

See Outcome Results for Emily Boone

Name and Email

- **Full Name:** Emily Boone
- **Display Name:** Emily Boone
- **Sortable Name:** Boone, Emily
- **Profile Picture:** [Remove avatar picture]
- **Default Email:** emilyboone@instructure.com
- **Time Zone:** Mountain Time (US & Canada)

Click the **Merge with Another User** link.
Find User Account

Find a User

Locate the user account where you want to merge the user’s information. You can either search for the user or enter the user’s ID.

If you are enrolled in multiple accounts, the User Accounts page displays an account menu [1]. In the drop-down menu, select the account where the user is located.

To locate a user by name, type the user's name in the Name field [2]. Select the user when the full name appears [3]. After confirming the user, click the Select button [4].

To select a user by user ID, enter the ID in the User ID field [5] and click the Go button [6].

Note: The User ID is found at the end of your Canvas URL (i.e. account.instructure.com/account/XXXXXX/users/XXXXXX).
Merge User Accounts

You've selected to merge the user, Emily Boone (emily.boone.canvas@gmail.com) into the account, Emily J. Boone (emily.boone.canvas+1@gmail.com). This process will have the following end result:

<table>
<thead>
<tr>
<th>User</th>
<th>Action</th>
<th>Emails</th>
<th>Logins</th>
<th>Enrollments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emily Boone</td>
<td>will be deleted</td>
<td><a href="mailto:email@email.com">email@email.com</a>, <a href="mailto:emboone86@gmail.com">emboone86@gmail.com</a>,</td>
<td><a href="mailto:emboone86@gmail.com">emboone86@gmail.com</a>, <a href="mailto:emily.boone.canvas@gmail.com">emily.boone.canvas@gmail.com</a>, <a href="mailto:emily.boone.canvas+1@gmail.com">emily.boone.canvas+1@gmail.com</a></td>
<td>American History Spring 2016, Bio 101 Fall 2014, Bio 101 Summer 2015</td>
</tr>
<tr>
<td>Emily J. Boone</td>
<td>will be kept</td>
<td></td>
<td>Documentation Canvas, Documentation Canvas, Documentation Canvas</td>
<td>Student, Student, Student</td>
</tr>
</tbody>
</table>

After selecting the user account to merge, you will see the process and end result table.

The table will show you the **User**, **Action**, **Emails**, **Logins**, and **Enrollments** of each user [1]. The table will tell you what will be deleted and kept.

If you want to change positions of the users so one gets deleted and the other does not, click the **Switch User Positions** button [2].

You can also click the **Merge Someone Else With [User Name]** [3] for either of the users if you decide to change the users.

When you are ready, click the **Prepare to Merge Users** button [4].

**Note:** The table will not display enrollments in concluded courses or courses in an unpublished state.
Confirm Merge

Really Merge User Accounts?

This process cannot be undone, so please make sure you’re certain before you continue.

Are you sure you want to merge the account, Emily Boone (emily.boone.canvas@gmail.com) into this account, Emily J. Boone (emily.boone.canvas+1@gmail.com)? This process will have the following end result:

<table>
<thead>
<tr>
<th>User</th>
<th>Action</th>
<th>Emails</th>
<th>Logins</th>
<th>Enrollments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emily</td>
<td>will be deleted</td>
<td><a href="mailto:email@email.com">email@email.com</a></td>
<td><a href="mailto:emailboone86@gmail.com">emailboone86@gmail.com</a></td>
<td>American History Spring 2016</td>
</tr>
<tr>
<td>Boone</td>
<td></td>
<td><a href="mailto:emily.boone.canvas@gmail.com">emily.boone.canvas@gmail.com</a></td>
<td><a href="mailto:emily.boone.canvas+1@gmail.com">emily.boone.canvas+1@gmail.com</a></td>
<td>Bio 101 Fall 2014</td>
</tr>
<tr>
<td>Emily J.</td>
<td>will be kept</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

You will be prompted one more time to ask if you are sure about merging the users together. When you are ready, click the **Merge User Accounts** button.

**Note:** This process cannot be undone.

View Confirmation

User merge succeeded! Emily J. Boone and Emily Boone are now one and the same.

Confirm the merge was successful.
How do I split merged users in an account?

If user accounts have been merged previously, you can split them using the Split Merged Users option on the account-level Users page.

You can split previously merged users within 180 days of the user merge. However, merged users cannot be fully restored to their previous state. If the Split Merged Users option does not display, the 180-day limit has expired and the user can no longer be split from the previous merge. Users can also be split using the Canvas Users API.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open People

In Account Navigation, click the People link.

Find User

Use the filter and search options to find the user in the account.
Open User Profile

<table>
<thead>
<tr>
<th>IA</th>
<th>Alexander, Inez</th>
<th><a href="mailto:email+InezAlexander1667560@school.local">email+InezAlexander1667560@school.local</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>LA</td>
<td>Alexander, Lucille</td>
<td><a href="mailto:email+LucilleAlexander1661500@school.local">email+LucilleAlexander1661500@school.local</a></td>
</tr>
<tr>
<td>MA</td>
<td>Alexander, Mattie</td>
<td><a href="mailto:email+MattieAlexander1387670@school.local">email+MattieAlexander1387670@school.local</a></td>
</tr>
</tbody>
</table>

In the search results, click the user's name.

Split Merged Users

Click the Split Merged Users link.
Note: If the Split Merged Users option does not display, the 180-day limit has expired and the user can no longer be split from the previous merge.

**Split Merged User Accounts**

**Split Merged Users**

The following users will be split into separate user accounts:

- Mattie Alexander
- Lucile Alexander (2522)

NOTE: This will attempt to undo the merge as fully as possible; however, merged users may not be perfectly restored to their prior state.

Click the **Split** button.

Note: You can split previously merged users within 180 days of the user merge. However, merged users cannot be fully restored to their previous state.

**View Confirmation**

**Split Merged Users**

User split complete. Links to split user accounts follow:

- Lucile Alexander
- Mattie Alexander

To view the split user accounts, click the user's name [1]. To return to the user's profile, click the **OK** button [2].
How do I suspend and reactivate users in an account?

You can suspend and reactivate a user's profile. Suspending a user allows you to remove the user's login access to authorized systems. Reactivating a user allows the user to log into Canvas and regain access to previously authorized API integrations.

Note: User suspension and reactivation is also supported in the SIS Export report.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open People

In Account Navigation, click the **People** link.

Find User

Use the filter and search options to find the user in the account.
Open User Profile

<table>
<thead>
<tr>
<th>User</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bailey, Lula</td>
<td><a href="mailto:lulabailey@instructure.com">lulabailey@instructure.com</a></td>
</tr>
<tr>
<td>Benson, Ola</td>
<td><a href="mailto:obenson@institution-name.edu">obenson@institution-name.edu</a></td>
</tr>
<tr>
<td>Boone, Emily</td>
<td><a href="mailto:emilyboone@instructure.com">emilyboone@instructure.com</a></td>
</tr>
</tbody>
</table>

In the search results, click the user's name.

Suspend User

Click the **Suspend User** link.
Confirm Suspension

Confirm suspension

Suspending Ola Benson from this account will remove all access to all authorized systems from all their logins.

To suspend a user and remove all of their login access to authorized systems, click the Suspend button.
Reactivate User

To allow a user to login again, click the **Reactivate User** link.

**Confirm reactivation**

Reactivation will allow all logins for Ola Benson to log in to Canvas and regain access to previously authorized API integrations.

Click the **Reactivate** button.
How do I delete a user from an account?

You can delete a user from your account. This process cannot be undone and will remove the user's data (including grades and ePortfolios) from all courses and groups.

**Note:** If your account manages user information through a student information system (SIS), changes will also have to be made in the SIS. Any changes made in Canvas will not be passed back to the SIS.

Open Account

In Global Navigation, click the **Admin** link [1], then click the name of the account [2].
Open People

In Account Navigation, click the People link.

Find User

Use the filter and search options to find the user in the account.
Open User Profile

<table>
<thead>
<tr>
<th>Name</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bailey, Lula</td>
<td><a href="mailto:lulabailey@instructure.com">lulabailey@instructure.com</a></td>
</tr>
<tr>
<td>Benson, Ola</td>
<td><a href="mailto:obenson@institution-name.edu">obenson@institution-name.edu</a></td>
</tr>
<tr>
<td>Boone, Emily</td>
<td><a href="mailto:emilyboone@instructure.com">emilyboone@instructure.com</a></td>
</tr>
</tbody>
</table>

In the search results, click the user's name.

Delete User

Emily Boone

Name and Email

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Name</td>
<td>Emily Boone</td>
</tr>
<tr>
<td>Display Name</td>
<td>Emily Boone</td>
</tr>
<tr>
<td>Sortable Name</td>
<td>Boone, Emily</td>
</tr>
<tr>
<td>Profile Picture</td>
<td><img src="image" alt="Remove avatar picture" /></td>
</tr>
<tr>
<td>Default Email</td>
<td><a href="mailto:emilyboone@instructure.com">emilyboone@instructure.com</a></td>
</tr>
<tr>
<td>Time Zone</td>
<td>Mountain Time (US &amp; Canada)</td>
</tr>
</tbody>
</table>

Locate the **Delete from [account title]** link to delete the user.
Confirm Deletion

Confirm Delete Emily Boone from Documentation Canvas

Are you sure you want to delete this user from the account Documentation Canvas? This will remove the user’s data (including grades) from all courses and groups. This process cannot be undone.

After clicking on the delete link, you will be asked if you are sure you want to delete the user. If you are sure, click the Delete [User Name] button.

**Note:** This will remove the user’s data (including grades and ePortfolios) from all courses and groups.
How do I act as another user in an account?

Acting as a user allows admins to log in as the user without a password. You can take any action as though you are the user. From other users' points of views, it will be as if this user performed them. However, the audit logs will show that you performed the tasks while acting as that user. Audit logs can be viewed by admins who have access to Canvas Data files. Audit logs are also available by downloading the Page Views CSV file. This file displays all user activity for a specific user, including actions an admin performs when they masquerade as the user.

To act as a user in an account, admins must be assigned the Users - Act as permission. The Users - Act as account permission can only be managed from the root account and cannot be enabled at the sub-account level. The Users - Act as permission should only be assigned to users that your institution has authorized to act as other users in your entire Canvas account. Users with this permission may be able to use the Act as feature to manage account settings, view and adjust grades, access user information, etc. This may include admins designated to a sub-account accessing settings and information outside of their sub-account.

Notes:

- When acting as a user, language preferences do not apply and will always be shown in the default language.
- To act as another admin, you must have all the permissions enabled in your account that have been enabled for that admin.
- If your institution has a trust agreement with another institution, trust accounts do not grant permission for you to act as users associated with a different Canvas URL. You can only act as users who are associated with your same account.
- Additionally, once you are acting as a user, any user role that can view the user details page displays the Act as Users link in the user details page. This behavior takes place because of an override to your permissions and helps you quickly act as another user; it does not mean that the user for whom you are acting is also able to act as other users.
- Any Canvas feature that requires or modifies a user’s API access token cannot be modified through acting as a user.
- When you act as another user as an admin, the Recent History link displays the recent history for the student, not the page views you create.
Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open People

In Account Navigation, click the People link.

Find User

Use the filter and search options to find the user in the account.
Open User Profile

<table>
<thead>
<tr>
<th></th>
<th>Name</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>RR</td>
<td>Reeves, Roger</td>
<td><a href="mailto:rreeves@institution-name.edu">rreeves@institution-name.edu</a></td>
</tr>
<tr>
<td></td>
<td><strong>Roberts, Doug</strong></td>
<td><a href="mailto:dougroberts@instructure.com">dougroberts@instructure.com</a></td>
</tr>
<tr>
<td>JR</td>
<td>Rogers, Joe</td>
<td><a href="mailto:jrogers@institution-name.edu">jrogers@institution-name.edu</a></td>
</tr>
<tr>
<td></td>
<td>Sanderson, Bill</td>
<td><a href="mailto:billsanderson@instructure.com">billsanderson@instructure.com</a></td>
</tr>
</tbody>
</table>

In the search results, click the user's name.

Act as User

**Doug Roberts**

Name and Email

- **Full Name:** Doug Roberts
- **Display Name:** Doug Roberts
- **Sortable Name:** Roberts, Doug

Profile Picture: [Remove avatar picture]

- **Default Email:** dougroberts@instructure.com
- **Time Zone:** Central Time (US & Canada)

Edit Act as User Merge with Another User | Suspend User | Delete from Documentation Canvas

Click the Act as User link.
The Act as User page confirms the user’s information. If the user has multiple login credentials, all login IDs are displayed for additional user verification. Click the Proceed button.
View Canvas as User

While you are acting like the user you will see what the user sees, but the audit reports will show that you performed those tasks and not the actual user. You will know that you are acting as a user by the information box at the bottom of the screen that says You are currently acting as [User].

Stop Acting as User

When you are finished acting as the user, click the Stop Acting as User button.
How do I send a message to a user in an account?

You can view a user in your account and send a message to the user.
The message link connects to your Conversations Inbox, which you can also use to message a user directly.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open People

In Account Navigation, click the People link.

Find User

Use the filter and search options to find the user in the account.
Open User Profile

In the search results, click the user's name.

Message User

Click the Message [User Name] button.
Send Message

Canvas redirects you to the Conversations Inbox, where you can compose your message to the student.

When you are finished, click the Send button.
How do I view the enrollments for a user in an account?

As an admin, you can view all course, group, and account enrollments for a user in your account.

This page also allows you to quickly unenroll a user from any course, group, or account, if necessary. At the account level, unenrolling a user from a course or group has the same result as removing an enrollment in a course, except you can unenroll the user from multiple courses or groups at once.

Enrollments are commonly managed automatically in Canvas through student information system CSV files. However, if your instructors have permission to add or remove users, enrollments can be managed manually by a course instructor.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open People

In Account Navigation, click the People link.

Find User

Use the filter and search options to find the user in the account.
Open User Profile

<table>
<thead>
<tr>
<th>EB</th>
<th>Baldwin, Emily</th>
<th><a href="mailto:email+EmilyBaldwin1575880@school.local">email+EmilyBaldwin1575880@school.local</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>JB</td>
<td>Bennett, Jeremiah</td>
<td><a href="mailto:email+JeremiahBennett1633819@school.local">email+JeremiahBennett1633819@school.local</a></td>
</tr>
<tr>
<td></td>
<td>Boone, Emily</td>
<td><a href="mailto:email.boone.canvas@gmail.com">email.boone.canvas@gmail.com</a></td>
</tr>
</tbody>
</table>

In the search results, click the user's name.

View Enrollments

<table>
<thead>
<tr>
<th>Enrollments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Courses (31)</td>
</tr>
<tr>
<td>1 Introduction to the Solar System</td>
</tr>
<tr>
<td>Active, Enrolled as a Student.</td>
</tr>
<tr>
<td>2 Marketing 101</td>
</tr>
<tr>
<td>2016 Summer</td>
</tr>
<tr>
<td>Completed, Enrolled as a Student.</td>
</tr>
<tr>
<td>3 Notifications for Beginners</td>
</tr>
<tr>
<td>Active, Enrolled as a Student.</td>
</tr>
<tr>
<td>Groups (20)</td>
</tr>
<tr>
<td>1 Student Group 1</td>
</tr>
<tr>
<td>Simple Canvas Course</td>
</tr>
<tr>
<td>Discussion Group 1</td>
</tr>
<tr>
<td>Classic Literature</td>
</tr>
<tr>
<td>Study Group 1</td>
</tr>
<tr>
<td>Classic Literature</td>
</tr>
<tr>
<td>Accounts (1)</td>
</tr>
<tr>
<td>Documentation Canvas</td>
</tr>
</tbody>
</table>

Enrollments are located in the **Enrollments** section. Enrollments are separated into courses [1] and groups [2].

If a user has been added to an account, the Enrollments section will also display a list of accounts where the user resides [3].
View Course Details

The Courses section shows all courses where the user is enrolled.

Each course includes the course name [1], the term where the course resides [2], the user's enrollment status [3], and the user's role [4].

To access the course, click the name of the course.

View Group Details

The Groups section shows all groups where the user is enrolled.

Each group includes the group name [1], the group's description [2], and the group's topic [3].

To access the group, click the name of the group.
The Groups section shows all groups where the user is enrolled.

Each group includes the group name [1] and the name of the course or account where the group resides [2].

To access the group, click the name of the group.

**Note:** To unenroll a user from a group, you must open the account or course and manage the user’s enrollment.

### View Account Details

Accounts (1)

Documentation Canvas

The Accounts section shows all accounts where the user is enrolled as an account admin.

To access the account, click the name of the account.

### Unenroll User

To unenroll a user from a course, group, or account, locate the appropriate section in the enrollments list. Next to the course, group, or account where you want to unenroll the user, click the Delete icon [1] then click the OK button [2]. The user will no longer have access to the course, group, or account.
How do I view the page views for a user in an account?

You can view the page views for a user in your account. You can also download page views as a CSV file.

The Page views section only displays user data for the last 365 days.

Notes:

• Viewing page views is an account permission. If you cannot view page views, your institution has restricted this feature.
• Because mobile page view data is based on device settings and network connection, it may vary from the time the page views actually occurred. Page view data should not be used to assess academic integrity.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open People

In Account Navigation, click the People link.

Find User

Use the filter and search options to find the user in the account.
Open User Profile

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>EB</strong></td>
<td>Baldwin, Emily</td>
<td><a href="mailto:email+EmilyBaldwin1575880@school.local">email+EmilyBaldwin1575880@school.local</a></td>
</tr>
<tr>
<td><strong>JB</strong></td>
<td>Bennett, Jeremiah</td>
<td><a href="mailto:email+JeremiahBennett1633819@school.local">email+JeremiahBennett1633819@school.local</a></td>
</tr>
<tr>
<td><strong>Boone, Emily</strong></td>
<td></td>
<td><a href="mailto:emily.boone.canvas@gmail.com">emily.boone.canvas@gmail.com</a></td>
</tr>
</tbody>
</table>

In the search results, click the user's name.

View Page Views

<table>
<thead>
<tr>
<th>Page Views</th>
<th>Filter by date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>URL</strong></td>
<td><strong>Date</strong></td>
</tr>
<tr>
<td><a href="https://documentation.instructure.com/conversations">https://documentation.instructure.com/conversations</a></td>
<td>Oct 19 at 9:42am</td>
</tr>
<tr>
<td><a href="https://documentation.instructure.com/dashboard-sidebar">https://documentation.instructure.com/dashboard-sidebar</a></td>
<td>Oct 19 at 9:42am</td>
</tr>
<tr>
<td><a href="https://documentation.instructure.com/api/v1/dashboard/dashboard_cards">https://documentation.instructure.com/api/v1/dashboard/dashboard_cards</a></td>
<td>Oct 19 at 9:42am</td>
</tr>
<tr>
<td><a href="https://documentation.instructure.com/login_success=1">https://documentation.instructure.com/login_success=1</a></td>
<td>Oct 19 at 9:42am</td>
</tr>
<tr>
<td><a href="https://documentation.instructure.com/conversations">https://documentation.instructure.com/conversations</a></td>
<td>Oct 16 at 1:23pm</td>
</tr>
<tr>
<td><a href="https://documentation.instructure.com/conversations">https://documentation.instructure.com/conversations</a></td>
<td>Oct 16 at 1:08pm</td>
</tr>
<tr>
<td><a href="https://documentation.instructure.com/dashboard-sidebar">https://documentation.instructure.com/dashboard-sidebar</a></td>
<td>Oct 16 at 1:07pm</td>
</tr>
<tr>
<td><a href="https://documentation.instructure.com/api/v1/dashboard/dashboard_cards">https://documentation.instructure.com/api/v1/dashboard/dashboard_cards</a></td>
<td>Oct 16 at 1:07pm</td>
</tr>
<tr>
<td><a href="https://documentation.instructure.com/">https://documentation.instructure.com/</a></td>
<td>Oct 16 at 1:07pm</td>
</tr>
</tbody>
</table>

At the bottom of the User Details page, the Page Views table shows the URL the student viewed [1], the date the page was accessed [2], whether or not the user participated in the page [3], the interaction time with the page [4], and the user's browser agent [5].

In the User Agent column, you can also view if the user participated in a course using an access token from a developer key. The name of the associated app will appear in the page views, which helps differentiate user access tokens from web sessions and identify the associated developer key. Page views also support activity in Canvas mobile apps, so you can view when a user
accesses and participates in a course using a mobile device. Mobile page views are sent to Canvas from the mobile apps when a user leaves, or backgrounds, the app.

- **Participated** indicates whether the user participated in an activity that required action, such as submitting an assignment, replying to a discussion, or contributing to a page.
- **Time** is calculated by the number of seconds a user interacts with a Canvas page. Canvas records interactions at a minimum of 10 seconds or a maximum of 5 minutes to document when a user physically interacts with the page, such as clicking the mouse or using the keyboard.

You can download the page views as a CSV file by clicking the CSV link [6]. The generated CSV file contains more information than displayed in the Page Views window, such as the IP address used for each page view.

You can filter the page views by date. To add a date filter, enter the date in the **Filter by date** field or click the Calendar icon [7].

For further details about student interaction you can view individual student analytics in a course.

**Notes:**

- The CSV file will only display up to 300 lines of data. Information existing outside of this range can be accessed via the Canvas Users API.
- Descriptions of Page Views CSV column headings can be found in the the Canvas Users API documentation.
- The Page Views CSV file contains information about user activity in Canvas. When an admin masquerades as a user, the real_user_id column displays the admin's User ID. A blank cell in this column indicates that the user was logged in.
How do I manage profile pictures for users in an account?

If your account has enabled profile pictures for your users, you can manage all profile pictures for your account. Profile pictures are public and automatically approved when users upload an image in their settings. Using profile pictures can make it easier to see the users in your account and managing them gives you the ability to keep the pictures appropriate.

If Gravatars are enabled for an institution in account settings, and a user has a Gravatar but chooses not to upload a profile picture, the Gravatar will display for the user's profile picture.

If a student views another student's user details in a course and reports a profile picture as inappropriate, you can review those profile pictures and approve, lock, or delete the picture. In the courses, instructors can remove profile pictures completely from a user's details page.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open People

In Account Settings, click the **People** link.

Manage Profile Pictures

Click the **Manage Profile Pictures** link.
View Profile Pictures

Profile Pictures

Show: Submitted 6 | Reported | Approved, Re-Reported 2 | All 47

You can view and filter profile pictures by the following categories:

- **Submitted** [1]: pictures that users have submitted but they haven't been approved or deleted
- **Reported** [2]: pictures that have been reported
- **Approved, Re-Reported** [3]: pictures that have been approved and re-reported
- **All** [4]: all the pictures within the account

Manage Profile Picture

Within each category, you can manage individual profile pictures with links to approve, lock, or delete the picture [1]. Locking the profile picture means the image is approved but the user cannot change the profile picture. Locked profile pictures can be unlocked at any time.

Each status (except submitted) includes an associated icon [2]:

- approved profile pictures display a check mark
- locked profile pictures display a lock icon
- reported profile pictures display a warning icon
How do I view groups in an account?

You can view existing groups in your account. Viewing groups at the account level is similar to viewing groups at the course level. The groups created at the account level will still show up in the Groups menu in the Global Navigation menu.

**Note:** Viewing user groups is an account permission. If you cannot view user groups, your admin has restricted this option.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open People

- Courses
  - People
- Statistics
- Permissions
- Outcomes
- Rubrics
- Grading
- Question Banks

In Account Settings, click the People link.

View User Groups

Click the View User Groups link.
View Group Sets

Once you create a group set in your account, the group set displays as a tab for easy access to the group information [1]. You can also view a group set directly by clicking the name of the tab.

The highlighted tab shows which group set you are viewing [2]. Click any tab to view another group set.
View Groups

When you created the group set, you also created groups, either manually or automatically.

By default, all groups are collapsed in the page. You can expand each group and see which students are assigned to each group in the group set, if any, by clicking the arrow next to the group name [1].

Once users are participating in a group, you can view their activity within a group by clicking the group Options icon [2] and selecting the Visit Group Homepage link [3].

Add Group Set

To add a group set, click the Add Group Set button.
Manage Group Set

To manage a group, click the group **Options** icon [1].

To edit the name of the group, click the **Edit** link [2]. To delete the group, click the **Delete** link [3].

**Note:** Currently the Randomly Assign Students link is not supported in account groups. All users must be added manually to each group.
How do I add groups in a group set in an account?

Creating groups at the account-level is similar to viewing groups at the course-level. The groups created at the account-level will still show up in the Groups Menu in Global Navigation. You can also create groups at the sub-account level.

Notes:

- Viewing user groups is an account permission. If you cannot view user groups, your admin has restricted this option.
- Setting up groups for the purposes of collaboration is better handled through building courses or groups under the appropriate sub-account level, since you can't assign non-admins to sub-accounts.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open People

In Account Settings, click the People link.

View User Groups

Click the View User Groups link.
**Add Group Set**

Click the **Add Group Set** button.

**Create Group Set**

In the **Group Set Name** field [1], enter a name for the group. Click the **Save** button [2].
Add Group

In the new group set [1], click the Add Group button [2].

Create Group

Name the group by typing in the Group Name field [1]. If you want to limit groups to a specific size, enter the maximum number of group members in the Group Membership Limit field [2]. To save the group, click the Save button [3].
View Group

View the group in your group set.

To create another group, click the **Add Group** button.
How do I moderate ePortfolios as an admin?

As an admin, you can moderate ePortfolios in your account. The ePortfolio Moderation page displays any ePortfolio identified by Instructure as possible spam. You can verify these ePortfolio as spam or mark them as safe. Marking an ePortfolio as spam or safe applies that status to the entire ePortfolio.

The ePortfolio Moderation page also displays all spam ePortfolios in your account as well as safe ePortfolios authored by users who also authored ePortfolios that are currently marked as spam.

Any ePortfolio that is flagged as possible spam by Instructure or marked as spam by a Canvas admin will only be visible to the author and admins. Authors cannot edit ePortfolios that are flagged or marked as spam. If a user's ePortfolio has been marked as spam, the user will also no longer be able to create new ePortfolios.

Notes:

- Admin ePortfolio moderation is an account-level permission. To moderate ePortfolios, the Users - Moderate Content permission must be enabled.
- Removing users via SIS upload does not delete their associated ePortfolios. However, deleting a user account in your Canvas account also deletes their associated ePortfolio.
Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open ePortfolio Moderation

In Account Navigation, click the **ePortfolio Moderation** link.

**Note:** The ePortfolio Moderation link is only visible to admins with the Users - Moderate Content permission.
View ePortfolio Moderation

From the ePortfolio Moderation page, you can manage ePortfolios in your account that have been identified as spam. Each ePortfolio displays the author [1], name [2], visibility status [3], and moderation status. ePortfolios will have one of the following moderation statuses:

- **Needs review: flagged as possible spam** [4] - Instructure’s systems have identified this ePortfolio as possible spam and it needs administrator review. It is only visible to the original author and administrators.
- **Marked as spam** [5] - An administrator has reviewed this ePortfolio and marked it as spam. It is only visible to the original author and administrators.
- **Marked as safe** [6] - An administrator has reviewed this ePortfolio and marked it as safe. It is visible to its original intended audience.

**Note:** ePortfolios marked as safe only display on this page if the ePortfolio is part of an author’s account with at least one ePortfolio marked as spam and all ePortfolios have not yet been resolved.
Review ePortfolio

Eportfolio Moderation
Deleting a user will destroy all of their ePortfolios. Alternatively, ePortfolios can be individually marked as 'spam' or 'safe' to modify their visibility.

Explanation of statuses:
1. 'Needs review: flagged as possible spam': Instructure's systems have identified this ePortfolio as possible spam, and it needs administrator review. It is only visible to the original author and administrators.
2. 'Marked as spam': An administrator has reviewed this ePortfolio and marked it as spam. It is only visible to the original author and administrators.
3. 'Marked as safe': An administrator has reviewed this ePortfolio and marked it as safe. It is visible to its original intended audience.

<table>
<thead>
<tr>
<th>Author</th>
<th>Eportfolio</th>
<th>Currently Visible To</th>
</tr>
</thead>
<tbody>
<tr>
<td>Joe Rogers</td>
<td>Buy This Product</td>
<td>Administrators and author only (flagged as possible spam)</td>
</tr>
<tr>
<td></td>
<td>Needs review: flagged as possible spam</td>
<td></td>
</tr>
<tr>
<td>Jessica Doe</td>
<td>My Favorite ePortfolio</td>
<td>Administrators and author only (marked as spam)</td>
</tr>
<tr>
<td></td>
<td>Marked as spam</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Jessica's ePortfolio</td>
<td>Anyone with a direct link (private)</td>
</tr>
<tr>
<td></td>
<td>Marked as safe</td>
<td></td>
</tr>
<tr>
<td>Max Johnson</td>
<td>My Portfolio</td>
<td>Administrators and author only (marked as spam)</td>
</tr>
<tr>
<td></td>
<td>Marked as spam</td>
<td></td>
</tr>
</tbody>
</table>

To review an ePortfolio, click the name of the ePortfolio [1].

To open a user's profile, click the name of the user [2]. From the the profile page, you can manage login information or delete a user.

Note: Removing users via SIS upload does not delete their associated ePortfolios. However, deleting a user account in your Canvas account also deletes their associated ePortfolio.
An ePortfolios flagged as possible spam will display a warning message that it is only visible to admins and the author [1].

To mark the portfolio as safe, click the **Mark as Safe** button [2].

To mark the portfolio as spam, click the **Confirm as Spam** button [3].
View Spam ePortfolio

An ePortfolio marked as spam will display a warning message that it is only visible to admins and the author [1]. Authors cannot edit ePortfolios marked as spam.

To mark the ePortfolio as safe, click the Mark as Safe button [2].

View Safe ePortfolio

An ePortfolio marked as spam will display a warning message that it is only visible to admins and the author [1]. Authors cannot edit ePortfolios marked as spam.

To mark the ePortfolio as safe, click the Mark as Safe button [2].

Admins can mark any ePortfolio as spam, even if the ePortfolio is not listed on the ePortfolio Moderation page.

To mark an ePortfolio as spam, navigate to the ePortfolio and click the Mark as Spam button.
Profile and User Settings
How do I set a time zone in my user account as an admin?

All dates and times throughout Canvas are displayed according an account or course's respective time zone. However, you can set your own time zone for your user account and have your local time zone display throughout Canvas. Displaying dates in your local time may help you stay up to date on events, especially if the account or course time zone differs significantly from where you reside.

Note: If you set a time zone in your user settings, you can always view the course time zone by hovering over any date and time in Canvas. The text will show both the local time and course time.

Open User Settings

In Global Navigation, click the Account link [1], then click the Settings link [2].
Edit Settings

Click the Edit Settings button.

Set User Time Zone

In the Time Zone drop-down menu, select a new time zone for your user account.
Update Settings

Click the Update Settings button.

View Time Zone

Andy Admin's Settings

Full Name:*  Andy Admin
This name will be used for grading.

Display Name:  Andy Admin
People will see this name in discussions, messages and comments.

Sortable Name:  Admin, Andy
This name appears in sorted lists.

Language:  System Default (English (US))

Time Zone:  Central Time (US & Canada)

View the time zone for your user account.
How do I set up multi-factor authentication for my user account as an admin?

Multi-factor authentication adds security to user accounts in your institution by asking each user to verify his or her user account. You can enable multi-factor authentication for your institution by contacting your Customer Success Manager. You can request to enable multi-factor authentication with one of three options: required for admins, required for all users, or optional for all users.

You must have a mobile device to set up multi-factor authentication for your user account. Your device must be able to send text (SMS) messages, or if you have a smartphone, you can download the Google Authenticator app for iPhone or Android.

**Note:** This lesson shows how to set up multi-factor authentication if it is an optional setting in your user account. However, if multi-factor authentication is *required* by your institution, you will be shown the multi-factor authentication page directly after you log in to Canvas.

Open User Settings

In Global Navigation, click the **Account** link [1], then click the **Settings** link [2].
Set Up Multi-Factor Authentication

Click the Set Up Multi-Factor Authentication button.

Verify via Google Authenticator

To verify multi-factor authentication with Google Authenticator, download the app for your device (iPhone or Android) [1]. Use the app to scan the QR code and generate a code. Enter the code in the Verification Code field [3].

If you want multi-factor authentication to remember the computer you are using to log in to Canvas, click the Remember this computer checkbox [4].
Click the Verify button [5].

Verify via Text Message

To verify multi-factor authentication via text message, any existing SMS notification type displays in the drop-down menu [1]. This is the number where your multi-factor verification code will be sent. To select a new text (SMS) number, select the drop-down menu and enter the option to add a new phone number. You will need to know the phone number and mobile carrier (provider).

Once you have set up your new phone number, or selected an existing phone number, click the Send button [2]. Your mobile device will receive a verification code. Enter the code in the Verification Code field [3].

If you want multi-factor authentication to remember the computer you are using to log in to Canvas, click the Remember this computer checkbox [4].

Click the Verify button [5].
Manage Multi-Factor Authentication

Once multi-factor authentication is enabled, your User Settings page may display additional options to manage your authentication.

You can choose to create multi-factor authentication codes to use as backup in case your authentication device is not available [1]. This option is available to all users with multi-factor authentication.

If multi-factor authentication is optional for your account, you can also choose to reconfigure authentication [2] or disable authentication [3].
How do I manage new features in my user account as an admin?

Canvas is continually creating new features to improve your user experience. The majority of improvements will be made available as part of our regular release cycle. However, some features may affect your personal interaction with Canvas.

This article gives an overview of how to manage user-level feature settings for your user account. You have no control over user-level features.

To view specific feature settings available in Canvas, visit the [user account features](#) article.

Open User Settings

In Global Navigation, click the **Account** link [1], then click the **Settings** link [2].
View Feature Settings

Feature Options

Available features appear in the Feature Settings section.

Filter Feature Options

To filter by all features, enabled features or disabled features, click the Filter drop-down menu.
Search Feature Settings

To search for a feature setting, type a keyword in the **Search** field.

View Types of Features

<table>
<thead>
<tr>
<th>Feature</th>
<th>State</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔ Autodetect field separators in compatible spreadsheet exports</td>
<td>x</td>
</tr>
</tbody>
</table>

- Attempt to detect an appropriate field separator in compatible spreadsheet exports based on the number format for your language.

- Course Set-up Tutorial

Each feature includes a feature description. To expand the feature box and display the description, click the arrow icon.

View Feature Tags

<table>
<thead>
<tr>
<th>Feature</th>
<th>State</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔ Autodetect field separators in compatible spreadsheet exports</td>
<td>x</td>
</tr>
</tbody>
</table>

- 1

- Course Set-up Tutorial

- Disable Alert Notification Timeouts [BETA] | x |

- 2

Feature tags help identify the state of each feature.

A feature with no label means the feature is stable and ready for use in your production environment [1].
Features may also include a beta tag [2], which means the feature is available for use in your production environment but is still being tested for usability and accessibility behavior. Enabling a beta feature may create unintended behavior within your Canvas account.

**Note:** Occasionally features may include a Development tag, which means the feature is only available for testing in your beta environment; it is not available in your production environment. Not all institutions allow testing in beta environments.

### View Feature States

<table>
<thead>
<tr>
<th>Feature</th>
<th>State</th>
</tr>
</thead>
<tbody>
<tr>
<td>› Autodetect field separators in compatible spreadsheet exports</td>
<td>✔️ 1</td>
</tr>
<tr>
<td>› Course Set-up Tutorial</td>
<td>❌ 2</td>
</tr>
<tr>
<td>› Disable Alert Notification Timeouts</td>
<td>✔️ 3</td>
</tr>
<tr>
<td>› Disable Celebration Animations</td>
<td>❌ 4</td>
</tr>
<tr>
<td>✔️ Disable Keyboard Shortcuts</td>
<td>✔️ 3</td>
</tr>
<tr>
<td>Disable Canvas keyboard shortcuts. Some users using screenreaders or keyboard navigation will have an improved experience with these shortcuts turned off.</td>
<td>❌ 5</td>
</tr>
<tr>
<td>✔️ High Contrast UI</td>
<td>❌ 5</td>
</tr>
<tr>
<td>High Contrast enhances the color contrast of the UI (text, buttons, etc.), making those items more distinct and easier to identify. Note: Institution branding will be disabled.</td>
<td>❌ 5</td>
</tr>
</tbody>
</table>

You can choose to enable or disable feature settings.

To enable or disable a feature, click the feature's **State** icon [1].

To turn the feature on, click the **Enabled** option [2]. Enabled features display the **Enabled** icon [3].

To turn the feature off, click the **Disabled** option [4]. Disabled features display the **Disabled** icon [5].
What feature settings can I enable in my user account as an admin?

Canvas is continually creating new features to improve your user experience. The majority of improvements will be made available as part of our regular release cycle. However, some features may affect your personal interaction with Canvas. Learn more about User Feature Settings and how to enable them in the manage new features lesson.

Auto Show Closed Captions

- **Auto Show Closed Captions**
  
  Automatically show closed captions in the user's current language (if available) when playing canvas media.

*By default, this feature is set to Off.*

The Auto Show Closed Captions feature setting allows you to enable captions added to videos by default for your Canvas account.

*Note: Videos embedded from third-party tools, such as Youtube, are not supported. Additionally, embedded Canvas Studio videos are not yet supported.*

Course Set-up Tutorial

- **Course Set-up Tutorial**
  
  Course set-up tutorial provides tips on how to leverage the feature opportunities on each page in Canvas. It is especially useful when you are new to Canvas or are setting up a new course for the first time in a long time.

*This feature only displays if your institution has enabled the Canvas course setup tutorial. By default, this feature is set to Off.*

The Course Set-up Tutorial feature setting allows you to view the course set-up tutorial. When enabled, this feature displays a tutorial in each Course Navigation index page that shows you the purpose of the page and what to do next. The tutorial applies to all of your courses in Canvas where you are enrolled as an instructor.
Disable Alert Notification Timeouts

- **Disable Alert Notification Timeouts**
  - Enabling this feature gets rid of the timeout for alert notifications that pop up, giving the user as much time as they need to read the notification over and dismiss it when they are finished.

*By default this feature is set to Off.*

The **Disable Alert Notification Timeouts** feature setting prevents alert notification pop-ups from timing out. When this feature setting is enabled, alert notifications in Canvas will display until you manually dismiss the alert.

Disable Celebration Animations

- **Disable Celebration Animations**
  - Enabling this feature hides all celebration animations.

*This feature only displays if your institution has enabled confetti for valid links.* *By default this feature is set to Off.*

The **Disable Celebration Animations** feature setting allows you to disable celebration animations that display when you run the link validator in a course. When enabled, celebration animations will no longer display in Canvas.

Disable Keyboard Shortcuts

- **Disable Keyboard Shortcuts**
  - Disable Canvas keyboard shortcuts. Some users using screenreaders or keyboard navigation will have an improved experience with these shortcuts turned off.

*By default this feature is set to Off.*

The **Disable Keyboard Shortcuts** feature setting allows you to disable keyboard shortcuts in Modules, Discussions, the Gradebook, and SpeedGrader. Other areas of Canvas will be updated at a future date.
This setting allows users who rely on screen readers or keyboard navigation to control their experience in Canvas with keyboard shortcuts.

**High Contrast UI**

Click the **High Contrast UI** setting to enable high contrast styles in Canvas. This feature enhances the color contrast of the UI (text, buttons, etc.) for users who rely on screen readers or keyboard navigation. Note: When this feature is enabled, institutional branding will not be supported, so you will not be able to view the institution's logo or other elements.

**Microsoft Immersive Reader**

Click the **Microsoft Immersive Reader** setting to enable this feature. It enhances accessibility and comprehension for any reader. The Immersive Reader button is available in supported areas of Canvas. However, if the feature is on for the entire account, the account preference overrides your user preference, and your user setting has no effect.

To learn more about this feature, see the [Microsoft Immersive Reader website](#).
Underline Links

By default this feature is set to Off.

The Underline Links feature setting allows you to view Canvas interface links as underlined text. When enabled, this feature underlines hyperlinks in navigation menus, the Dashboard, and page sidebars. This feature setting does not apply to user-generated content links in the Rich Content Editor, which always underlines links for all users.

CSV Separator Preferences

You can set how you want to view separators in CSV export files, depending on your locale or preference.

Separator settings are managed through one of three feature settings in User Settings. These settings only apply to compatible spreadsheet exports.

Autodetect Field Separators in Compatible Spreadsheet Exports

The Autodetect field separators feature setting attempts to determine the appropriate field separator as indicated by the language set in the user’s account. For languages where the decimal separator is a dot, (e.g. 1,234.56), autodetection will choose a comma as the field separator. For languages where the decimal separator is a comma, (e.g. 1.234,56), autodetection will choose a semicolon as the field separator. For all other cases, autodetection will choose a comma as the field separator as a default.

Note: This feature is automatically disabled if the Use semicolons to separate fields setting is enabled.
Include Byte-Order Mark in Compatible Spreadsheet Exports

Include Byte-Order Mark in compatible spreadsheet exports

- Optionally include a byte-order mark in compatible spreadsheet exports so they can be imported into Excel for users in some locales.

The **Include Byte-Order Mark** feature setting generates a specific set of three characters at the beginning of the CSV file. These characters, known as a byte-order mark, help some versions of Microsoft Excel understand that the CSV file is a UTF-8 encoded file. It also tells some localized versions of Excel that they should treat the incoming CSV file as if it were semicolon-separated by default. Because some versions of Excel do not understand or honor the byte-order mark, this feature allows all users to disable generation of this byte-order mark.

Use Semicolons to Separate Fields in Compatible Spreadsheet Exports

Use semicolons to separate fields in compatible spreadsheet exports

- Use semicolons instead of commas to separate fields in compatible spreadsheet exports so they can be imported into Excel for users in some locales.

The **Use semicolons to separate fields** feature setting generates CSV files with semicolons as the field separators instead of the default comma. When disabled, this feature falls back to behavior determined by the state of the Autodetect field separators setting.

**Note:** This feature is automatically disabled if the Autodetect Field Separators setting is enabled.
How do I change the language preference in my user account as an admin?

English is Canvas' language default, but you can choose to view the Canvas interface in another language.

Note: Instructors have the option to change the language preference for their courses. If you view a course where the instructor has made this change (most often for a foreign language course), the course language will override the language in your user settings.

Open User Settings

In Global Navigation, click the Account link [1], then click the Settings link [2].
Edit Settings

Click the **Edit Settings** button.

Select Language

In the Language drop-down menu, choose your preferred language.
Update Settings

Click the **Update Settings** button.

View Preferred Language

View Canvas in your preferred language.
Question Banks
How do I manage question banks in an account?

After you create Question Banks in your account, you can delete, edit, and bookmark them as needed. Bookmarking a question bank allows users to quickly identify favorite or frequently used Question Banks.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Question Banks

In Account Navigation, click the Question Banks link.

Edit Question Bank

To change the name of the question bank, click the Edit icon [1].

To edit, add, or delete questions from the question bank, click the question bank name [2]
Bookmark Question Bank

Account Question Banks

**Design Questions**

6 Questions  
Last Updated: Mar 23, 2016 at 12:34pm

Click the **Bookmark** icon. Question banks that are already bookmarked show a white x in the bookmark icon.

View Bookmarked Banks

To view bookmarked question banks, click the **View Bookmarked Banks** button.

Delete Question Bank

Account Question Banks

**Design Questions**

6 Questions  
Last Updated: Mar 23, 2016 at 12:34pm

Click the **Delete** icon.
Confirm Deletion

Are you sure you want to delete this bank of questions?

[Cancel] [OK]

Click the **OK** button to delete the question bank.
How do I create a question bank in an account?

You can create questions banks for your institution or subaccount. Question banks are quiz question repositories that admins and instructors can access when creating a quiz. They make it easy to offer the same quiz questions to students in different courses.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Question Banks

In Account Navigation, click the **Question Banks** link.

Add Question Bank

Click the **Add Question Bank** button.
Add Bank Name

Account Question Banks

Bank Name: No Name

No Questions
Last Updated:

Type the name of the question bank in the Bank Name field. Press Return (on a Mac keyboard) or Enter (on a PC keyboard) to create the question bank.

Bookmark Question Bank

Account Question Banks

New Bank

No Questions
Last Updated: Jul 28 at 11:04am

To bookmark the question bank to your user account so you can view it when accessing other courses, click the Bookmark icon.
Open Question Bank

Account Question Banks

New Bank

No Questions
Last Updated: Jul 28 at 11:04am

Click the title of the question bank to open the bank of questions.

Add Content to Question Bank

New Bank

Remember, changes to question templates won’t automatically update quizzes that are already using those questions.

Show Question Details

Use the tools in the sidebar to add content to the question bank.
View Questions

New Bank

Remember, changes to question templates won’t automatically update quizzes that are already using those questions.

View the questions in your question bank. To view question details, click the Show Question Details checkbox.

**Note:** Question details are not available in question banks with more than 50 questions.
Roles and Permissions
What user roles and permissions are available in Canvas?

There are two types of users in Canvas: Account-level users and Course-level users.

Canvas comes with one default Account-level user role that includes permissions that affect the entire account as well as courses. Account admins can create account-level user roles with modified permissions. For more information about account-level permissions, view the Canvas Account Permissions resource document.

Canvas has five default Course-level user roles, each with permissions that affect their ability to interact with Canvas courses. Account admins can create course-level user roles. For more information about course-level user permissions, view the Canvas Course Permissions resource document.

You can also view a video about Canvas Permissions.

Note: When you change a permission, it can sometimes take 30 minutes or longer for that permission to take effect. If the expected changes do not appear immediately, try again after some time has passed.

### Course-Level Roles

<table>
<thead>
<tr>
<th>Permissions</th>
<th>Student</th>
<th>Teacher</th>
<th>TA</th>
<th>Designer</th>
<th>Observer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Analytics - view pages</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>❌</td>
</tr>
<tr>
<td>Announcements - view</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Assignments and Quizzes - add / edit / delete</td>
<td>❌</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>❌</td>
</tr>
<tr>
<td>Conversations - send messages to entire class</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>❌</td>
</tr>
<tr>
<td>Conversations - send messages to individual course members</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>❌</td>
</tr>
<tr>
<td>Course Calendar - add / edit / delete events</td>
<td>❌</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>❌</td>
</tr>
<tr>
<td>Course Content - add / edit / delete</td>
<td>❌</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>❌</td>
</tr>
</tbody>
</table>
Course-level roles are roles with permissions that allow a user course-level access. Usually users with these roles cannot see more than what is in their Canvas courses.

Canvas provides five base course-level user roles that each include their own set of default permissions. You can manage the permissions according to the needs of your institution. You can also create custom course roles that are created from a base role. The Canvas base roles are:

- **Student [1]**: These users are permitted to submit assignments. This permission should not be turned off for this role. Student permissions are restricted, but they have enough permissions to access and interact with course materials. You may also grant other permissions to students.
- **Teacher [2]**: The teacher role grants a user course admin permissions, giving them control over their assigned course or courses. However, institutions can revise and limit these permissions as needed, depending upon the needs of your institution.
- **TA [3]**: These users have permissions similar to teachers except that TAs should not have access to SIS data. The TA role is meant to support the teacher role. Admins can manage TA permissions. For example, some institutions may permit TAs to grade student submissions.
- **Designer [4]**: These users are permitted to access and create course content, including announcements, assignments, discussions, and quizzes. Designer access to student information will vary from institution to institution. However, Designers cannot access grades. If your institution does not use Course Designers, you may choose to use this role as another TA user role that has more permissions than a regular TA.
- **Observer [5]**: This user role can be linked to a student user enrolled in a course. For example, parents, guardians, and/or mentors may wish to be linked to a student to view their course progress. Observers usually have the fewest permissions.

**Note:** All user permissions trickle down through an account. Additionally, all permissions modifications affect all users assigned to a role. You may need to create a custom course-level user role for users whose course-level permissions you would like to vary from others'.
Account-Level Roles

Account admins have the power to set permissions for all users in Canvas. Admins can create additional account-level roles with account-level permissions. The default permissions for account admins can include access to everything within the account, plus the ability to masquerade as a user.

Each sub-account has its own permissions page, so admins can create account-level roles within a sub-account and add sub-account permissions directly within the sub-account. Sub-account admins can only only manage permissions and settings for the sub-accounts to which they’ve been assigned. However, some permissions may not be available for sub-account users. To learn more, view the Account vs. Sub-Account Comparisons resource document.
How do I manage the Permissions page?

As an admin, you can review and manage permissions for course-level and account-level user roles. Depending on the user role, you may want to edit default permissions and set custom permissions for a user role in your account. Permissions grant or deny access to specific features within an account and course.

Notes:

- Some permissions may not be available for sub-accounts. To learn more about sub-account permissions and limitations, view the Account vs. Sub-Account Comparisons resource document.
- When you change a permission, it can sometimes take 30 minutes or longer for that permission to take effect. If the expected changes do not appear immediately, try again after some time has passed.
- Child consortium accounts inherit roles and permissions from the parent account. Child accounts can edit any unlocked roles and permissions.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Permissions

In Account Navigation, click the Permissions link.

View Permissions

By default, the permissions page displays course-level user role permissions [1].

To view account-level user role permissions, click the Account Roles tab [2].
To search for a specific permission, type a permission name in the **Search** field [1]. The search field uses predictive filtering.

You can also filter permissions by role. By default, the Permissions page displays all user roles. To filter permissions for a specific user role, type or select the name of the user role from the **Permission Role Filter** menu [2].

You can use the search and filter options to search permissions for specific user roles.
View Individual Permission

<table>
<thead>
<tr>
<th>Permissions</th>
<th>TA</th>
<th>Grader</th>
<th>Designer</th>
<th>Student</th>
</tr>
</thead>
<tbody>
<tr>
<td>Analytics - view pages</td>
<td>✔</td>
<td>✔</td>
<td>✗</td>
<td>✔</td>
</tr>
<tr>
<td>Announcements - view</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Assignments and Quizzes - add / edit / delete</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✗</td>
</tr>
</tbody>
</table>

To view information about a specific permission, click the permission name.

View Additional Permission Details

1. **Analytics - view pages**
   - **WHAT IT DOES**
     - Allows user to view course and student analytics from the Course Home Page or People page.
   - **ADDITIONAL CONSIDERATIONS**
   - **Assigned Roles**
     - Grader
     - Student
     - Student TA
     - TA
     - Teacher
   - **Unassigned Roles**
     - Designer
     - Guest
     - Observer
The permission sidebar displays the permission name [1]. View and collapse specific details about the permission by clicking the What it Does and Additional Considerations arrow icons [2]. Please note some permissions may not include these details.

The sidebar also displays the Assigned Roles section [3], which shows all enabled roles for the permission, and the Unassigned Roles section [4], which shows all disabled roles for the permission.

### Manage Individual Permission

To manage user roles for the permission, click the icon next to the name of a user role [1]. In the permission menu [2], the existing permission is indicated by a check mark.

Choose the new permission status by clicking one of the permission options: Enable or Disable. After you enable or disable the permission, you can choose to lock the permission status. To lock the permission status, click the Lock option [3]. Locked options keep the setting from being changed by subaccount admins in a lower account. The new permission status is saved automatically.

**Note:** If a permission icon does not display as opaque, you cannot change the permission [4].
View Grouped Permissions

Some permissions may be grouped together to allow for greater granularity and control over permissions.

Grouped permissions list the grouped permissions below the grouped permission name [1].

To expand grouped permissions, click the Expand icon [2].

Manage Grouped Permissions

You can manage each granular permission within the group with the corresponding checkboxes. To enable or disable a granular permission, click the checkbox [1]. A checked box indicates the permission is enabled [2]. An unchecked box indicates the permission is disabled [3].

If all permissions are enabled for a user role, the permission group displays a checkmark icon [4].

If some permissions are enabled and some are disabled for a user role, the permission group displays a half-filled icon [5].
If all permissions are disabled for a user role, the permission group displays an X icon [6].

**View and Manage Individual User Role Permissions**

<table>
<thead>
<tr>
<th>Permissions</th>
<th>TA</th>
<th>Grader</th>
<th>Designer</th>
<th>Student</th>
</tr>
</thead>
<tbody>
<tr>
<td>Analytics - view pages</td>
<td>✔</td>
<td>✔</td>
<td>✗</td>
<td>✔</td>
</tr>
<tr>
<td>Announcements - view</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
</tr>
<tr>
<td>Assignments and Quizzes - add / edit / delete</td>
<td>✔</td>
<td>✔</td>
<td>✔</td>
<td>✗</td>
</tr>
</tbody>
</table>

To view all permissions assigned to a specific role, click the role name [1]. You can manage permissions for account-level roles and manage permissions for course-level roles.

To add an account-level role or add a course-level role, view the tab for the appropriate role and click the Add Role button [2].
How do I add an account-level role in the Permissions page?

You can create account-level roles in Canvas.

Account roles are granted to each Canvas admin and define the type of access each admin has in the account. You can create custom account-level roles depending on the needs of your institution.

Once a role is created, you can add administrative users and manage account-level permissions.

Note: When you change a permission, it can sometimes take 30 minutes or longer for that permission to take effect. If the expected changes do not appear immediately, try again after some time has passed.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Permissions

In Account Navigation, click the Permissions link.

Open Account Roles

Click the Account Roles tab.

Add Role

Click the Add Role button.
Add Role Name

× New Account Role

Role Name:

In the Role Name field, type the name of the new role.

Save Role

Click the Save button.
View Account Role

View the new account-level role.
How do I set permissions for an account-level role?

After you have created an account-level role, you can review the default permissions set by each account-level role. Permissions grant or deny access to specific features within an account and course and are applied to any user granted a specific account-level role. Learn how to add an administrative user to an account.

Depending on the role, you may want to override the defaults to create custom permissions.

To learn more about account permissions, view the Account Permissions resource document.

Notes:

- Some permissions may not be available for sub-accounts. To learn more about sub-account permissions and limitations, view the Account vs. Sub-Account Comparisons resource document.
- When you change a permission, it can sometimes take 30 minutes or longer for that permission to take effect. If the expected changes do not appear immediately, try again after some time has passed.
- Child consortium accounts inherit roles and permissions from the parent account. Child accounts can edit any unlocked roles and permissions.
Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Permissions

In Account Navigation, click the Permissions link.

Open Account Roles

Click the Account Roles tab.
Manage Permissions

To override any permissions, locate the name of the user role [1]. Click the icon next to the name of a permission [2]. In the permission menu [3], the existing permission is indicated by a checkmark.

Choose the new permission status by clicking one of the permission options: Enable or Disable. After you enable or disable the permission, you can choose to lock the permission status [4]. Click the Lock option to lock the permission status [4]. Locked options keep the setting from being changed by subaccount admins in a lower account. The new permission status is saved automatically.

**Note:** If a permission icon does not display as opaque, you cannot change the permission [5].
View Grouped Permissions

Some permissions may be grouped together to allow for greater granularity and control over permissions.

Grouped permissions list the grouped permissions below the grouped permission name [1].

To expand grouped permissions, click the expand icon [2].

Manage Grouped Permissions

You can manage each granular permission within the group with the corresponding checkboxes. To enable or disable a granular permission, click the checkbox [1]. A checked box indicates the permission is enabled [2]. An unchecked box indicates the permission is disabled [3].

If all permissions are enabled for a user role, the permission group displays a checkmark icon [4].

If some permissions are enabled and some are disabled for a user role, the permission group displays a half-filled icon [5].
If all permissions are disabled for a user role, the permission group displays an X icon [6].

View User Role Permissions

<table>
<thead>
<tr>
<th>Permissions</th>
<th>Account Admin</th>
<th>Instructor Admin</th>
<th>Department Chair</th>
<th>Analytics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account-level settings - manage</td>
<td>✔️</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>Admins - add / remove</td>
<td>✔️</td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>Alerts - add / edit / delete</td>
<td>✔️</td>
<td>✔️</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>Analytics - view pages</td>
<td>✔️</td>
<td>✔️</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>Announcements - view</td>
<td>✔️</td>
<td>✔️</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>Assignments and Quizzes - add / edit / delete</td>
<td>✔️</td>
<td>✔️</td>
<td>✗</td>
<td>✗</td>
</tr>
</tbody>
</table>

To view permissions for an individual user role, click the role name [1].

In the sidebar, you can view the role name [2], the time or date that permissions for the user role were last changed [3], and the user’s assigned and unassigned permissions [4].
Manage User Role Permissions

To manage user permissions from the sidebar, Click the icon next to the name of a permission [1]. In the permission menu [2], the existing permission is indicated by a check mark.

Choose the new permission status by clicking one of the permission options: Enable or Disable. After you enable or disable the permission, you can choose to lock the permission status. Click the Lock option to lock the permission status [3]. Locked options keep the setting from being changed by subaccount admins in a lower account. The new permission status is saved automatically.

Note: If a permission icon does not display as opaque, you cannot change the permission [4].
Edit User Role

To edit the name of the user role, click the Edit icon [1]. Edit the name of the user role [2], then click the Back arrow [3].
Delete User Role

To delete a user role, click the Delete icon [1]. Review the warning about user roles—any users with the role you are deleting will keep the current permissions, but no new users can be created with the user role.

Deleting a user role cannot be undone.

To confirm deletion of the user role, click the Ok button.
How do I add a course-level role in the Permissions page?

You can create course-level roles in Canvas. Course roles are granted to each Canvas user and define the type of access each user has in the course. Default roles include student, teacher (instructor), teacher assistant (TA), designer, and observer, but you can also create custom course-level roles depending on the needs of your institution.

Once a role is created, you can manage course-level permissions.

Notes:

- When a user receives an enrollment invitation for a course role, the invitation displays the name of the base role.
- When you change a permission, it can sometimes take 30 minutes or longer for that permission to take effect. If the expected changes do not appear immediately, try again after some time has passed.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Permissions

In Account Navigation, click the Permissions link.

Add Role

In the Course Roles tab, click the Add Role button.
Add Role Name

In the Role Name field, type the name of the new role.

Select User Type

In the Base Type field, select the type of user you want to apply to the role. You can choose from student, teacher, TA, designer, or observer.
The base role you select will determine the default permissions for the new user role.

**Save Role**

![Save button image]

Click the **Save** button.

**View Course Role**

![Course role permissions table]

View the new course-level role.
How do I set permissions for a course-level role in an account?

After you have created a course-level role, you can review the default permissions set by each course-level role. Permissions grant or deny access to specific features within a course and are applied to any user granted a specific course-level role. Users are added to a course role when they are manually enrolled in the course or via SIS import.

Depending on the role, you may want to override the defaults to create custom permissions.

To learn more about course permissions, view the Course Permissions PDF.

Notes:

- When you change a permission, it can sometimes take 30 minutes or longer for that permission to take effect. If the expected changes do not appear immediately, try again after some time has passed.
- Child consortium accounts inherit roles and permissions from the parent account. Child accounts can edit any unlocked roles and permissions.
In Global Navigation, click the Admin link [1], then click the name of the account [2].

**Open Permissions**

- Courses
- People
- Statistics
- **Permissions**
- Outcomes
- Rubrics
- Grading
- Question Banks

In Account Navigation, click the Permissions link.
Manage Permissions

In the Course Roles tab, locate the name of the user role [1]. Click the icon next to the name of a permission [2]. In the permission menu [3], the existing permission is indicated by a check mark.

Choose the new permission status by clicking one of the permission options: Enable or Disable. After you enable or disable the permission, you can choose to lock the permission status. To lock the permission status, click the Lock option [4]. Locked options keep the setting from being changed by subaccount admins in a lower account. The new permission status is saved automatically.

**Note:** If a permission icon does not display as opaque, you cannot change the permission [5].

<table>
<thead>
<tr>
<th>Permissions</th>
<th>Student</th>
<th>Teacher</th>
<th>Student TA</th>
<th>TA</th>
<th>Grader</th>
<th>Designer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Analytics - view pages</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Announcements - view</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Assignments and Quizzes - add / edit / delete</td>
<td>✔️</td>
<td>×</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Conversations - send messages to entire class</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Conversations - send messages to individual course members</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Course Calendar - add / edit / delete events</td>
<td>×</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
<tr>
<td>Course Content - add / edit / delete</td>
<td>×</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
<td>✔️</td>
</tr>
</tbody>
</table>
View Grouped Permissions

Some permissions may be grouped together to allow for greater granularity and control over permissions.

Grouped permissions list the grouped permissions below the grouped permission name [1].

To expand grouped permissions, click the expand icon [2].

Manage Grouped Permissions

You can manage each granular permission within the group with the corresponding checkboxes. To enable or disable a granular permission, click the checkbox [1]. A checked box indicates the permission is enabled [2]. An unchecked box indicates the permission is disabled [3].

If all permissions are enabled for a user role, the permission group displays a checkmark icon [4].

If some permissions are enabled and some are disabled for a user role, the permission group displays a half-filled icon [5].
If all permissions are disabled for a user role, the permission group displays an X icon [6].

**View User Role Permissions**

To view permissions for an individual user role, click the role name [1].

In the sidebar, you can view the role name [2]. If the user role is a custom role, you can also view the base role.

The sidebar also displays the time or date that permissions for the user role were last changed [3], and the user’s assigned and unassigned permissions [4].
Manage User Role Permissions

To manage user permissions from the sidebar, Click the icon next to the name of a permission [1]. In the permission menu [2], the existing permission is indicated by a check mark.

Choose the new permission by clicking one of the permission options: Enable, Enable and Lock, Disable, Disable and Lock, and Use Default. Locked options keep the setting from being changed by subaccount admins in a lower account. The new permission status is saved automatically.

Note: If a permission icon does not display as opaque, you cannot change the permission.
Edit User Role

If you have created a custom user role, you can edit the name of the user role if needed by clicking the Edit icon [1]. Edit the name of the user role [2], then click the Back arrow [3].

Note: Base roles cannot be edited.
Delete User Role

If you have created a custom role, you can delete the user role by clicking the Delete icon [1]. Review the warning about user roles—any users with the role you are deleting will keep the current permissions, but no new users can be created with the user role.

Deleting a user role cannot be undone.

To confirm deletion of the user role, click the Ok button [2].

Note: Base roles cannot be deleted.
Rubrics
How do I manage rubrics in an account?

You can create rubrics for instructors to use across your institution. Instructors can add account-level rubrics to their assignments, graded discussions, and quizzes. Instructors can also create their own rubrics in their courses.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Rubrics

Courses
People
Statistics
Permissions
Outcomes
Rubrics
Grading
Question Banks

In Account Navigation, click the Rubrics link.

Add Rubric

Click the Add Rubric button.
Add Details

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Ratings</th>
<th>Pts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description of criterion</td>
<td>5 pts Full Marks</td>
<td>5 pts</td>
</tr>
<tr>
<td>Range</td>
<td>0 pts No Marks</td>
<td></td>
</tr>
</tbody>
</table>

Add details to the rubric.
**Manage Existing Rubric**

<table>
<thead>
<tr>
<th>Rubric Type</th>
<th>Criteria</th>
<th>Possible Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assignments</td>
<td>4</td>
<td>20</td>
</tr>
<tr>
<td>Discussion Rubric</td>
<td>4</td>
<td>15</td>
</tr>
<tr>
<td><strong>Essay Feedback</strong></td>
<td>3</td>
<td>45</td>
</tr>
<tr>
<td>Life Sciences Rubric</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>Writing Prompt</td>
<td>5</td>
<td>25</td>
</tr>
<tr>
<td>Writing Prompt Rubric</td>
<td>6</td>
<td>30</td>
</tr>
</tbody>
</table>

Click the name of the rubric you want to edit or delete.

**Note:** Rubrics that have been used in more than one place cannot be modified.
Edit Rubric

---

**Essay Feedback**

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Ratings</th>
<th>Pts</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Introduction</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10 pts</td>
<td>8 pts</td>
<td>6 pts</td>
</tr>
<tr>
<td>Exceeds expectations</td>
<td>Meets expectations</td>
<td>Great start</td>
</tr>
<tr>
<td>10 pts</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Argument</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20 pts</td>
<td>12 pts</td>
<td>0 pts</td>
</tr>
<tr>
<td>Full Marks</td>
<td>Great start</td>
<td>No Marks</td>
</tr>
<tr>
<td>20 pts</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Continuity of Ideas</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15 pts</td>
<td>9 pts</td>
<td>0 pts</td>
</tr>
<tr>
<td>Full Marks</td>
<td>Great start</td>
<td>No Marks</td>
</tr>
<tr>
<td>15 pts</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total Points: 45

To edit your rubric, click the **Edit Rubric** button.
Edit Rubric Details

To rename a rubric, type in the **Title** field [1].

To edit a rubric criteria description or long description, click the criteria **Edit** icon [2]. You can also edit criteria ratings [3], add rating options [4], and edit points [5].

To delete a criteria from the rubric, click the criteria **Delete** icon [6].

You can also add new criterion [7] and outcomes [8].

To save your edits, click the **Update Rubric** button [9]

To remove associated outcome criteria from a rubric, click the **Delete** icon [10]. Outcome criteria can only be edited from the Outcomes page.
Update Rubric

To save any edits you've made to the rubric, click the **Update Rubric** button.

Delete Rubric

![Essay Feedback Table]

Click the **Delete Rubric** button.
Confirm Deletion

Are you sure you want to delete this rubric? Any course currently associated with this rubric will still have access to it, but, no new courses will be able to use it.

Click the OK button.

When you delete a rubric, any course currently using the rubric will still have access to the rubric, but it will no longer be included in new courses.
How do I add a rubric in an account?

You can create rubrics for instructors to use across your institution. Instructors can add account-level rubrics to their assignments, graded discussions, and quizzes. Instructors can also create their own rubrics in their courses.

Rubric criteria can include a point range or an individual point value. Rubrics can also be set as non-scoring rubrics, which allows for the use of rubrics without point values.

Note: Currently criterion cannot be reordered after they are added to a rubric.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Rubrics

In Account Navigation, click the Rubrics link.

Add Rubric

Click the Add Rubric button.
Add Title

In the **Title** field, add a title for the rubric. This title helps instructors identify the rubric so they can associate it with an assignment, graded discussion, or quiz.

**Edit Criterion Description**

The rubric includes one default criterion entry. To edit the criterion description, click the **Edit** icon.

The rubric includes one default criterion entry. To edit the criterion description, click the **Edit** icon.
Note: Currently criterion cannot be reordered after they are added to a rubric. If you want to display criterion in a specific order, make sure you create them in the order that you prefer.

Enter Descriptions

Enter a short description for the criterion in the Description field [1]. To add a longer description to the criterion, enter a longer description [2]. The longer description provides students more information about the criterion. Click the Update Criterion button [3].
Edit Total Point Value

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Ratings</th>
<th>Pts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description of criterion Range</td>
<td>10 pts</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>Full Marks</td>
<td>pts</td>
</tr>
</tbody>
</table>

Rubric ratings default to 5 points, awarding 5 points for full rubric marks and 0 points for no rubric marks.

If you want to adjust the total point value of the criterion, enter the number of points in the Points field [1]. The first rating (full marks) updates to the new total point value and any incremental ratings adjust appropriately [2].
By default, rubric ratings are created as individual point values. If you want to create a point range instead, click the **Range** checkbox [1]. Ranges allow you to assign a rating for a range of point options instead of just one point value.

When enabled, the first rating (full marks) shows the total point value in a range format [2]. Each rating displays a maximum and minimum point value. For each rating, the maximum value is assigned as the point value.

Except for the range value display, criterion ranges function the same way as individual point ratings. For instance, a range that includes a maximum of five points and a minimum of three points is assigned the full point value of five points.

---

**Select Range**

<table>
<thead>
<tr>
<th>Title:</th>
<th>Essay Rubric</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Criteria</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ideas and Content</td>
</tr>
<tr>
<td>Ideas and content include the essay's main idea and supporting details.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ratings</th>
<th>Pts</th>
</tr>
</thead>
<tbody>
<tr>
<td>5 to &gt;0 pts</td>
<td>Full Marks</td>
</tr>
<tr>
<td>0 pts</td>
<td>No Marks</td>
</tr>
</tbody>
</table>

Total Points: 5

| Cancel | Create Rubric |
Add Ratings

To add a new rating for the criterion, click the Add icon.
Update Rating

In the Edit Rating window, complete the rating criterion description.

By default, the new rating points field displays the point value between the two existing ranges [1]. To change the point value for the rating score, enter the new point value in the Rating Score field. Points can be whole (1, 5, 10) or decimal (0.3, 0.5, 2.75) numbers.

In the Rating Title field [2], enter a title for the rating.

In the Rating Description field [3], enter a description for the rating.

Click the Update Rating button [4].
Update Range Rating

When ranges are enabled, the Rating Score field displays the point value between the two existing ranges. To change the point value for the rating score, enter the new point value in the Rating Score fields.

Point values for range ratings should be whole numbers.
Manage Criterion

To edit a rating, click the Edit icon [1]. Editing a specific rating value affects the full point value for the criterion. If you adjust the point value of a rating, the value of all ratings will adjust and create the updated point value for the criterion.

To delete a rating, click the rating’s Delete icon [2]. Note that you cannot delete the first and last rating for the criterion.

To delete the entire criterion, click the criterion Delete icon [3].
Add Criterion

To add another criterion, click the Add Criterion link [1]. To create a new criterion, click the New Criterion option [2]. To duplicate an existing criterion, click the name of the criterion you want to duplicate [3].

To find an outcome to align with the rubric, click the Find Outcome link [4].

Note: Outcomes cannot be edited directly in a rubric.

Create Rubric

Click the Create Rubric button.
View Rubric

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Ratings</th>
<th>Pts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ideas and Content</td>
<td>10 pts Full Marks</td>
<td>10 pt</td>
</tr>
<tr>
<td>Ideas and content include the essay’s main idea and supporting details.</td>
<td>5 pts Proficient</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Student shows proficiency in this area but needs improvement and continued practice to achieve mastery.</td>
<td></td>
</tr>
<tr>
<td>Organization</td>
<td>5 pts Full Marks</td>
<td>5 pt</td>
</tr>
<tr>
<td>Organization describes the introduction, body, and conclusion of an essay and determines how well these parts fit together.</td>
<td>0 pts No Marks</td>
<td></td>
</tr>
</tbody>
</table>

Total Points: 15

View the new rubric.

To edit the rubric, click the **Edit** icon [1]. To delete the rubric, click the **Delete** icon [2].
How do I align an outcome with a rubric in an account?

You can align any outcome in your account to a rubric. Rubrics are used to help students understand expectations for an assignment and how their submissions will be graded. Outcomes can be aligned with a rubric for additional assessment and measurable performance.

To align an outcome, the outcome must already exist for your account. Learn how to create account outcomes.

Notes:

- Outcomes can be added to rubrics, but rubrics cannot be added to outcomes.
- Rubrics cannot be edited once they have been added to more than one assignment in a course.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Rubrics

In Account Navigation, click the Rubrics link.
Open Rubric

Account Rubrics

Assignments
4 criteria
20 points possible

Discussion Rubric
4 criteria
15 points possible

**Essay Rubric**
2 criteria
15 points possible

Life Sciences Rubric
1 criterion
5 points possible

Some Rubric
1 criterion
5 points possible

Writing Prompt
5 criteria
25 points possible

Writing Prompt Rubric
6 criteria
30 points possible

Click the name of a rubric.

Create Rubric

To **create a new rubric**, click the **Add Rubric** button.
# Essay Rubric

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Ratings</th>
<th>Pts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ideas and Content</td>
<td>10.0 to &gt;5.0 pts Full Marks</td>
<td>10.0 pts</td>
</tr>
<tr>
<td>Ideas and content include the essay's main idea and supporting details.</td>
<td>5.0 to &gt;3.0 pts Proficient Essay includes a main idea with general or limited supporting details.</td>
<td></td>
</tr>
<tr>
<td>Organization</td>
<td>3.0 to &gt;0 pts No Marks</td>
<td>0.0 pts</td>
</tr>
<tr>
<td>Organization describes the introduction, body, and conclusion of an essay and determines how well these parts fit together.</td>
<td>5.0 pts Full Marks</td>
<td></td>
</tr>
</tbody>
</table>

Total Points: 15.0

Click the **Edit Rubric** button.
Click the **Find Outcome** link.

### Find Outcome

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Ratings</th>
<th>Pts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ideas and Content</td>
<td>10.0 to &gt;5.0 pts Full Marks</td>
<td>10.0 pts</td>
</tr>
<tr>
<td>Ideas and content include the essay's main idea and supporting details. Range</td>
<td>5.0 to &gt;3.0 pts Proficient</td>
<td></td>
</tr>
<tr>
<td>Essay includes a main idea with general or limited supporting details.</td>
<td>3.0 to &gt;0 pts No Marks</td>
<td></td>
</tr>
<tr>
<td>Organization</td>
<td>5.0 pts Full Marks</td>
<td>5.0 pts</td>
</tr>
<tr>
<td>Organization describes the introduction, body, and conclusion of an essay and determines how well these parts fit together. Range</td>
<td>0.0 pts No Marks</td>
<td></td>
</tr>
</tbody>
</table>

Total Points: 15.0
Import Outcome

Locate and select the outcome you want to align [1]. If you want to use the criterion for scoring, click the **Use this criterion for scoring** checkbox [2]. Click the **Import** button [3].

**Note:** Available outcomes may vary by institution.

Confirm Import

Click the **OK** button.
Update Rubric

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Ratings</th>
<th>Pts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ideas and Content</td>
<td>10.0 to &gt;5.0 pts Full Marks</td>
<td>10.0</td>
</tr>
<tr>
<td>Ideas and content include the essay's main idea and supporting details.</td>
<td>5.0 to &gt;3.0 pts Proficient Essay includes a main idea with general or limited supporting details.</td>
<td>5.0</td>
</tr>
<tr>
<td></td>
<td>3.0 to &gt;0 pts No Marks</td>
<td></td>
</tr>
<tr>
<td>Organization</td>
<td>5.0 pts Full Marks</td>
<td>5.0</td>
</tr>
<tr>
<td>Organization describes the introduction, body, and conclusion of an essay and determines how well these parts fit together.</td>
<td>0.0 pts No Marks</td>
<td></td>
</tr>
<tr>
<td></td>
<td>5 pts Exceeds Expectations</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3 pts Meets Expectations</td>
<td></td>
</tr>
<tr>
<td></td>
<td>0 pts Does Not Meet Expectations</td>
<td></td>
</tr>
</tbody>
</table>

View the aligned outcome [1]. Click the **Update Rubric** button [2].
How do I customize learning mastery ratings for an account?

You can customize the Learning Mastery ratings for the Learning Mastery Gradebook and Student Learning Mastery Gradebook. You can customize the set level for mastery, name and point value for proficiency ratings, and the color associated with each rating.

Assigned colors also display in rubric results within a student’s Grades page. Even if students do not have access to the Student Learning Mastery Gradebook, the Grades page uses color to help students more easily recognize their own results within an assignment.

Customized Learning Mastery ratings apply to rubric criteria, not just outcomes criteria. When a rubric is used to assess a student, the selected criterion ratings match the point value or range in an outcomes proficiency rating and display the same color results. For instance, if the Exceeds Mastery proficiency rating is set to 5 points and indicated by the color green, a course rubric criterion with a rating of 5 points awarded to a student also displays the color green.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Rubrics

Courses
People
Statistics
Permissions
Outcomes
Rubrics
Grading
Question Banks

In Account Navigation, click the Rubrics link.

Open Learning Mastery

Account Rubrics Learning Mastery

Click the Learning Mastery tab.
### View Learning Mastery

<table>
<thead>
<tr>
<th>Mastery</th>
<th>Proficiency Rating</th>
<th>Points</th>
<th>Color</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ]</td>
<td>Exceeds Mastery</td>
<td>4</td>
<td>Dark green</td>
</tr>
<tr>
<td>[ ]</td>
<td>Mastery</td>
<td>3</td>
<td>Light green</td>
</tr>
<tr>
<td>[ ]</td>
<td>Near Mastery</td>
<td>2</td>
<td>Yellow</td>
</tr>
<tr>
<td>[ ]</td>
<td>Below Mastery</td>
<td>1</td>
<td>Orange</td>
</tr>
<tr>
<td>[ ]</td>
<td>Well Below Mastery</td>
<td>0</td>
<td>Red</td>
</tr>
</tbody>
</table>

The Learning Mastery tab defaults to five rows, each with a learning mastery option (as noted from top to bottom):

- **Proficiency Rating Identifiers:** Exceeds Mastery, Mastery, Near Mastery, Below Mastery, Well Below Mastery
- **Points:** 4, 3, 2, 1, 0
- **Colors:** Dark green, light green, yellow, orange, red

Mastery is set in the second row.
Customize Learning Mastery

To set the mastery level, select the desired option in the Mastery column [1].

To change the name of a proficiency rating, select the rating name field and type the new name [2].

To change the point value associated with a proficiency rating, select the Points field and type the desire point value [3].
Customize Rating Color

To change the color associated with a proficiency rating, locate the rating and click the Change link. You can select a default color option [1] or enter a hex color code [2].

To save the selected color, click the Apply button [3].

Add Rating

To add a proficiency rating, click the Add button [1].

A new rating row displays at the bottom of the list with 0 points [2]. Customize the ratings as necessary.

You can add as many ratings as needed for your institution.
Delete Rating

To delete a proficiency rating, click the Delete icon.

Save Learning Mastery

To save your changes, click the Save Learning Mastery button.
Settings
How do I use account settings?

As an admin, you can use your account settings to manage settings for your entire institution. Depending on your permissions, you can edit differing levels of the account settings.

View a video about Account Settings.

Note: In sub-accounts, not all account settings may be available.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Settings

The settings portion of your account is only available to Canvas admins.

In Account Navigation, click the **Settings** link.
View Settings

In the Account Settings tab, you can specify settings for the entire account. This tab includes several sections that you can manage including Account Settings, IP Address Filters, Features, Global JavaScript and CSS, Custom Help Links, Enabled Web Services, and permissions for who can create new courses.

Note: The Default Due Time feature option must be enabled to view the Default Due Time drop-down menu.
View Quotas

In the Quotas tab, you can set default account quotas for courses, users, and groups [1]. You can also set quotas by Course ID or Group ID [2].

<table>
<thead>
<tr>
<th>Default Account Quotas</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Quota</td>
<td>500 megabytes</td>
</tr>
<tr>
<td>User Quota</td>
<td>50 megabytes</td>
</tr>
<tr>
<td>Group Quota</td>
<td>50 megabytes</td>
</tr>
</tbody>
</table>

Manually Settable Quotas [2]

Find course or group

Course ID

Find
If your account has enabled the Microsoft Group enrollment syncing feature option, you can view the Integration tab. From this tab, you can allow courses in your account to sync course data with Microsoft Teams.

After completing the above configuration, please use the following link to grant Canvas access to your Microsoft tenant: Grant tenant access.
In the Notifications tab, you can change the settings for email notifications. You can choose to keep the default Canvas setting or change the Email Notification "From" Name for Canvas notifications. This custom text can be your institution name or whatever sender information you would like to use. Using the custom text field helps students identify notification emails more easily and improves the quality of student-instructor interaction.

You can also warn users about notifications sent to external services; adding a non-institution based email address may result in the exposure of sensitive content.

**Note:** Only root account admins can configure notification settings for an account. The Notifications tab is not available in sub-accounts.
View Admins

In the Admins tab, you can view and edit the admins assigned to this account. If you are working with sub-accounts, admin privileges are limited to the scope of just that sub-account and below. Learn how to add an administrative user to your account.

View Announcements

In the Announcements tab, you can send out global announcements to every user in that account. These announcements are used to announce events such as building closures, class cancelations, holidays, etc. Learn more about global announcements.
View Reports

The Reports tab is where custom reports will appear after you design them. There are many more reports available in Canvas, they just aren't listed on this page. They are available in context. Quiz reports, for example, are available from the quiz page itself. User reports are available on the user's profile page.
View Apps

External Apps

Apps are an easy way to add new features to Canvas. They can be added to individual courses, or to all courses in an account. Once configured, you can link to them through course modules and create assignments for assessment tools.

See some LTI tools that work great with Canvas.

If your institution has enabled the Canvas App Center, in the Apps tab you can view all available external learning tools in Canvas. However, you can also configure apps manually.

External learning tools are often developed as LTI integrations. These tools may be published along with a textbook, and access to these tools is often restricted to students in the course. Any LTI provider should be able to give you the information you need to configure the tool in Canvas. Once configured here at the account level, it is available to any course designer or instructor in the account.

View Feature Options

<table>
<thead>
<tr>
<th>Feature</th>
<th>Status</th>
<th>State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account and Course Level Outcome Mastery Scales</td>
<td></td>
<td>✔</td>
</tr>
<tr>
<td>Automatic Mobile App Login</td>
<td></td>
<td>✔</td>
</tr>
<tr>
<td>Comment Library</td>
<td></td>
<td>✔</td>
</tr>
</tbody>
</table>
The **Feature Options** tab displays new features that are available to your account on both the account and course levels. Features can be turned on for the entire account, turned off for the entire account, or allowed so instructors can decide whether or not to use the feature. Instructors can enable course-allowed features on a course-by-course basis.

### View Security

![Canvas Content Security Policy](image)

The **Content Security Policy** can be managed. You can enable or disable the Content Security Policy and add or remove allowed domains.

**Note:** The Security tab only displays in Account Settings if the Content Security Policy feature option has been enabled.
How do I set details for an account?

As an admin, the Account Settings tab contains multiple settings you can control and change in your Canvas account.

Not all settings and options are available to sub-account admins. The following restrictions apply to sub-account admins:

- Sub-account admins cannot manage the following account options and restriction settings: Default Time Zone, Allow Self-Enrollment, Login Label, Trusted HTTP referrers, Don't let teachers rename their courses, Students can opt-in to receiving scores in email notifications, and Restrict students from viewing quiz questions after course end date.
- Sub-account admins can only enable Equella, Turnitin, Analytics, and User Avatars.
- Sub-account admins cannot customize links for the help dialog box by default.
- Sub-account admins cannot enable web services by default.
- Sub-account admins cannot choose who can create new courses by default.
- Sub-account admins cannot enable personal pronouns within a sub-account.

Notes:

- Not all settings options are available for sub-accounts.
- This lesson indicates the settings that you can manage for your entire account. Other integrations may be available with the assistance of your Customer Success Manager.
Open Account

Click the Admin link [1], then click the name of the account [2].
Open Settings

In Account Navigation, click the **Settings** link.

View Settings

Account Settings defaults to the Settings tab. Here you can view all the details available to you in your account.
The Account Settings section allows you to specify settings for the entire account, including account name [1], default language [2], default due time [3], default time zone [4], and self-enrollment [5].

You can also specify trusted URLs at the root account [6]. This option allows accounts to have custom login pages hosted on different domains but still keep the authenticity token.

You can set a default view for the Dashboard using the Default View for Dashboard drop-down menu [7]. Default options include Recent Activity, List View, and Card View. The setting defaults to the Card View. Specifying a default view applies to all new account users. Once a user has selected a different view, the default no longer applies. If you want to apply the selected default view to all users in the account, select the Overwrite all users’ existing default dashboard preferences checkbox [8]. However, users can change their dashboard view at any time in the dashboard options menu.
View Maintenance Window

The Default Time Zone settings also display the maintenance windows for your account. You can expect that all maintenance for your account will occur during your maintenance window, unless emergency maintenance is required. Even though the windows are two hours each, your expected downtime shouldn't last for more than a few minutes. It is also possible that maintenance will not be necessary during your scheduled maintenance windows.

You can view the regular cadence when your maintenance windows take place [1] as well as the specific date and time of your next maintenance window [2].
View Restriction Settings

1. □ Don’t let teachers rename their courses
2. □ Don’t let teachers modify course availability dates
3. □ Students can opt-in to receiving scores in email notifications
4. □ Restrict students from viewing quiz questions after course end date
5. □ Restrict students from accessing courses before start date
   □ Lock this setting for sub-accounts and courses
6. □ Restrict students from accessing courses after end date
   □ Lock this setting for sub-accounts and courses
7. □ Disable comments on announcements
   □ Lock this setting for sub-accounts and courses
8. □ Mastery Paths
   □ Lock this setting for sub-accounts and courses
9. □ Allow students to download course content and view offline
10. □ Copyright and license information must be provided for files before they are published.
    □ Lock this setting for sub-accounts and courses
11. □ Disable uploads to Canvas Media from the enhanced rich content editor
12. □ Allow gradebook users to view and export student first and last names in separate columns

You can also manage restriction settings for the entire account.

If you do not want instructors to be able to rename their courses, click the Don’t let teachers rename their courses checkbox [1].

If you do not want instructors to modify course availability dates, click the Don’t let teachers modify course availability dates checkbox [2]. This checkbox does not display in the Account Setting page for sub-accounts.

To allow students to opt-in to receive scores as part of grading notifications, click the Students can opt-in to receiving scores in email notifications checkbox [3]. When this option is enabled, the user’s Notification Settings page displays an opt-in checkbox in the Course Activities Grading section. If you enable this option but disable it at a later time, the checkbox will be removed from the notifications page, and anyone who has opted in will no longer receive scores in grading notifications.

If you do not want students to be able to view quiz questions after their course has concluded, click the Restrict students from viewing quiz questions after course end date checkbox [4].

You can choose to restrict student access to view courses before the course start date [5].

You can also choose to restrict student access to view courses after the course end date [6].
You can also disable comments on announcements in all courses [7].

You can enable a Mastery Paths for instructor's courses [8]. Mastery Paths allows instructors to customize learning experiences for students based on performance.

To allow students to download course content and view content offline for all courses, select the Allow students to download course content and view offline checkbox [9]. Alternatively, if you'd prefer to allow students to download course content and view content offline for specific courses, you can enable the ePub Exporting feature option for the course.

You can require that copyright and license information be provided for files before they are published [10].

You can also disable Canvas media uploads in the Rich Content Editor [11].

You can allow the option to split student names into two separate columns and show first and last names separately in the gradebook [12].

### View Slack API Key

<table>
<thead>
<tr>
<th>Slack Api Key</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Slack Api Key: ****</td>
</tr>
<tr>
<td>New Slack Api Key: New Slack Api Key</td>
</tr>
</tbody>
</table>

You can add a Slack API key in Account Settings to allow users to receive notifications in Slack. The Slack API Key is generated from an app created using the Slack API. To add a new Slack API key, type the Bot User OAuth Access Token copied from Slack in the New Slack Api Key field.

Learn more about [creating a Slack App for your institution](https://example.com).

**Note:** Creating a Slack App and generating an Access Token requires that you are also an admin user in Slack.
View Personal Pronouns

The Personal Pronouns section allows you to enable and customize personal pronoun options in your account. When enabled, users can select a pronoun to display after their username in several areas in Canvas.

View Quiz IP Address Filters

The Quiz IP Address filter allows an admin to create a predefined list of IP addresses or address ranges, making it easier for instructors to select a valid setting when creating a quiz. Since this is often used by an organization to limit tests to an on-campus testing center, it is recommended that you use a descriptive name that associates your filter with that location.

Filters can be a comma-separated list of addresses, or an address followed by a mask (i.e., 192.168.217.1/24 or 192.168.217.1/255.255.255.0). For more information on these masks, view the IP Filtering in Canvas resource document.
View Features

<table>
<thead>
<tr>
<th>Features</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Canvas for Elementary</td>
</tr>
<tr>
<td>2. Let sub-accounts use the Theme Editor to customize their own branding</td>
</tr>
<tr>
<td>3. Open Registration</td>
</tr>
<tr>
<td>4. Users can edit their name</td>
</tr>
<tr>
<td>5. Users can delete their institution-assigned email address</td>
</tr>
<tr>
<td>6. Show the email address of sender for user interaction Notifications</td>
</tr>
<tr>
<td>7. Show a searchable list of courses in this root account with the &quot;Include this course in the public course index&quot; flag enabled.</td>
</tr>
<tr>
<td>8. Enable push notifications to mobile devices</td>
</tr>
<tr>
<td>9. Remove hidden course from 404 page</td>
</tr>
<tr>
<td>10. Equella</td>
</tr>
<tr>
<td>11. Analytics</td>
</tr>
<tr>
<td>12. User Avatars</td>
</tr>
<tr>
<td>13. Enable Gravatar</td>
</tr>
</tbody>
</table>

The Features section lets you enable or disable specific built-in Canvas functionality.

To enable **Canvas for Elementary**, select the **Canvas for Elementary** checkbox [1].

To allow sub-accounts to use the **Theme Editor**, select the **Let sub-accounts use the Theme Editor to customize their own branding** checkbox [2].

To allow users to be added to a course via email address without already having a Canvas user account, select the **Open Registration** checkbox [3].

To allow users to **edit their name as part of their user account settings**, select the **Users can edit their name** checkbox [4].

To allow users to delete the institution-added email address in their user accounts and use a personal email address, select the **Users can delete their institution-assigned email address** checkbox [5]. If this feature is selected, also consider enabling the **non-institutional email notification**.

**Show the email address of sender for user interaction Notifications** checkbox [6].
To show a searchable list of courses in the root account when the public course index setting is enabled, select the Show a searchable list of courses in this root account with the "Include this course in the public course index" flag enabled checkbox [7].

To enable push notifications for a mobile device, select the Enable push notifications to a mobile devices checkbox [8].

To remove the hidden game within Canvas, select the Remove hidden game from 404 page checkbox [9].

To allow users to integrate content with Equella, select the Equella checkbox [10].

To enable analytics for the account, select the Analytics checkbox [11].

To allow users to upload a profile picture in their user accounts, select the User Avatars checkbox [12]. When this feature is enabled, you can manage profile pictures for all users. This feature is independent of the Profiles feature, which must be enabled by a Customer Success Manager.

When the User Avatars checkbox is selected, the Enable Gravatar checkbox is also selected by default [13]. A Gravatar is a globally recognized avatar associated for a user in any website that supports Gravatars. When Gravatars are enabled in an account, users can import their Gravatar when selecting a profile picture in their user settings page. Gravatars are associated with the user’s Gravatar email address. When Gravatars are disabled, the From Gravatar tab is not included as an option in the Select Profile Picture window.
View SIS Grade Export Settings

1. SIS Grade Export Settings

- “Sync Grades to SIS” checkbox is enabled by default for assignments, graded discussions, and quizzes
- Lock this setting for sub-accounts

2. SIS Integration Settings

If you wish, you can rename "SIS" to something more familiar to your staff

- SIS friendly name

- SIS imports
- SIS syncing
  - Lock this setting for sub-accounts
  - Default SIS Sync for assignments, quizzes, grade discussion
  - Require assignment due date
  - Limit assignment names lengths (max 255)

If you've integrated your account with a student information system (SIS), depending on your institution's configuration, you can either configure SIS submissions for your entire account [1] or manage SIS integration settings [2].
View Help Menu Options

As an account admin, you can customize the Help menu that appears in Canvas for all users. You can also add custom help links for your institution and have them display to all or specific user roles.

View Similarity Detection Platform

The Similarity Detection Platform section displays for all accounts and is used for plagiarism LTI tool integrations.
If your account has installed at least one plagiarism LTI tool, any content you include in the Similarity Pledge text field will display to students [1]. Similarity pledges require students to check a box acknowledging they agree with the pledge information, which usually asks them to verify their work is their own and that any sources have been properly cited.

You can also set the originality score default for the entire account in the Students can see originality score drop-down menu [2]. You can set the report to generate immediately upon assignment submission, after an assignment is graded, after an assignment due date, or never. The account default is not required and can be changed at any other level. Subaccounts can set a separate default from the account, and individual assignments within a course can set their own originality preferences as well.

**View Course Template**

<table>
<thead>
<tr>
<th>Course Template</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Course Template</td>
</tr>
</tbody>
</table>

The selected course template will be used for all new courses.

If a course has been designated as a course template, you can select the template to be used for all new courses in your account or sub-account.

**View Web Services**

- Delicious
- Diigo
- Google Docs Preview
- Google Drive
- Skype
- Twitter
The Enabled Web Services section is where you enable third-party integrations. These integrations can be used to extend the functionality of a user's Canvas profile. For example, when a user connects their Twitter account to their Canvas user profile, Canvas can send that user private Twitter messages about new assignments, quizzes, messages, etc. This is all configurable in the user's Notification Settings.

**Note:** If you enable the Google Apps LTI for your entire institution, you do not need to enable the Google Drive web service for your students.

### View Who Can Create New Courses

<table>
<thead>
<tr>
<th>Who Can Create New Courses</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Account Administrators can always create courses</strong></td>
</tr>
</tbody>
</table>

1. Teachers
2. Students
3. Users with no enrollments
4. Allow creation anywhere the user has active enrollments
5. Allow creation only in the Manually-Created Courses sub-account

You can choose who can create new courses within your account in addition to account administrators. This setting allows the selected user(s) to create new course shells by clicking the **Create a New Course** button in the Dashboard.

You can allow teachers [1], students [2], and/or users with no enrollments [3] to create courses in your account.

You can also manage where new courses created by teachers and students can be placed. To allow courses to be created in any account where a teacher or student has an active enrollment, click the **Allow creation anywhere the user has active enrollments** checkbox [4]. To allow courses to only be created in the Manually-Created Courses sub-account, click the **Allow creation only in the Manually-Created Courses sub-account** checkbox [5].

Copied courses are added to the same subaccount as the course that was copied.

**Note:** Account administrators can always create courses.
Update Settings

Click the **Update Settings** button.
How do I enable personal pronouns in an account?

You can enable personal pronouns in an account, add pronoun options, and customize how pronouns are displayed.

When pronouns are enabled, users can select their personal pronouns in their User Settings. These pronouns will display with their username in the following areas in Canvas:

- Act as User Page
- Assignment Creation Menu
- Assignment Peer Review Page
- Comment Fields
- Course Sections List
- Discussions
- Inbox
- People Pages (Account, Course, and Group)
- Student Context Card
- User Navigation Menu
- User Profile
- User Settings

Notes:

- Sub-account admins cannot enable personal pronouns within a sub-account.
- LTI tools, such as New Quizzes and Analytics, do not currently support displaying pronouns.
In Account Navigation, click the Settings link.

**Enable Personal Pronouns**

[Checkbox: Enable Personal Pronouns]

Personal pronouns are disabled by default. To enable personal pronouns, click the Enable Personal Pronouns checkbox.

**Allow Users to Change Pronouns**

[Checkbox: Allow users to change their pronouns in Canvas]

To allow users to change their pronouns, click the Allow users to change their pronouns in Canvas checkbox.
View Pronoun Options

Personal Pronouns

- Enable Personal Pronouns
- Allow users to change their pronouns in Canvas

Available Pronouns

By default, users in your account will be given three pronoun options: She/Her [1], He/Him [2], and They/Them [3]. To edit a pronoun option, remove the pronoun option and add the modified version.

To remove a pronoun option, click the Remove icon [4].

Add Pronoun Option

Personal Pronouns

- Enable Personal Pronouns
- Allow users to change their pronouns in Canvas

Available Pronouns

To add a new pronoun option, type the new pronoun option in the Available Pronouns field. Press the Return or Enter key on your keyboard to add the new pronoun option.

Note: The Available Pronouns field accepts a maximum of 50 characters for a new pronoun option.
Update Settings

To save your personal pronoun options, click the Update Settings button.

User View

When pronouns are enabled and users are allowed to change their pronouns, users can select their personal pronoun option in their User Settings [1]. Only pronouns enabled in Account Settings can be selected; users cannot manually add their own pronouns.

Their personal pronouns will display after their name in areas throughout Canvas [2].
How do I enable web services for an account?

Third-party integrations can be enabled as web services for an entire Canvas account.

Web services can be used to extend the functionality of a user's Canvas profile. For example, if a user connects their Twitter account to their Canvas user profile, Canvas can send that user private Twitter messages about new assignments, quizzes, messages, etc. The user can also configure their notification settings in their Notification Settings.

Note: By default, sub-account admins cannot enable web services.

Open Settings

In Account Navigation, click the Settings link.

View Settings

Account Settings defaults to the Settings tab.
Enable Web Services

In the Enabled Web Services section, check the boxes of the web services you'd like to enable.

**Note:** If the Google Apps LTI has been enabled for your entire institution, you do not need to enable the Google Drive web service for your students.
How do I set storage quotas for an account?

In the Quotas tab, you can set default account quotas for courses, users, and groups. You can also set quotas by Course ID or Group ID.

You can view the total number of files used across the entire account in account statistics.

Notes:
- Sub-account admins cannot manage user quotas.
- When an instructor copies a large course into a course shell, Canvas does not duplicate the course files and instead references the original files in Canvas. However, when an instructor uses the Course Import Tool to import a course larger than their allowed course quota, the import will fail.
- The child account will inherit the quota setting from the parent account and will be able to change it.

Open Account

Click the Admin link [1], then click the name of the account [2].
Open Settings

The settings portion of your account is only available to Canvas admins.

In Account Navigation, click the Settings link.

Open Quotas

Click the Quotas tab.
View Default Account Quotas

In the Default Account Quota section, you can view the default quotas assigned to each course, user, and group [1].

To change quotas, type a new number in the quota fields. Changing the quota will change the quotas for courses, users, and/or groups for the entire account.

Click the Update button [2].

Note: Sub-account admins cannot manage user quotas.

Find Manually Settable Quotas

In the Default Account Quota section, you can view the default quotas assigned to each course, user, and group [1].

To change quotas, type a new number in the quota fields. Changing the quota will change the quotas for courses, users, and/or groups for the entire account.

Click the Update button [2].

Note: Sub-account admins cannot manage user quotas.

Find Manually Settable Quotas

In the Default Account Quota section, you can view the default quotas assigned to each course, user, and group [1].

To change quotas, type a new number in the quota fields. Changing the quota will change the quotas for courses, users, and/or groups for the entire account.

Click the Update button [2].

Note: Sub-account admins cannot manage user quotas.

Find Manually Settable Quotas

In the Default Account Quota section, you can view the default quotas assigned to each course, user, and group [1].

To change quotas, type a new number in the quota fields. Changing the quota will change the quotas for courses, users, and/or groups for the entire account.

Click the Update button [2].

Note: Sub-account admins cannot manage user quotas.
In the Manually Settable Quotas section, you can search for a course or group with a specific quota. In the ID field [1], select Course ID or Group ID. In the text field [2], enter the ID of the course or group. Click the Find button [3].

Notes:

- The course ID is located at the end of your course URL (i.e. canvas.instructure.com/courses/XXXXXX, and the group ID is located at the end of the URL (i.e. canvas.instructure.com/courses/XXXXXX/groups/XXXXX).
- Manually Settable Quotas at parent level only apply to its own sub-accounts/courses

Update Quota

Canvas displays the course or group and the quota [1]. To change the quota, enter a new number in the quota field. Click the Update Quota button [2].
How do I create a global announcement in an account?

Global announcements allow you to contact all or specific users within an account or subaccount using one message. For example, if there will be a time period of updating or downtime for the account, you may want to let the users know ahead of time so they can plan accordingly.

Global announcements are shown from all accounts associated with a user and display in the user's Dashboard. If you select the option to send a notification, users who have enabled the Global Announcement notification preference can also receive alerts for global announcements via their preferred notification type. Global announcements and notifications are only sent to users with active enrollments in the current term.

If a user has an account with multiple institutions, the user can view multiple announcements. To help differentiate announcements at the account and subaccount levels, the announcement also indicates which account or subaccount sent the global announcement.

You can create five different types of announcements: warning, error, information, question, or calendar. When a new global announcement is created, information will display as the default announcement type. To learn more about the announcement types and how they appear to users, view the Global Announcement Types resource document.

Global announcements can be shown during a specific date range. Once an announcement passes its start date, the announcement is immediately visible in each user's dashboard and can be dismissed by the user.

If necessary, you can also edit the text in a global announcement, such as to fix spelling errors. The start and end dates can also be edited until the actual start or end date for the announcement.

Notes:

- When users are not enrolled in any courses, they can view announcements from the root account. They can only view sub-account announcements once they have been added to a course within the sub-account. Courses do not have to be published for users to view sub-account announcements.
- The Theme Editor primary color is associated with information, question, and calendar notifications. However, warning and error colors cannot be changed.
- Any edits made to an existing Global Announcement after its start date will not force the message to reappear for users who have already dismissed it. Any substantial changes to the global announcement should be created as a new Global Announcement so that it reappears for all users.
- Global announcements are not displayed to users with manually concluded and inactive enrollments.
- Global announcements display in chronological order, with the newest announcement shown at the top of the page.
Click the **Admin** link [1], then click the name of the account [2].
Open Settings

In Account Settings, click the Settings link.

**Note:** To make an announcement in a sub-account, click the Sub-Accounts link, select a sub-account, then click the sub-account’s Settings link.

Open Announcements Tab

Click the Announcements tab.
Add New Announcement

Click the **Add New Announcement** button.

Add Announcement Details

1. **Title** field [1]: Type the title of the announcement.
2. **Announcement type** field [2]: Set the Announcement type (warning, error, information, question, or calendar).
3. **Message** field [3]: Create the announcement using the Rich Content Editor. The Rich Content Editor includes a word count display below the bottom right corner of the text box.

   Campus will be closed from December 23rd to January 1st.

4. **Show to** (If none are selected, show to everyone in the entire account):
   - Course roles: Student, Teacher, Student TA, TA, Grader, Designer, Observer, Guest, Unenrolled users
   - Account roles: Account Admin, Test admin, Department Chair, Analytics Manager, Conference Observer, Outcomes Service, SIS Admin, Quizzes, Next Service, Instructor Admin

In the **Title** field [1], type the title of the announcement.

In the **Announcement type** field [2], set the Announcement type (warning, error, information, question, or calendar).

In the **Message** field [3], create the announcement using the Rich Content Editor. The Rich Content Editor includes a word count display below the bottom right corner of the text box.
In the **Show to** section [4], select the roles of users who should see the announcement. You can select both course and account roles. Selecting a role will send a notification to every user who has that role in any course. If no roles are selected, the announcement will display for everyone with a course in the originating account or sub-account.

**Note:** If your institution is associated with a trust account, you can choose to only show the announcement to users within the current domain.

### Choose Start and End Dates

<table>
<thead>
<tr>
<th>Announcement starts at</th>
<th>Announcement ends at</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dec 16, 2019</td>
<td>Jan 2, 2020</td>
</tr>
</tbody>
</table>

Choose the start and end dates for the announcement by typing in the fields or selecting the **Calendar** icons (required).

### Send Announcement Notification

- **Send notification directly to users when announcement starts**

To send a notification directly to users when the announcement starts, click the **Send notification directly to users when announcement starts** checkbox. Users who have enabled the Global Announcement notification preference will receive a notification when the announcement starts.

### Publish Announcement

- **Cancel**

Click the **Publish Announcement** button.
View Global Announcement

View the global announcement. The announcement includes the name of your account or sub-account.

Manage Announcement

To edit your global announcement, click the Edit icon [1]. To delete your global announcement, click the Delete icon [2].
What user enrollment and registration options are available in Canvas?

As an account admin, you can set different enrollment and registration options for your account. Available options include self enrollment, self registration, and open registration.

Self Enrollment

Self-enrollment is an open enrollment method that allows students to use a secret URL or code to join a course. This option requires students to have an existing Canvas account—most institutions automatically create Canvas accounts for each student through SIS import.

If you enable self enrollment for an account, instructors can allow self-enrollment for their course in Course Settings to generate the secret URL or code to send to students.

Instructors can also add a link to the course home page for students to join the course at any time. This option also works well for courses added to the Public Course Index.
Self registration is an authentication method through Canvas that allows users without an account to create an account for themselves.

If you enable self registration but students do not have a Canvas account, self registration allows them to create their own account to log in to Canvas and join the course.
Open Registration

Features

- Let sub-accounts use the Theme Editor to customize their own branding
- Open Registration
- Users can edit their name
- Users can delete their institution-assigned email address
- Show the email address of sender for user interaction Notifications
- Equella
- Analytics
- User Avatars

Open registration allows students to be added to a course, even if the students don't have a Canvas account in your institution. Students will create their account during the course enrollment process.

You can enable open registration in your account settings.
How do I enable open registration in an account and allow instructors to add users to a course without Canvas accounts?

As an admin, you can enable Open Registration for your entire account. Open registration allows instructors with the appropriate permissions to add users to a course, even if the users don't already have Canvas accounts. When an instructor adds a user to a course, the user is sent a course invitation. To join the course, the user must first register with Canvas and create a password. The user's account will then display in the account Users list.

Even if Open Registration is disabled, admin roles with permission to add or remove users can always add users to courses without Canvas accounts.

Once this feature is enabled, instructors can add users in the course People page.

Click the Admin link [1], then click the name of the account [2].
Open Settings

In Account Navigation, click the Settings link.

Change Open Registration

In the Settings tab under the Features heading, click the Open Registration checkbox.

Note: By default, this option is turned off.
Update Settings

Click the **Update Settings** button.
How do I enable self-enrollment in an account and allow students to self-enroll in a course?

Self-enrollment can be enabled in account settings. Enabling self-enrollment gives instructors the ability to allow students to use a join code or click a button to enroll themselves in a course. By default, self-enrollment is disabled for the account. Once this feature is enabled, instructors can enable self-enrollment in Course Settings.

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Settings

In Account Settings, click the Settings link.

Allow Self-Enrollment

In the Settings tab, locate the Allow Self-Enrollment drop-down menu.

Set Self-Enrollment

Select the type of self-enrollment permission you want to enable.
To enable courses that aren’t linked to any SIS data or affected by SIS imports, click the **For Manually-Created Courses** option [1].

To enable any type of course, whether manually-created or created using the SIS Import tool, click the **For Any Courses** option [2].

**Update Settings**

Click the **Update Settings** button.
How do I change the sender name in account email notifications?

Canvas gives administrators the option to set up a custom sender name for Canvas notifications. This custom text can be your institution name or whatever sender information you would like to use. Using the custom text field helps students identify account notification emails more easily and improves the quality of student-instructor interaction.

Setting a custom sender name does not affect course notifications, which are always sent as the name of the course. However, daily and weekly course summaries (which can mention multiple courses) are sent as an account notification.

If no custom name is set, Canvas uses the account default.

Note: Sub-account admins cannot change the sender name in account email notifications.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Settings

In Account Navigation, click the Settings link.

Open Notifications

Click the Notifications tab.
Select Custom "From" Name

E-mail Notification "From" Settings

This setting allows the Admin to brand or label the 'From' text on all notifications sent from Canvas for this Account.

- Default Canvas Setting
  - Example:
    - From: Instructure Canvas <notifications@instructure.com>
    - Subject: Recent Canvas Notifications
    - Date: Sep 15 at 3:07pm
    - To: recipient@instructure.com
    - Reply-To: notifications+e79df03jki09s3jkl09ssjkljki2l-101916333@instructure.com

- Custom "From" Name
  - Example:
    - From: [Custom Text] <notifications@instructure.com>
    - Subject: Recent Canvas Notifications
    - Date: Sep 15 at 3:07pm
    - To: recipient@instructure.com
    - Reply-To: notifications+e79df03jki09s3jkl09ssjkljki2l-101916333@instructure.com

Select the Custom "From" Name button.
Change Custom "From" Name

If selected, this will replace all other branding sent in Canvas notifications.

Documentation

Example:

From Documentation <notifications@instructure.com>
Subject Recent Canvas Notifications
Date Sep 15 at 3:07pm
To recipient@instructure.com
Reply-To notifications+e79df3ljk09s3jkl09ssljk3lkj2l-10191633@instructure.com

Type your preferred name into the Custom "From" Name field [1]. Verify the example of the name as it will display in the "from" field of the email notification [2].
Select Default Canvas Setting

E-mail Notification "From" Settings
This setting allows the admin to brand or label the 'From' text on all notifications sent from Canvas for this Account.

☑ Default Canvas Setting [1]

Example:
- From: Instructure Canvas <notifications@instructure.com>
- Subject: Recent Canvas Notifications
- Date: Sep 15 at 3:02pm
- To: recipient@instructure.com
- Reply-To: notifications+79dfs3gj09w5jkl31kjl2i-10191633@instructure.com

☐ Custom "From" Name
If selected, this will replace all other branding sent in Canvas notifications.

Example:
- From: [Custom Text] <notifications@instructure.com>
- Subject: Recent Canvas Notifications
- Date: Sep 15 at 3:02pm
- To: recipient@instructure.com
- Reply-To: notifications+79dfs3gj09w5jkl31kjl2i-10191633@instructure.com

If you do not want to have a Custom "From" Name, select the Default Canvas Setting option [1]. The "From" name will display as Instructure Canvas [2].

Update Settings

Click the Update Settings button.
How do I enable student information system (SIS) submissions for an account?

When you integrate a student information system (SIS) in Canvas, in courses, only assignments are automatically configured to send grades to the SIS; graded discussions and quizzes have to be configured on a case-by-case basis. However, at the account level, you can configure all assignment types to be sent to your SIS automatically.

Even after setting all assignments to be sent to the SIS, instructors can still manage assignments in their courses and manually remove individual assignments, graded discussions, or quizzes that they do not want to send to your SIS. Assignments can be managed from the Assignments page and Quizzes page, or they can be managed when creating an SIS assignment, SIS graded discussion, or SIS quiz.

Notes:

- Student information systems must be configured by your Customer Success Manager.
- If the New SIS Integration Settings feature option has also been enabled, you must enable SIS submissions through SIS Integration Settings.
- Learn more about feature previews in the account features lesson.
Click the Admin link [1], then click the name of the account [2].
Open Settings

In Account Navigation, click the Settings link.

Configure SIS Grade Export Settings

In the Account Settings tab, locate the SIS Grade Export Settings section.

If you want to enable all course assignments, graded discussions, and quizzes to be sent to your SIS, click the Sync Grades to SIS... checkbox [1]. You can also apply the setting to sub-accounts by clicking the Lock this setting for sub-accounts checkbox [2].
Update Settings

Click the Update Settings button.
How do I manage student information system (SIS) integration settings for an account?

When you integrate a student information system (SIS) in Canvas, you can manage SIS validations and assignment sync settings for all subaccounts and courses.

Even after setting all assignments to be sent to the SIS, instructors can still manage assignments in their courses and manually remove individual assignments, graded discussions, or quizzes that they do not want to send to your SIS. Assignments can be managed from the Assignments page and Quizzes page, or they can be managed when creating an SIS assignment, SIS graded discussion, or SIS quiz. However, if any sync validations have been set, instructors must adapt their assignments to the validation settings.

Notes:

• Student information systems must be configured by your Customer Success Manager.
• This feature is only available if the New SIS Integration Settings feature option has been enabled for your account. Please note that the settings will not display unless the feature option has been set to Enabled. If the SIS Integration Settings feature option has not been enabled, you may still be able to enable SIS submissions in Account Settings.
• Learn more about feature previews in the account features lesson.
Click the Admin link [1], then click the name of the account [2].
Open Settings

In Account Navigation, click the Settings link.

View SIS Integration Settings

If you wish, you can rename "SIS" to something more familiar to your staff

SIS friendly name

- SIS imports
- SIS syncing

In the Account Settings tab, locate the SIS Integration Settings section.
Set SIS Friendly Name

If you want to show the name of your SIS provider in Canvas courses, enter the name in the SIS friendly name field. The name displays in the SIS checkbox in Canvas assignments, graded discussions, and quizzes. This option is helpful for instructors who may not know what an SIS is, but who may be familiar with a setting identified with the SIS name (e.g., PowerSchool).

Enable SIS Imports

If you want to allow users with SIS permissions to import CSV files from your student information system, click the SIS Imports checkbox.

Enable SIS Syncing

If you want to enable SIS syncing, click the SIS Syncing checkbox. This setting manages all workflows associated with sending SIS data back to your SIS provider.
View SIS Syncing Settings

You can enable four workflow settings with SIS Syncing. These settings set defaults for all assignments throughout all courses; however, course instructors ultimately manage which assignments are synced by selecting the Sync to SIS option in a graded assignment or the Sync to SIS toggle option in the Assignment Index Page.

Note: Currently this setting does not support syncing a final or midterm grade, which will be added in a future release.

- SIS imports
- SIS syncing
- Lock this setting for sub-accounts
- Default SIS Sync for assignments, quizzes, grade discussion
- Require assignment due date
- Limit assignment names lengths (max 255)

Lock this Setting for Subaccounts [1]. This setting locks all selected SIS Sync settings for subaccounts. Subaccount admins cannot change any SIS settings.

Default SIS Sync for Assignments, Quizzes, Graded Discussion [2]. This setting displays the SIS Friendly Name in the Post to [SIS] checkbox in Canvas assignments, graded discussions, and quizzes. All graded assignments, graded discussions, and graded quizzes will be enabled to be passed back to the SIS by default. (In quizzes, this setting does not apply to practice quizzes and surveys.) The name of the SIS also displays in the checkbox when creating an assignment shell in the Assignments page.

Require Assignment Due Date [3]. This checkbox is only visible with the Default SIS Sync for Assignments, Quizzes, Graded Discussion setting. This setting requires all assignments, graded discussions, and quizzes to include a due date. In a course, if a due date is not included in a graded assignment, Canvas will ask the user to add a due date. The assignment cannot be saved until the due date error is resolved or the Sync to SIS option is disabled for the assignment.

Due date validation is based on the assignment setup:

- If the assignment is assigned to Everyone, the due date is validated against the course date. If the course does not include a course override date, the assignment is validated against the term date.
- If the assignment is assigned to one or more sections, the due date is validated against the section date. If the section does not include a section override date, the assignment is validated against the course or term date.
• If the assignment is assigned to one or more students, *the assignment is currently not validated.*
• If the assignment is assigned to one or more students using MasteryPaths, *the assignment is currently not validated.*

**Limit Assignment Names Lengths** [4]. This setting limits the assignment name to a specific number of characters, which should be based on the SIS provider’s length limit, if any. In the Characters field, enter the maximum number of allowed characters. In a course, if an assignment name exceeds the number of set characters, Canvas will notify the user that the assignment name is too long. The assignment cannot be saved until the name length error is resolved or the Sync to SIS option is disabled for the assignment.

**Note:** If no number limit is entered, Canvas defaults to the maximum of 255 characters, regardless of whether the checkbox is selected.

**Update Settings**

Click the **Update Settings** button.
How do I warn users in an account about using non-institutional email addresses for confidential information?

Administrators can enable a warning reminding all users about preferred email addresses for notifications. When enabled, the next time users at that institution visit the Notification Settings page, they will see a popup alerting them that adding a non-institution based email address may result in the exposure of sensitive content.

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Account Settings

In Account Navigation, click the **Settings** link.

Open Notifications

Click the **Notifications** tab.
Select Display Warning

Notifications Sent to External Services

Select the **Display one time pop-up warning on Notification Preferences page** checkbox.

**Pop-up Message Content:**
Notice: Some notifications may contain confidential information. Selecting to receive notifications at an email other than your institution provided address may result in sending sensitive Canvas course and group information outside of the institutional system.

Update Settings

Click the **Update Settings** button.
How do I restrict student access before or after a course date at the account level?

As an admin, you can choose to set default restrictions for student access in your institution. These restrictions include student access to courses before or after the term or course participation dates. By default, course participation dates are limited to term dates. However, you as well as instructors at your institution can set specific participation dates for the course. For more information, view the interactive [Student Course Visibility and Participation flowchart](#).

To manage student access, you can set the default value but allow instructors and sub-account admins to edit access for the course and sub-account levels as necessary, or you can set and lock the student access setting for the entire institution. The checkbox settings at the account level are passed to the sub-account and course levels as default values.

**Restrict students from viewing course before start date:** When a student enrolls in a future course, the course displays in the Future Enrollments section in the student Courses list. Once a course is published, the course displays an invitation to join the course, where the students can view course content at any time before the course begins. However, when the student restriction for the course participation start date is enabled, students cannot view a link to the course until the start date, even if the course is published.

**Restrict students from viewing future courses in enrollments list:** When a student enrolls in a future course, the course displays in the Future Enrollments section in the student Courses list. However, when the view courses before the start date restriction is enabled, a second option is displayed to completely remove the future enrollment from the Courses list. This setting can also be enabled to keep students from knowing they are enrolled in a course with a future participation start date.

**Restrict students from viewing course after end date:** Once a course has concluded, students can still view the course but all content is displayed in a read-only state. However, when the student restriction for the course end date is enabled, students can no longer view the course in the Courses list after the course has concluded. This setting can be used if your institution uses the course across multiple terms and want to restrict students from accessing prior content for future students, or if students have to re-enroll in the course.

**Note:** Although any changed section dates override course dates, student access restrictions cannot be set at the section level, and restriction options apply to all sections within the course.
In Global Navigation, click the **Admin** link [1], then click the name of the account [2].
Open Account Settings

In Account Navigation, click the Settings link.

View Restriction Options

- ☐ Restrict students from accessing courses before start date
- ☐ Lock this setting for sub-accounts and courses
- ☐ Restrict students from accessing courses after end date
- ☐ Lock this setting for sub-accounts and courses

In the Account Settings tab, locate the course restriction options.

By default, student access checkboxes are not selected, meaning students can view a link to any enrolled future course (after they accept their course invitation) or a concluded course.

To retain this default for the entire institution, do not select any checkboxes.

Notes:

- The student restriction checkboxes set a preset for all new courses created in the account, as well as section override dates.
The lock settings *apply immediately* to all existing courses and section override dates in the account.

**Restrict Students Before Start Date**

1. **Restrict students from accessing courses before start date**
2. **Lock this setting for sub-accounts and courses**

To set a default for the entire account so that students cannot view a link to the course before the start date, click the **Restrict students from accessing courses before start date** checkbox [1]. When selected, the course is inaccessible before the course start date. If course participation dates are set to follow term dates, the course start date applies the term start date.

If you want to lock the default setting for sub-accounts and courses and apply the change immediately, click the **Lock this setting for sub-accounts and courses** checkbox [2].

**Restrict Course in Enrollments List**

1. **Restrict students from accessing courses before start date**
2. **Lock this setting for sub-accounts and courses**
3. **Restrict students from viewing future courses in enrollments list**
4. **Lock this setting for sub-accounts**

When you restrict students from accessing courses before the start date, you can also restrict students from viewing future courses in the Enrollments list.

If you don't want students to see they have been enrolled in a future course, select the **Restrict students from viewing future courses in enrollments list** checkbox [1].

If you want to lock the default setting for sub-accounts and apply the change immediately, click the **Lock this setting for sub-accounts** checkbox [2].
Restrict Students After End Date

1._restrict students from accessing courses after end date
2. lock this setting for sub-accounts and courses

To set a default for the entire account so that students cannot access the course after the course end date, click the **Restrict students from viewing courses after end date** checkbox [1]. When selected, the course is inaccessible after the course end date. If course participation dates are set to follow term dates, the course end date applies the term end date.

If you want to lock the default setting for sub-accounts and courses and apply the change immediately, click the **Lock this setting for sub-accounts and courses** checkbox [2].

Update Settings

Click the **Update Settings** button.
How do I change the language preference in an account?

You can change the default language for your entire account. Canvas supports a variety of languages. This change will override any browser/OS language settings.

**Note:** Users can select a preferred language in their user settings, which will override the account default.

Open Settings

In Account Navigation, click the **Settings** link.

Select Language

In the **Settings** tab, click the **Default Language** drop-down menu. Select the new default language.
Update Settings

Click the **Update Settings** button.

View in Default Language

View Canvas in the new default language for your account.
How do I disable announcement replies for all courses in an account?

As an admin, you can choose to disable replies to announcements for all courses in an account.

To manage comments, you can set the default value but allow instructors and sub-account admins to enable comments as necessary, or you can set and lock the setting for all courses and sub-accounts. The checkbox settings at the account level are passed to the sub-account and course levels as default values.

Note: Courses created before the option is applied will retain their settings until it is changed at the course level. Courses created after the option is applied will inherit the account level setting, which will persist until it is changed at the course level.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
In Account Navigation, click the **Settings** link.

### Disable Comments on Announcements

In the Account Settings tab, locate the announcements options.

To set a default for the entire account so that comments are automatically disabled for announcement comments in each course, click the **Disable comments on announcements** checkbox [1]. This option applies immediately to new courses. When enabled, all announcements show as closed for comments, but instructors can open individual announcements as necessary. Instructors can open Course Settings and remove the option completely for all new announcements.

If you want to lock the default setting for sub-accounts and courses, click the **Lock this setting for sub-accounts and courses** checkbox [2]. This option does not allow instructors to open any individual announcements or remove the limitation in Course Settings.
Update Settings

Click the **Update Settings** button.
How do I disable Canvas media uploads in the Rich Content Editor?

As an admin, you can disable Canvas media uploads in the Rich Content Editor. This option allows institutions to remove the native Canvas media icon in the toolbar in favor of using external apps for media hosting.

Note: Disabling Canvas media only applies to accounts and courses that have enabled the Rich Content Editor.

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Account Settings

SIS Import
Themes
Developer Keys
Canvas Data Portal
Admin Tools
Analytics

| Settings |

In Account Navigation, click the Settings link.
Disable Media Uploads

In the Settings tab [1], click the Disable uploads to Canvas Media from the enhanced rich content editor checkbox [2].

Update Settings

Click the Update Settings button.
View Rich Content Editor

When Canvas media uploads are disabled, users cannot access the Insert Media tool from the toolbar or menubar in the Rich Content Editor [1].

If the option to Disable Canvas media uploads is not selected, users can access the Insert Media tool from the toolbar or menubar in the Rich Content Editor [2].
How do I manage file copyright settings for an account?

As an admin, you can manage the file copyright settings for all course file uploads in your account. Copyright settings allow you to select whether or not usage rights information is required for course file uploads by default. You can also lock this setting for all sub-accounts and courses in your account.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Account Settings

- SIS Import
- Themes
- Developer Keys
- Canvas Data Portal
- Admin Tools
- Analytics

In Account Navigation, click the Settings link.
View File Copyright Settings

Locate the file copyright settings in the Account Settings page.

Require File Copyright

1. Copyright and license information must be provided for files before they are published.
2. Lock this setting for sub-accounts and courses

To require copyright and license information for files before they are published, click the Copyright and license information must be provided for files before they are published checkbox [1].

To lock this setting for sub-accounts and courses, click the Lock this setting for sub-accounts and courses checkbox [2]. If this option is enabled and locked, it will be enabled in all sub-accounts and courses and cannot be changed.
If the Copyright and license information must be provided for files before they are published option is enabled and not locked, it will be enabled in all sub-accounts and courses by default, but can be disabled by sub-account admins or instructors, respectively.

**Update Account Settings**

To update your account settings, click the **Update Settings** button.

**View File Upload Message**

If copyright and license information is required at the course level, users will see an error message indicating that they must set usage rights before they can publish a file [1].

Usage rights can be selected in the **Usage Right** drop-down menu [2] and **Copyright Holder** field [3].

**Note:** Usage right settings do not apply to user files.
Remove File Copyright Requirement

1. Copyright and license information must be provided for files before they are published.
2. Lock this setting for sub-accounts and courses

To remove the requirement for copyright and license information for files before they are published, deselect the Copyright and license information must be provided for files before they are published checkbox [1].

To lock this setting for sub-accounts and courses, click the Lock this setting for sub-accounts and courses checkbox [2]. If this option is locked but not enabled, it will be disabled in all sub-accounts and courses and cannot be managed in sub-accounts or courses.

If the Copyright and license information must be provided for files before they are published option is not enabled and not locked, it will be disabled in all sub-accounts and courses by default, but can be enabled by sub-account admins or instructors, respectively.

Update Account Settings

To update your account settings, click the Update Settings button.
How do I customize the Canvas Help Menu for an account?

The Help Menu assists users in your institution by displaying a list of Canvas help resources. Depending on their role, users can view up to eight default help options. As an admin, you can reorder or hide default links in the Help menu. You can also add custom help links for your institution and choose if they should be available to all users or specific user roles. You can highlight links by adding a New label to a link or by featuring the link in the Help menu.

You can also change the Help icon and text that displays throughout Canvas.

This article shows how to access the Help Menu Options directly from the Global Navigation Menu. However, you can also access the Help menu options in Account Settings.

Notes:

- Canvas Help menu customizations are only available at the account level and automatically apply to all subaccounts. When opening the Help menu, only admins can view the customization link.
- Help menu customizations are not available in Free-for-Teacher accounts.
- The Help menu links also display when a user accesses the Help link in the Login page. However, the Ask Your Instructor a Question and Ask the Community links are never part of the Help menu in the Login page since the Login page does not associate a user by role.
- The Help menu includes a Show Welcome Tour link which displays a short welcome tour for Admins, Instructors, and Students. This link cannot be disabled.
- Release note links can be added to the Help Menu by enabling the Embedded Release Notes feature option. When the feature option is enabled, this feature cannot be customized in Account Settings.
Customize Help Menu

In Global Navigation, click the Help Menu link [1], then click the Customize this menu link [2].
View Help Menu Options

In the Settings tab, locate the Help menu options section.

Customize Name

By default, the Canvas Help menu text displays as Help. To change the text, enter the new name in the text field.

The name of the Help menu displays in Global Navigation, the footer of the login page, and the top menu bar in SpeedGrader. The name should be no more than 30 characters.
Customize Icon

By default, the Help navigation icon displays as a question mark. To change the navigation icon, select another icon from the included icon set. The selected icon displays a square border.

The navigation icon currently only displays in Global Navigation. To best assist your account users, the navigation icon should compliment the name of the Help menu.

Customize Help Menu Links

You can allow your users to view up to eight default Help menu links according to their role:

- **Conference Guides for Remote Classrooms** [1]: Users can view and search guides and resources for using Conferences in remote classrooms and online learning
- **COVID-19 Canvas Resources** [2]: Users can view resources for teaching and learning online
- **Ask your Instructor a Question** (Students Only) [3]: Students can quickly send their instructor(s) questions about their courses; messages are copied to the Conversations Sent folder and moved to the Inbox when a reply is received.
- **Search the Canvas Guides** [4]: Users can search the Canvas Guides for information about features inside of Canvas.
- **Report a Problem** [5]: Users can submit problems with Canvas; tickets are either sent to Canvas or your own support team, depending on your institution's preference to manage support tickets.
- **Training Services Portal** [6]: Users can access training resources provided by Instructure.
- **Ask the Community** (Non-Students Only) [7]: Users can exchange ideas and solutions regarding Canvas functionality with Canvas experts and their Canvas peers.
- **Submit a Feature Idea** [8]: Users can submit ideas about how to make Canvas better.

### Manage Default Links

<table>
<thead>
<tr>
<th>Link</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Search the Canvas Guides</td>
<td><img src="NEW" alt="Featured" /></td>
</tr>
<tr>
<td>COVID-19 Canvas Resources</td>
<td><img src="NEW" alt="New" /></td>
</tr>
<tr>
<td>Conference Guides for Remote Classrooms</td>
<td><img src="Up" alt="Up" /> <img src="Down" alt="Down" /> <img src="Delete" alt="Delete" /></td>
</tr>
<tr>
<td>Ask Your Instructor a Question</td>
<td><img src="Up" alt="Up" /> <img src="Down" alt="Down" /> <img src="Delete" alt="Delete" /></td>
</tr>
<tr>
<td>Report a Problem</td>
<td><img src="Up" alt="Up" /> <img src="Down" alt="Down" /> <img src="Delete" alt="Delete" /></td>
</tr>
<tr>
<td>Training Services Portal</td>
<td><img src="Up" alt="Up" /> <img src="Down" alt="Down" /> <img src="Delete" alt="Delete" /></td>
</tr>
<tr>
<td>Ask the Community</td>
<td><img src="Up" alt="Up" /> <img src="Down" alt="Down" /> <img src="Delete" alt="Delete" /></td>
</tr>
<tr>
<td>Submit a Feature Idea</td>
<td><img src="Up" alt="Up" /> <img src="Down" alt="Down" /> <img src="Delete" alt="Delete" /></td>
</tr>
</tbody>
</table>

To move a default link up or down in the menu, click the up or down arrow [1]. To delete a default link, click the **Delete** icon [2]. To edit a default link, click the **Edit** icon [3].

### Notes:
- The Help menu links also display when a user accesses the Help menu from the Login page. However, even when enabled, Ask Your Instructor a Question, Ask the Community, and Training Services Portal links are never part of the Help menu in the Login page since the Login page does not associate a user by role.
• The Show Welcome Tour link cannot be modified or removed from the Help menu.

Edit Default Links

To edit the name of a default link, type in the **Link name** field [1]. To edit the description of a default link, type in the **Link description** field [2]. To select which users can view a default link, click the user role **Available to** checkboxes [3]. Options include Everyone, Students, Teachers, Admins, Observers, and Unenrolled. Unless otherwise changed, all user roles are selected for custom links.

Use the **Features** checkboxes [4] if you wish to have the link display with a New label or as a featured link. To add a custom featured headline, edit the **Featured headline** field [5]. You may only have one featured link and one new link in the Help menu.

To save your changes, click the **Update link** button [6].

**Note:** The Link URL cannot be changed for default links.
If you want to restore a default link in the Help menu, click the **Add Link** button [1] and select the name of the link [2]. Faded links cannot be added as they are already in the Help menu [3].
If you’d like to add a custom link to the Help menu, click the Add Link button [1], then click the Add Custom Link option [2].
Add Link

In the **Link name** field [1], enter the link name.

In the **Link description** field [2], enter a description for the link.

In the **Link URL** field [3], enter the URL for the link. This field is required.

The link URL field also supports the telephone URL and mailto schemes.

- To create a click-to-call link in the Help menu, enter `tel:+` followed by the internal format of the phone number (country code, area code, and number) in this field. Additionally, users can use the telephone link to call the number through their computers. When a user clicks the link, the user receives a confirmation alert before the call is placed. (Users may be able to access telephone links when viewing Canvas in a mobile browser, although mobile browsers are not officially supported by Canvas.)
- To create a mailto scheme in the Help menu, enter `mailto:` followed by the email address. When a user clicks the link, the user's browser opens the email service configured in the user's browser and creates an email to the designated email address. If no browser configuration is set, the browser will try to pass the email link to a desktop email program.

For the **Available to** checkboxes [4], select the user(s) who can view the link. Options include Everyone, Students, Teachers, Admins, Observers, and Unenrolled. Unless otherwise changed, custom links select checkboxes for all roles.
Use the **Features** checkboxes [5] if you wish to have the link display with a New label or as a featured link. To add a custom featured headline, edit the **Featured headline** field [6]. You may only have one featured link and one new link in the Help menu.

Click the **Add Link** button [7].

### Manage Custom Links

![Help menu links table](image)

To move a custom link up or down in the menu, click the up or down arrow [1]. To edit a custom link, click the **Edit** icon [2]. To delete a custom link, click the **Delete** icon [3].

To add another custom link, click the **Add Link** button [4].

### Update Settings

![Update Settings button](image)

Click the **Update Settings** button.
How do I select a course template in an account?

If you have enabled a course as a course template, you can select that template in an account or sub-account. Once a template is selected, all new courses created in that account or sub-account will be populated with content from the course template. This includes courses created through the Canvas UI, SIS import, or API endpoints.

New courses created from the template are not associated with the template, and any changes to the new course must be made directly in the new course. To compare course templates to blueprint courses and Canvas Commons, view the Course Content Distribution Comparison resource document.

In order to manage course templates, an admin must have the Manage Course Templates permission enabled. This is a granular permission that is divided into individual permissions for creating, deleting, and editing templates. For more information, view the Account Permissions resource document.

Notes:

- Creating a course using a template functions in essentially the same way as copying a course. Course copies may not include all content. For more details, please see the import content section in the Canvas Basics Guide.
- Creating a course using a course template does not impact file quotas.

Open Settings

Developer Keys
Canvas Data Portal
Data Services
Admin Tools
ePortfolio
Moderation
Analytics

Open the account or sub-account where you want to apply the course template. In Account Navigation, click the Settings link.
Select Template

Locate the **Course Template** settings [1]. By default, no course template is selected at the account level.

To select a template, click the **Template** drop-down menu [2] and select the template you want to use [3].

View Inherited Template

If you are selecting a course template in a sub-account, the template is identified by an **Inherit** label [1]. To select a unique template for a sub-account, click the name of the template [2].
Update Settings

Click the **Update Settings** button.
How do I view reports for an account?

Account-level admins have access to Canvas reports that can be used to review account data. Canvas includes a set of default reports, though other customized reports may be included for your institution. Learn about report configurations in the Canvas Default Account Reports resource document.

In Global Navigation, click the Admin link [1], then click the name of the account [2].
**Open Settings**

- SIS Import
- Themes
- Developer Keys
- Canvas Data Portal
- Admin Tools
- Analytics

In Account Navigation, click the **Settings** link.

**Open Reports**

Click the **Reports** tab.
View Reports

The reports page shows all available reports. Each report includes the name [1] and a help icon that explains more about the report [2]. You can also view the last time the report was run, if any [3].

Configure Reports

Most reports must be configured before they can be run. To configure a report, click the **Configure** button.

Depending on the report, report configurations may include one or several options.
Select Terms

All reports except the LTI Report, Outcome Export, and User Access Tokens reports require you to select a term. In the Terms drop-down menu [1], you can choose from the Default Term, or any active, future, or past terms. Courses with hidden assignments may not accurately reflect scores in this report.

The Grade Export, Last User Access, Student Competency, LTI Report, and User Access Tokens reports include the option to include deleted objects. Deleted objects may include deleted courses, users, or enrollments. To include deleted objects, click the Include Deleted Objects checkbox [2].
Select Report Order

Configure Report

Term: All Terms

☐ Include Deleted Objects

Order

- Users
- Courses
- Outcomes

Run Report

The Outcome Results report allows you to choose how to order the report. Ordering options are by Users, Courses, or Outcomes. By default, the report orders by Users. Select the radio button for your preferred report order.
Select CSV Files

The Provisioning and SIS Export reports ask you to select the CSV files you want to generate for a selected term [1]. Select the checkboxes next to the files you want to generate. Files can be generated for Users, Accounts, Terms, Courses, Sections, Enrollments, Groups, Group memberships, Group categories, Cross-listing (X list), User Observers, and Admins. You can also choose to include deleted objects, which may include deleted courses, users, or enrollments.

If you want to only view data created by your SIS, select the **Created by SIS** checkbox [2]. Otherwise, the CSV files display all data created in your Canvas account, including information created by SIS and through the interface.

**Note:** The selected term only impacts Courses, Sections, Enrollments, and Cross-listing CSV files.
Select Dates and Enrollment State

The Students with no Submissions report asks you to select a start date [1] and end date [2] for the report. You can either select a date by clicking each respective date's calendar icon, or you can enter the date directly in the date field.

You may also choose to include the enrollment state in the report by clicking the Include Enrollment State checkbox [3]. In the Enrollment State drop-down menu [4], select all enrollments or only active enrollments.
Select Start Date

Select Enrollment Type
The User Course Access Log report allows you to choose to include all or individual enrollment types. In the Enrollment Type drop-down menu, select all enrollments, student enrollments, teacher enrollments, TA enrollments, observer enrollments, or designer enrollments.

**Select Course Scores**

The SIS Submission Report allows you to include course scores. Click the **Include course scores** checkbox. By default, the SIS Submission Report does not include course scores.

**Note:** The SIS Submission Report may only display for institutions that have authenticated Canvas to post grades to their SIS.

**Filter ePortfolio Data**

The SIS Submission Report allows you to include course scores. Click the **Include course scores** checkbox. By default, the SIS Submission Report does not include course scores.

**Note:** The SIS Submission Report may only display for institutions that have authenticated Canvas to post grades to their SIS.
The ePortfolio Report allows you to filter the data displayed in the report.

To only display ePortfolios from users without enrollments in your Canvas account, click the **Only include ePortfolios from users with no enrollments** checkbox [1].

To only display removed ePortfolios, click the **Only include ePortfolios that have been removed** checkbox [2].

### Run Report

When you have finished configuring a report, click the **Run Report** button.

### Download Report

<table>
<thead>
<tr>
<th>Name</th>
<th>Last Run</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Grade Passback Setting</td>
<td>Never</td>
</tr>
<tr>
<td>Course Storage</td>
<td>Never</td>
</tr>
<tr>
<td>Eportfolio Report</td>
<td>Never</td>
</tr>
</tbody>
</table>

When a report is complete and is available for download, click the **Download** icon. The file will download to your computer.
How do I manage new features for an account?

Canvas is continually creating new features to improve your experience. This lesson gives an overview of how to manage feature options for an entire account. Features may be able to be activated on account, sub-account, course, and user levels. On the course level, you can give instructors the option to implement features on a course-by-course basis. Instructors can view features you’ve enabled in the Feature Options tab in Course Settings. Admins and instructors have no control over user-level features.

By default, most feature options are set to Off and Unlocked, which means they are visible at the course level but not turned on. However, some features default to On, and others will only appear after they are enabled by your Customer Success Manager. To view specific feature options available in Canvas, visit the current account features lesson.

Notes:

- Feature option settings are never copied from production and always retain their default settings. Feature options must be managed individually in the test and beta environments.
- Some feature options may not be available in sub-accounts and Free-for-Teacher accounts. For more information about available feature options in Free-for-Teacher accounts, please view the Canvas Account Comparisons PDF.
- Sub-accounts can only manage unlocked account-level features. Free-for-Teacher accounts cannot manage account-level features.
In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Settings

In Account Navigation, click the Settings link.

Open Feature Options Tab

Click the Feature Options tab.
**View Feature Options**

<table>
<thead>
<tr>
<th>Account</th>
<th>State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account and Course Level Outcome Mastery Scales</td>
<td>✔</td>
</tr>
<tr>
<td>Automatic Mobile App Login</td>
<td>✔</td>
</tr>
<tr>
<td>Comment Library</td>
<td>✔</td>
</tr>
<tr>
<td>Confetti for On-Time Submissions</td>
<td>✔</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Course</th>
<th>State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allow Outcome Extra Credit</td>
<td>✔</td>
</tr>
<tr>
<td>Anonymous Grading</td>
<td>✔</td>
</tr>
<tr>
<td>Anonymous Instructor Annotations</td>
<td>✗</td>
</tr>
</tbody>
</table>

Available features will appear in the Feature Options tab. Some new features may need to be enabled by your Customer Success Manager.

**Filter Feature Options**

- All
- Enabled
- Disabled

---

*Canvas Admin Guide Updated 2022-11-21*
To filter by all features, enabled features or disabled features, click the Filter drop-down menu.

**Search Feature Options**

To search for a feature option, type a keyword in the Search field.

**View Feature Hierarchy**

Once features are available, they will be listed by Account [1] or Course [2], depending on the feature's hierarchical level. Each feature includes a feature description. To expand the feature box and display the description, click the arrow icon [3].
View Feature Tags

- **Moderated Grading**
- **New Course and User Analytics**

Feature tags help identify the state of each feature. A feature with no label means the feature is stable and ready for use in your production environment [1].

Features may also include a **Feature Preview** tag [2], which means the feature is in active development. You can opt-in to the feature and join the Community user group to help improve the feature through direct feedback. Access to the user group is noted in the description of the feature option.

View Feature States

- **Content Security Policy**
- **Embedded Release Notes**
- **Enable new SIS integration settings**
- **Encrypted SourcedIds for Basic Outcomes**

As an account level admin, you can choose to enable or disable features by default in the account and all subaccounts.

If a feature can be edited at the sub-account or course level, you can choose to lock or allow editing of the default feature state at the sub-account or course level.
Manage Default Feature State

As an account level admin, you can choose to enable or disable features by default for the account and all subaccounts.

To enable or disable a feature, click the feature's State icon [1].

To enable the feature by default for the account and all subaccounts, click the Enabled option [2].

To disable the feature by default for the account and all subaccounts, click the Disabled option [3].

Note: Depending on feature functionality, when you enable a feature, Canvas may display a warning message asking to confirm your option, as some account features cannot be turned off once they are enabled.

View Default Feature State

<table>
<thead>
<tr>
<th>Feature</th>
<th>State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account and Course Level Outcome Mastery Scales</td>
<td>1</td>
</tr>
<tr>
<td>Confetti for On-Time Submissions</td>
<td>2</td>
</tr>
</tbody>
</table>

Features enabled by default display the Enabled icon [1].

Features disabled by default display the Disabled icon [2].
Allow and Lock Features

Some features can be managed at the sub-account or course levels. As an account admin, you can choose to lock or allow those features to be edited at the sub-account or course levels.

To allow or disallow a feature's default state to be edited at the sub-account or course levels, click the feature's **State** icon [1].

To lock the default feature state so it cannot be edited at the sub-account or course level, select the **Lock** option [2].

To allow a feature's default state to be edited at the sub-account or course level, uncheck the **Lock** option.

Notes:

- Features that can only be managed at the account level will not display a locked or unlocked icon [3]. Those features' default states are set for the account and all subaccounts.
- Depending on feature functionality, when you unlock a feature state, Canvas may display a warning message asking to confirm your option, as some account features cannot be turned off once they are enabled.

View Allowed and Locked Features

Locked features display the **Locked** icon [1].
Allowed featured display the **Unlocked** icon [2].

### View Feature State Tooltips

<table>
<thead>
<tr>
<th>Feature</th>
<th>State</th>
<th>Tooltip</th>
</tr>
</thead>
<tbody>
<tr>
<td>Embedded Release Notes</td>
<td>Allowed for subaccounts/courses, default off</td>
<td><img src="image" alt="Allowed for subaccounts/courses, default off" /></td>
</tr>
<tr>
<td>Enable new SIS integration settings</td>
<td>Allowed for subaccounts/courses, default on</td>
<td><img src="image" alt="Allowed for subaccounts/courses, default on" /></td>
</tr>
<tr>
<td>Anonymous Grading</td>
<td>Disabled for all subaccounts/courses</td>
<td><img src="image" alt="Disabled for all subaccounts/courses" /></td>
</tr>
<tr>
<td>Anonymous Instructor Annotations</td>
<td>Disabled for all subaccounts/courses</td>
<td><img src="image" alt="Disabled for all subaccounts/courses" /></td>
</tr>
</tbody>
</table>

To view a more detailed description of the state of the feature preview, hover over the feature preview state icon. A tooltip explains the current state of the feature preview. The tooltip will display the following descriptions based on the feature preview state:

**Account Feature Previews:**

- State: Enabled and Unlocked | Tooltip: Allowed for subaccounts/courses, default on
- State: Enabled and Locked | Tooltip: Enabled for all subaccounts/courses
- State: Disabled and Unlocked | Tooltip: Allowed for subaccounts/courses, default off
- State: Disabled and Locked | Tooltip: Disabled for all subaccounts/courses

**Course Feature Previews**

- State: Enabled and Unlocked | Tooltip: Optional in course, default on
- State: Disabled and Unlocked | Tooltip: Optional in course, default off
How do I view and manage blocked emojis for an account?

As an admin, you can view and manage emojis available to teachers and students in an account when adding submission comments.

Open Account

In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Settings

In Account Navigation, click the **Settings** link.

**Managed Blocked Emojis**

Blocked Emojis

Selected emojis will not be available in the "Emoji Picker" for students or instructors.

Blocked account emojis display in the **Blocked Emojis** field [1]. To block additional emojis for all account users, click the **Emoji** icon [2].
Select Emoji

To locate an emoji to block, type a keyword in the Search field [1]. To block an emoji, click the emoji [2].

Update Settings

To save your changes, click the Update Settings button.
How do I manage the Content Security Policy for an account?

You can enable and manage the Content Security Policy from the Security tab in your Account Settings. The Content Security Policy allows you to restrict custom JavaScript that runs in your instance of Canvas. You can manually add up to 50 domains to your allowed domains. Using wild cards is recommended (e.g. *.instructure.com). Canvas and Instructure domains are included in allowed domains automatically and do not count against your 50 domain limit. Additionally, any LTI tools added in your account are automatically added to allowed domains and do not count against your 50 domain limit.

When enabled in an account or sub-account, the Content Security Policy is automatically enabled for all courses within the account or sub-account. Administrators can manually disable the policy for individual courses.

Sub-accounts have three options for managing the Content Security Policy. Sub-accounts can choose to disable the Content Security Policy, which disables the policy for the sub-account, enable the Content Security Policy at the sub-account level, which only includes domains which have been allowed for the sub-account, or inherit the Content Security Policy from the parent account level. Inheriting the policy will inherit any allowed domains from the parent account level. Sub-accounts are set to inherit by default.

Note: The Security tab only displays in Account Settings if you have enabled the Content Security Policy feature option.
In Global Navigation, click the **Admin** link [1], then click the name of the account [2].
Open Settings

In Account Navigation, click the Settings link.

Open Security Tab

Click the Security tab.

Note: The Security tab only displays in Account Settings if you have enabled the Content Security Policy feature option.
Enable Content Security Policy

Canvas Content Security Policy

The Content Security Policy allows you to restrict custom JavaScript that runs in your instance of Canvas. You can manually add up to 50 allowed domains. Wild cards are recommended (e.g. *.instructure.com). Canvas and Instructure domains are included automatically and do not count against your 50 domain limit.

To enable the Content Security Policy for an account, click the Enable Content Security Policy toggle.

Add Domain to Allowed Domains

To add a domain to your allowed domains, type the domain name in the Domain Name field [1].

Click the Add Domain button [2].
Note: Wild card domains (e.g., *.instructure.com) are recommended. Wild cards include all subdomains tied to the domain name (e.g., example.instructure.com).

View Allowed Domains

You can view all allowed domains in the Allowed Domains list [1] as well as the number of allowed domains contained in the list [2].

Remove Allowed Domain

To remove a domain from the Allowed Domains list, click the Delete icon.
View Associated Tool Domains

Associated Tool Domains

The following domains have automatically been allowed from tools that already exist in your account. To remove these domains, remove the associated tools.

NOTE: Associated tools are only listed once, even if they have been installed in multiple sub-accounts.

<table>
<thead>
<tr>
<th>Domain Name</th>
<th>Associated Tools</th>
</tr>
</thead>
<tbody>
<tr>
<td>documentation.quiz-iti-iad-beta.instructure.com</td>
<td>Quizzes 2</td>
</tr>
<tr>
<td>face-to-face-test.herokuapp.com</td>
<td>Required Trainings Management</td>
</tr>
<tr>
<td>scone-test.instructure.com</td>
<td>SCORM</td>
</tr>
<tr>
<td>mteams-iti-iad-prod.inscloudgate.net</td>
<td>Microsoft Teams Meetings</td>
</tr>
<tr>
<td>live-events-iti-iad-prod.inscloudgate.net</td>
<td>Canvas Data Services</td>
</tr>
<tr>
<td>canvas-analytics-iti-iad-prod.inscloudgate.net</td>
<td>New Analytics</td>
</tr>
<tr>
<td>edu-apps.org</td>
<td>Quizlet</td>
</tr>
<tr>
<td>portalinhosteddata.com</td>
<td>Canvas Data Portal</td>
</tr>
<tr>
<td>chat.instructure.com</td>
<td>chat</td>
</tr>
</tbody>
</table>

You can view domain names that have automatically been added to your allowed domains in the Associated Tool Domains list.

All Canvas and Instructure domain names are automatically added to allowed domains and do not count against the 50 domain limit. Additionally, LTI tools in your account are also automatically added to allowed domains and do not count against the 50 domain limit.

Notes:

- To remove a domain for an LTI tool, the [LTI tool must be removed from the account or sub-account](#).
- Associated tools are only listed once in the list of associated tool domains, even if they have been installed in multiple sub-accounts.
Manage Sub-Account Content Security Policy

Canvas Content Security Policy

The Content Security Policy allows you to restrict custom JavaScript that runs in your instance of Canvas. You can manually add up to 50 allowed domains. Wild cards are recommended (e.g., *.instructure.com). Canvas and Instructure domains are included automatically and do not count against your 50 domain limit.

- Inherit Content Security Policy
- Enable Content Security Policy

Domains

Domain editing is disabled when security settings are inherited from a parent account.

Sub-accounts can manage their own Content Security Policy or choose to inherit the policy from a parent account.

By default, sub-accounts are set to inherit the Content Security Policy from the parent account.

**Note:** When policy settings are inherited from a parent account, domain editing is disabled at the sub-account level.
Enable Content Security Policy

**Canvas Content Security Policy**

The Content Security Policy allows you to restrict custom JavaScript that runs in your instance of Canvas. You can manually add up to 50 allowed domains. Wild cards are recommended (e.g. *.instructure.com). Canvas and Instructure domains are included automatically and do not count against your 50 domain limit.

![Inherit Content Security Policy](on)

![Enable Content Security Policy](on)

To manage the Content Security Policy from the sub-account level, disable the **Inherit Content Security Policy** toggle [1] and enable the **Enable Content Security Policy** toggle [2].

Disable Content Security Policy

**Canvas Content Security Policy**

The Content Security Policy allows you to restrict custom JavaScript that runs in your instance of Canvas. You can manually add up to 50 allowed domains. Wild cards are recommended (e.g. *.instructure.com). Canvas and Instructure domains are included automatically and do not count against your 50 domain limit.

![Inherit Content Security Policy](off)

![Enable Content Security Policy](off)

To disable the Content Security Policy for the sub-account, disable the **Enable Content Security Policy** toggle.
Manage Individual Course Settings

1. more options
   - fewer options
   - Let students self-enroll by sharing with them a secret URL or code
   - Show recent announcements on Course home page
     - Number of announcements shown on the homepage
   - Let students attach files to discussions
   - Let students create discussion topics
   - Let students edit or delete their own discussion posts
   - Let students organize their own groups
   - Hide totals in student grades summary
   - Hide grade distribution graphs from students
   - Disable comments on announcements
     - Teacher and Students

   can create, rename, and edit course pages by default

2. [ ] Disable Content Security Policy

3. Update Course Details

The Content Security Policy automatically applies to all courses in the account or sub-account where the policy is enabled.

To disable the Content Security Policy for the course, navigate to the course Settings page and click the more options link [1].

Click the Disable Content Security Policy checkbox to disable the policy for the course [2].

To save your changes, click the Update Course Details button [3].
How do I access the Canvas beta environment as an admin?

The beta environment allows you to explore new features before they reach production. The beta environment is overwritten with data from the production environment every Saturday. Any work or content you add to your beta environment will be overwritten every week.

If you want to keep up on the latest beta features in Canvas, visit the Release Notes page in the Canvas Community.

The beta environment is separate from the test environment, which is overwritten with data from the production environment every three weeks and allows you to test using your real data without ruining the experience for your users. Learn more about the different Canvas environments.

Notes about the Beta Environment:

- All users can access the Canvas beta environment, but students cannot access course content beyond the Dashboard; if you want to allow students to view all course content, please contact your Customer Success Manager.
- Notifications, including course invitations and report downloads, cannot be sent in the beta environment.
- Canvas DocViewer can be used in the beta environment, but new and updated DocViewer features are not available for testing.
- Canvas Commons can be used in the beta environment, but new and updated Commons features are not available for testing.
- New Quizzes can be used in the beta environment, but reports, statistics, item bank search, and item bank tagging are not currently supported. Outcomes added to Canvas in the beta environment after the beta refresh will not display in the New Quizzes beta environment.
- Any changes you want to keep in the beta environment must be made directly within the production environment before beta is reset.
- LTI tools (External Apps) are typically not available outside the production environment. LTI tools may display in the beta environment, but often they are only configured for the production environment. Using production-configured LTI tools in the beta environment will affect live data. If you have permission to edit LTI tools, you can confirm the configuration for a specific LTI tool in your course or account. Please contact your Customer Success Manager for specific questions.
- Account-level user page views always reflect activity from the production environment.
- Feature option settings are not copied from the production environment. Feature options must be managed individually in the beta environment.
- Viewing your recent Canvas course page view history is not supported in the Canvas beta environment.
Access Beta Environment

To log in to your beta environment, type [organization name].beta.instructure.com into the URL field.

View Test Installation Message

Users in the beta environment will see the Test Installation bar across the bottom of the screen indicating the user is in a Canvas Test Installation. Beta environments reset every Saturday and any content created in this environment will be deleted. If you want to save any course content created in your beta environment, you can export your course.

Note: To hide the Test Installation bar, click the close icon.
Some new features may be released as opt-in only and will not appear until you enable them in your beta environment. You can view these features by clicking the **Settings** link [1] and clicking the **Feature Options** tab [2].
How do I access the Canvas test environment as an admin?

The test environment may not be available at your institution. If you cannot access the test environment at your institution, consider using the beta environment for testing purposes.

In the test environment, you can test using your real data without messing up your live production environment. Here you can add users, change the CSS, and/or troubleshoot issues without ruining the experience for your users. The test environment is overwritten with data from the production environment every month. You can configure your test environment with production-ready features, such as access to your institution's login authentication system.

If you want to keep up on the latest production features in Canvas, visit the Release Notes page in the Canvas Community.

The test environment is separate from the beta environment, which is overwritten with data from the production environment every week and allows you to explore new features before they reach production. Learn more about the different Canvas environments.

Notes about the Test Environment:

• All users can access the Canvas test environment, but students cannot access course content beyond the Dashboard; if you are an admin and want to allow students to view all course content, please contact your Customer Success Manager.
• Notifications, including course invitations and report downloads, cannot be sent in the test environment.
• New Quizzes is not supported in the Canvas test environment.
• Any changes you want to keep in the test environment must be made directly within the production environment in order to affect live data.
• LTI tools (External Apps) are typically not available in the outside the production environment. LTI tools may display in the test environment, but often they are only configured for the production environment. Using production-configured LTI tools in the beta environment will affect live data. If you have permission to edit LTI tools, you can confirm the configuration for a specific LTI tool in your course or account. Please contact your Customer Success Manager for specific questions.
• Account-level user page views always reflect activity from the production environment.
• Feature option settings are never copied from production and always retain their default settings. Feature options must be managed individually in the test environment.
• Viewing your recent Canvas course page view history is not supported in the Canvas test environment.

Access Your Test Environment

🔗 https://canvas.test.instructure.com/login
To log into your test environment, type [organization name].test.instructure.com into the URL field.

View Test Installation Message

Users in the test environment will see the Test Installation bar across the bottom of the screen indicating the user is in a Canvas Test Installation. Test environments are reset every month after the production release, and any changes you make in your test environment will be reset. If you want to save any course content created in your test environment, you can export your course.

Note: To hide the Test Installation bar, click the close icon.
Manage Canvas Features

Some new features may be released as opt-in only and will not appear until you enable them in your test environment. You can view these features by clicking the Settings link [1] and clicking the Feature Options tab [2].
SIS Imports
What student information system (SIS) integrations are available in Canvas?

Instructure supports integrations with several student information systems (SIS). These integrations may require an SFTP configuration, or they may use APIs made available from LIS, SIF 2.0, and OneRoster 1.1 to share information between the SIS and Canvas. Learn more about Canvas SIS integrations.

Most Canvas SIS integrations work bi-directionally:

- **SIS to Canvas Provisioning**: SIS rostering changes (updates to users, courses, enrollments, etc.) sync to Canvas via one-way data transfer from the SIS to Canvas. Rostering sync schedules are configured upon implementation and can be managed by admins.

- **Canvas to SIS Grade Passback (GPB)**: Canvas assignment and gradebook updates sync to SIS gradebooks via one-way data transfer from Canvas to the SIS. Instructors can manually sync grades from Canvas to the SIS. Institutions can also configure automated grade sync schedules upon implementation.

For more information about SIS integrations, view the Canvas Student Information Systems guides. You can also visit the Canvas Community Admin Group.

**Note**: If your institution's SIS is not included in the list of Instructure-supported integrations, you may be able to configure a Canvas SIS integration. For more information about configuring a Canvas-SIS integration, contact your SIS provider.

**Instructure Supported SIS Integrations**

Instructure supports Canvas integrations with the following Student Information Systems:

- Aeries
- Aspen
- Aspire
- Blackbaud
- ClassLink *
- Focus
- Infinite Campus
- PeopleSoft (Oracle)
- Pinnacle (Wazzle)
- PowerSchool
- ProgressBook (DASL)
- Q (Mistar/Aequitas)
- Qmlativ (Skyward)
- Sapphire
- SchoolTool
• **Skyward (SMS)**
• **Sunet LMS** *
• **Synergy**

* This integration does not currently support grade passback (GPB).

**Other SIS Integrations**

If your institution's SIS provider is not listed above as an Instructure Supported integration, your SIS provider may support an integration with Canvas. For more information, please contact your SIS provider.

Alternatively, you can utilize the [SIS Import Tool](https://canvas.instructure.com/docs/1.0/menus/api-apps/sis/import.html) to bulk-upload your institution's SIS data to Canvas. Learn more about [Canvas SIS Import Format Documentation](https://canvas.instructure.com/docs/1.0/menus/api-apps/sis/import.html) and [Canvas API documentation](https://canvas.instructure.com/docs/1.0/menus/api-apps/sis/).
How do I import SIS data to a Canvas account?

SIS data can be uploaded through the SIS Imports link in Account Settings. SIS data is only accessible at the account level and cannot be added to sub-accounts.

The SIS Import page supports a few formats for standard imports to Canvas: Instructure formatted CSV or zipfile of CSVs, IMS Enterprise Specification XML zip, or Banner Grade Exchange Results XML. Files can be set for a full batch update and to override UI changes.

Please ensure you are aware of the risks associated with these upload options. For more details about these risks, please view the SIS Imports lesson.

API Processing

SIS Imports are added to a queue that processes each imported CSV separately (whether uploaded individually or within a ZIP file). Import errors are displayed in the SIS Import page.

API Practice

Before importing SIS information, practice using the API to manage SIS data. You should also use your test environment to avoid conflicts with your live production data. Once you have confirmed your data in your test environment, you can re-apply your SIS integration to your production environment. Additionally, some SIS data options are only available via the API.

Notes:

- SIS Imports must be enabled by your Customer Success Manager before files can be uploaded to your account.
- Importing SIS files is an account permission. If you do not have access to manage SIS files, your institution has restricted this feature.
- Before setting permission for a user role, you must ensure the role you want to assign the user already exists in your account. Learn how to create an account-level role.
In Global Navigation, click the Admin link [1], then click the name of the account [2].
In Account Navigation, click the **SIS Import** link.

**Select File**

Select the zip file that you want imported. For a description of how to generate these zip files, please see this documentation.

Click the **Choose File** button and locate the SIS import file from your computer.
Select Import Type

**SIS Import**

Select the zip file that you want imported. For a description of how to generate these zip files, please see this documentation.

Choose File SISImportPackage.zip

Import type: Instructure formatted CSV or zip

In the **Import Type** menu, select the type of import you are uploading into Canvas. By default, the menu selects the CSV import option.

Set Full Batch Update

1. **This is a full batch update**

   If selected, this will delete everything for this term, which includes all courses and enrollments that are not in the selected import file above. See the documentation for details.

   Term: Default Term

If you want to create a full batch update, select the **This is a full batch update** checkbox [1]. In the Term drop-down menu [2], select the term for the full batch update. With this option, any courses, sections, or enrollments with an SIS ID record in Canvas that is linked to the Term selected in the drop-down can be deleted. For enrollments, this option means the linked user and course/sections require SIS IDs. A Canvas record will be deleted if it is not included in the current import file.

This option will only affect data created via previous SIS imports. Manually created courses, for example, won't be deleted even if they don't appear in the new SIS import.
**Notes:** Ensure you are aware of the associated risks before selecting this option.

### Override UI Changes

**☑️ Override UI changes**

By default, UI changes have priority over SIS import changes; for a number of fields, the SIS import will not change that field's data if an admin has changed that field through the UI. If you select this option, this SIS import will override UI changes.

See the documentation for details.

---

If you want to override changes in the user interface (UI), select the **Override UI changes** checkbox. This change tells Canvas to overwrite any "sticky" data changed by users in their accounts with the data you are importing.

- If this box is NOT checked when doing a new users import, no name changes will be overridden in the UI, but if the user removed their listed email address it will be re-added but not marked default.
- If this box IS checked when doing a new users import, the full name and sortable name will change, but the display name is not changed. The email address is added but still not marked default.

### Select UI Option

**☑️ Override UI changes**

By default, UI changes have priority over SIS import changes; for a number of fields, the SIS import will not change that field's data if an admin has changed that field through the UI. If you select this option, this SIS import will override UI changes.

See the documentation for details.

**□ Process as UI changes**

With this option selected, changes made through this SIS import will be processed as if they are UI changes, preventing subsequent non-override SIS imports from changing the fields changed here.

**□ Clear UI-changed state**

With this option selected, all fields in all records touched by this SIS import will be able to be changed in future non-override SIS imports.
Overriding UI changes also allows one of two additional options: process as UI changes or clear UI-changed state. You can only select one option.

If you want to select an options, select the checkbox next to your preference:

- **Process as UI changes [1]**: overrides changes that have taken place in the UI as "sticky" data; all data acts as if the changes were actually manually updated in the UI
- **Clear UI-changed state [2]**: removes the "stickiness" of all data that exists in this import; future imports with this data will not indicate any data in the UI as "sticky"

**Process Data**

Click the **Process Data** button.
View Import Data

SIS Import

The SIS data was imported but with these messages:

- Warnings
  - BasicScriptFlowchart.png - Skipping unknown file type
  - user_observers.csv - An observer referenced a non-existent user 15431
  - user_observers.csv - An observer referenced a non-existent user 15432
  - user_observers.csv - An observer referenced a non-existent user 15433
  - enrollments.csv - Could not find account school.instructure.com

- Imported items
  - Accounts: 13
  - Terms: 10
  - Courses: 11
  - Sections: 10
  - Users: 10
  - Enrollments: 0

When the import has processed, Canvas displays the results of the imported file, along with up to 50 errors and warnings. If you imported a full batch update, the results also show the number of deleted items removed from the account. Deleted items include enrollments, courses, and sections.

After you refresh the page, this information will stay in the SIS Import page under the Last Batch heading until another import is made.
Download Errors

Last Batch

Started: Jul 15 at 7:40pm
The SIS data was imported but with these messages:

Download the complete list of errors and warnings here.

- Warnings
  - BasicScriptFlowchart.png - Skipping unknown file type
  - user_observations.csv - An observer referenced a non-existent user 15431
  - user_observations.csv - An observer referenced a non-existent user 15432
  - user_observations.csv - An observer referenced a non-existent user 15433
  - enrollments.csv - Could not find account school.instructure.com

- Imported Items
  - Accounts: 13
  - Terms: 10
  - Courses: 11
  - Sections: 10
  - Users: 10
  - Enrollments: 0

If you want to download all warnings and errors from your last import file, return to the SIS Import page. Under the Last Batch heading, click the Last Batch download icon. The icon will download a CSV file with all errors and warnings from your last import.

You can also use the SIS Import Errors API for additional troubleshooting details, which will return the CSV line number where the error occurred.

Note: You may need to refresh the page to view the download icon.
How do I format CSV text files for uploading SIS data into a Canvas account?

Canvas allows you to manually bulk create users, accounts, terms, courses, sections, enrollments, and logins through the Admin interface.

This document references the SIS Import CSV Format API page, where the majority of the CSV information is located. Each CSV file is symbiotic with another and tell Canvas how to manage all information for the account. View the SIS relationship diagram.

Each step in this lesson provides sample CSV files with descriptions of each required and optional field. You will also find a link to download each file if you want to take a deeper look at the formatting. Download a zipped package of all sample files. If CSV links do not download, try opening the link in a new tab.

You should practice importing data in your Canvas test environment before importing any content to your production environment.

**CSV File Format**

In order to bulk upload data into Canvas, you must create one or more CSV text files. CSV files can be generated by many programs. Student Information Systems (SIS) often have a method for generating reports in CSV format that can be modified to fit the format Canvas requires. If you do not know how to save a file in a CSV format, please check the documentation for the program you are using to create your CSV file (e.g., Excel).

When using the Instructure format for importing files in the SIS Import page, you may import an individual CSV text file or you may compress multiple files into a single ZIP file to bulk import data. If you are manually uploading individual files, the files must be uploaded in the order shown in this lesson.

**CSV Field Formatting**

The first row of your CSV file (header) must include the complete field name for each file. The order of the columns does not matter but having the rows ordered properly is crucial for files like the accounts.csv.

**Sticky Fields**

By default, certain changes made in the user interface are not overwritten by future SIS imports and are specified as being sticky. All sticky fields are identified in this document. You can override these fields by setting override_sis_stickiness in the API or checking the Override UI changes checkbox in the SIS Import page.

**API Documentation**

CSV files only include a specific set of fields. Canvas contains additional values that are available through each individual API. After running the CSV files for your institution, standard practice for a majority of institutions is to upload all SIS CSV files and then use the Canvas API to update full account and course attributes. For more information, view the Canvas API documentation for Users, Accounts, Terms, Courses, Sections, Enrollments, and Groups. SIS Imports can also be managed using the SIS Imports API.
users.csv

Users are the people who have user accounts within an institution. The users.csv adds people into the system as generic users. The enrollments.csv will assign a role (teacher, student, etc.) to these users. When a user account is deleted all of their enrollments will also be deleted and they won’t be able to log in to their Canvas account. If you still want the user to be able to log in but just not participate or if you want to only delete them from a particular course, then you should leave their user account as active and change their enrollment (in the enrollments.csv) to completed or deleted, respectively.

Download a sample users.csv file with 10 Canvas user accounts.

Required Field* | Sticky Field^

- **user_id**: This is a unique value used to identify anyone with an account in Canvas. This value must not change for the user, and must be unique across all users. In the user interface, this is called the SIS ID and may be comprised of any combination of characters. You can find this SIS ID by visiting any user account and then viewing their Login Information.

- **integration_id**: This is a secondary unique identifier useful for more complex SIS integrations. This identifier must not change for the user, and must be globally unique.

- **login_id**: This is the username one will use to log in to Canvas. If you have an authentication service configured (like LDAP), this will typically match their username in the remote system. Login_id can contain letters, numbers, or the following symbol characters: _-+=.@

- **password**: If the account is configured to use LDAP or an SSO protocol, then this isn’t required. Otherwise, this is the password for the 'login_id' above. This password must be at least 8 characters.

- **ssha_password**: Instead of a plain-text password, you can pass a pre-hashed password using the SSHA password generation scheme in this field. While better than passing a plain text password, you should still encourage users to change their password after logging in for the first time. Learn how to generate SSHA passwords.

- **authentication_provider_id**: This is the authentication provider the login is associated with. Logins associated with a specific provider can only be used with that provider. Legacy providers (LDAP, CAS, SAML) will search for logins associated with them, or unassociated logins. New providers will only search for logins explicitly associated with them. This can be the integer ID of the provider, or the type of the provider (in which case, it will find the first matching provider).

- **first_name**: This is the given (first) name of the user. If present, used to construct full_name and/or sortable_name.

- **last_name**: This is the surname (last) name of the user. If present, used to construct full_name and/or sortable_name.

- **full_name**: This is both the given and surname of the user. Omit first_name and last_name if this is provided.

- **sortable_name**: This is the sortable name option in Canvas, usually inferred from the user’s name but it can be customized.

- **short_name**: This is the display name of the user, usually inferred from the user’s name but it can be customized.

- **email**: This is the institution-assigned email address and will also be marked as the default email address for this user account. This email address should still be provided even if it is the same as the user’s login_id.

- **pronouns**: If personal pronouns are enabled, these are the personal pronouns that display after a user’s name in Canvas. The pronouns field accepts all pronouns, even if they were not created in the Account Settings page.

- **status**: This is where you can add or remove a user from Canvas. Mark as active to add a user, suspended to suspend a user, or deleted to remove an existing user.
Email Address Conflicts

Canvas identifies users by email address. When students are added to a course, Canvas attempts to reconcile any email address conflicts when the user first logs in to the course.

Normally email addresses are unique to each student. At times multiple students may share a single email address. When adding students to courses via SIS import, Canvas recognizes when an email address is assigned to more than one student.

- If a new SIS ID is associated with an email address already assigned to an existing SIS ID, Canvas sends an email to the email address.
- When users are added to an account through SIS import, they will not receive an email notification unless the system detects a duplicate user. However, if a user is added or enrolled manually they will receive an email notifying them they have been added or enrolled in a new course. The student sharing an email address will receive a notification that the email address is already in use and is invited to create a new account in Canvas. *This process may also apply when adding a user to a course enrollment.*

accounts.csv

An account is an organization unit within Canvas (e.g., the parent account for an institution). Each account can contain a hierarchy of sub-accounts, such as creating accounts for individual colleges within an institution, or for individual schools within a district. Sub-accounts can also contain multiple sub-accounts, such as when a college subdivides into departments or programs, or a school that subdivides into grade levels or subjects.

Download a sample accounts.csv file with the following sub-accounts:

- 3 sub-accounts within your main/root account. (Arts & Humanities, Business, Math & Science)
- 4 sub-accounts within your Business sub-account. (Accounting, Computer Science, Economics, and Marketing)
- 3 sub-accounts within your Math & Science sub-account. (Biology, Physics, and Statistics)
- 1 sub-account within your Arts & Humanities sub-account. (Visual Arts)
- 2 sub-accounts within your Visual Arts sub-account. (Photography, and Digital Media)

**Required Field** | **Sticky Field**

- **account_id**: This is a unique identifier used to create a sub-account. The courses.csv file will allow you to assign courses to a particular account id. This unique identifier must not change for the account, and must be globally unique across all accounts. In the Canvas UI, this is called the SIS ID and can be modified by visiting the Settings for each respective sub-account.
- **parent_account_id**: This identifier indicates that a sub-account should be nested beneath this parent account. If this field is blank then the sub-account will be nested beneath your root or main account. Note that even if all values are blank, the column must be included to differentiate the file from a group import.
- **name**: This is the name for the sub-account.
• **status**: This is how you can create or remove a sub-account. Mark as *active* to add a sub-account or *deleted* to remove an existing sub-account.

• **integration_id**: This is a secondary unique identifier useful for more complex SIS integrations. This identifier must not change for the account, and must be globally unique.

**terms.csv**

A **term** provides a default set of start and end dates to any course assigned to that term. Term dates for courses can be manually managed at the course level without an import file. However, attaching a term_id to many different courses ensures all courses in that term begin/end at the same time. Uploaded term dates will also help you sort and organize courses when viewing data and reports in the Admin interface.

[Download a sample terms.csv file](#) with 10 terms.

**Required Field* | Sticky Field**

• **term_id**: This is a unique identifier for the term. The courses.csv will allow you to reference this term_id so your courses know when to start and when to conclude. This identifier must not change for the term, and must be globally unique across all terms. In the user interface, this is called the SIS ID.

• **name**: This is the name of your term. Come up with a good naming convention that will help you easily reference your terms. There are many admin tools that allow you to search or query data by the term name.

• **status**: This is how you can create or remove a term. Mark as *active* to add a term or *deleted* to remove an existing term.

• **start_date**: This is the date the term begins. The format should be in [ISO 8601](#): YYYY-MM-DDTHH:MM:SSZ (The T may be replaced with a space, as seen in the example screenshot.) For example, August 26, 2013 at 5:00pm EST would be written 2013-08-26T17:00-5:00

• **end_date**: This is the date the term ends. The format should be in [ISO 8601](#): YYYY-MM-DDTHH:MM:SSZ (The T may be replaced with a space, as seen in the example screenshot.) By default, user access is cut off at midnight on your indicated end date, meaning the previous day is the last full day that users have access to the term. Best practice is to set your end date to the day after the term ends.

• **integration_id**: This is a secondary unique identifier useful for more complex SIS integrations. This identifier must not change for the term, and must be globally unique.

• **date_override_enrollment_type**: This allows you to set or remove start and end dates for a specific enrollment type within an existing term. When set, all columns except term_id, status, start_date, and end_date to be ignored for the row. If status is set to active, the term dates will apply only to enrollments of the given type. If status is set to deleted, the currently set dates will be removed for the given enrollment type. Enrollment type can be set to StudentEnrollment, TeacherEnrollment, TaEnrollment, or DesignerEnrollment.

**courses.csv**

A course is an organized presentation about a particular subject. Sometimes a course may include a series of courses. Courses are placed within terms to create default start and end dates. However, if a course includes specific course dates, these dates
will override the student access dates on the term, identified by the term_id (if included.) The value of attaching a term_id is that you will be able to sort and organize the courses when viewing data and reports, in the Admin interface. A term_id can be easily attached to many different courses that begin/end at the same time. If you do not link a course to a term then the course will be linked to the term called *Default Term*.

If your institution has enabled Blueprint Courses, you can use a courses.csv to add associated courses to a blueprint course. Please note that the blueprint course must be created and enabled as a blueprint course before associated courses can be added.

Download a sample courses.csv file with 10 courses; they reside within their respective sub-accounts in a specific term.

**Required Field** | **Sticky Field**

- **course_id**: This is a unique identifier used to differentiate courses within Canvas. This identifier must not change for the course and must be globally unique across all courses. In the user interface, this is called the SIS ID.
- **short_name**: This is a short name for the course. In the Canvas UI this is also called the Course Code or Reference Code.
- **long_name**: This is a long (full) name for the course. (This can be the same as the short name, but if both are available, it will provide a better user experience to provide both.)
- **account_id**: This is the unique SIS ID account identifier (from the accounts.csv) which tells the course under which sub-account it will reside. If an account_id is not specified for a new course, then the course will be attached to your main/root account. The SIS ID can be found in the sub-account’s Settings.
- **term_id**: This is the unique term identifier (from the terms.csv) which tells the course when to begin and when to conclude. If associating a term_id with a course you do not need to enter a start_date or end_date.
- **status**: This is how you can create, remove, conclude, or publish a course. Mark as active to add a course, deleted to remove an existing course, completed to conclude an existing course, or published to publish an existing course.
- **integration_id**: This is a secondary unique identifier useful for more complex SIS integrations. This identifier must not change for the course, and must be globally unique.
- **start_date**: This is the date the course begins. The format should be in ISO 8601: YYYY-MM-DDTHH:MM:SSZ (The T may be replaced with a space.)
- **end_date**: This is the date the course ends. The format should be in ISO 8601: YYYY-MM-DDTHH:MM:SSZ (The T may be replaced with a space). By default, user access is cut off at midnight on your indicated end date, meaning the previous day is the last full day that users have access to the course. Best practice is to set your end date to the day after the course ends.
- **course_format**: This is the format for the course. The format can be online, on_campus, or blended.
- **blueprint_course_id**: This is the course ID of the blueprint course to which you want to add an associated course. To remove the Blueprint Course link you can pass ‘dissociate’ in place of the ID. In the user interface, this is the SIS ID of the blueprint course.
- **homeroom_course**: This is used to designate homeroom courses for Canvas for Elementary accounts. Requires the Canvas for Elementary setting to be enabled.
sections.csv

A **section** subdivisions students within a course. Multiple sections can also be cross-listed into one course, especially if all student sections are learning the same course material. Multiple sections can be placed in one course, but a section cannot contain multiple sections. Sections inherit the course dates as set by the term. However, if a section includes specific dates, these dates will override the student access dates for the course and the term start and/or end dates.

If you are trying to delete a course and the users are associated with sections, you’ll need to include the section_id parameter in the CSV import as well as the section SIS IDs.

*Download a sample sections.csv file* with the following sections:

- 4 sections in the **ACCT300 - Cost Accounting** course
- 4 sections in the **ACCT310 - Managerial Accounting** course
- 2 sections in the **BIO101 - Intro to Biology** course

This file assumes that you may have multiple sections within one course. Many institutions import course sections as separate courses. This can be done by (1) creating a Canvas course for each section in your courses.csv, then (2) creating a single section in each of these courses. You may use essentially the same data for the course and section including the SIS ID which will be the same for both the course_id and section_id.

**Required Field\* | Sticky Field^**

- **section_id\***: This is a unique identifier used to create sections within a course. This identifier must not change for the section, and must be globally unique. In the user interface, this is called the SIS ID.
- **course_id\^**: This is the unique identifier of the course where the section will be added or deleted (added in courses.csv).
- **name\^**: This is the name of the section. Sections are ordered alphabetically by name.
- **status\***: This is how you can create or remove a section within a course. Mark as **active** to create a section or **deleted** to remove an existing section.
- **integration_id**: This is a secondary unique identifier useful for more complex SIS integrations. This identifier must not change for the section, and must be globally unique.
- **start_date\^**: This is the date the section begins. The format should be in ISO 8601: YYYY-MM-DDTHH:MM:SSZ (The T may be replaced with a space).
- **end_date\^**: This is the date the section ends. The format should be in ISO 8601: YYYY-MM-DDTHH:MM:SSZ (The T may be replaced with a space). By default, user access is cut off at midnight on your indicated end date, meaning the previous day is the last full day that users have access to the section. Best practice is to set your end date to the day after the section ends.

enrollments.csv

An **enrollment** is a user who has been enrolled in a course under a specific role. An enrollments.csv allows you to assign roles to users and place them into the appropriate courses. When the enrollment status of any user is marked as **completed** they will be limited to read-only access for that course.
Download a sample enrollments.csv file with the following enrollments:

- 1 user as a teacher in the ACCT300 - Cost Accounting course
- 1 user as ta in the ACCT300 - Cost Accounting course
- 1 user as a designer in the ACCT300 - Cost Accounting course
- 3 users as students in section 1 of the ACCT300 - Cost Accounting course
- 3 users as students in section 2 of the ACCT300 - Cost Accounting course
- 1 user as an observer of a student in section 1 of the ACCT300 - Cost Accounting course

Required Field*

- **course_id**: (Required if the section_id is missing) This is a unique identifier for the course where the user will be enrolled (added in courses.csv). If enrolling students into the course rather than a specific section, put the course_id in this field. Otherwise, leave it blank.
- **root_account**: This is the domain of the account to search for the user.
- **user_id**: This is the unique identifier of the user that will be enrolled within the designated courses (added in users.csv). If the user_integration_id is present, this field will be ignored.
- **user_integration_id**: (Required if the user_id is missing) This is the secondary unique identifier of the user (added in users.csv as the integration_id).
- **role**: This is the role that a user will be assigned to a user for the designated course. You enroll a user to be any of the following roles: teacher, designer, ta, student, observer or a custom role that you define. Each role has a permission set that Admins can customize at the main/root account or sub-account level.
- **role_id**: (Required if role is missing) This is the unique identifier for the role in which the user will be added as part of an enrollment.
- **section_id**: (Required if the course_id is missing) This is the unique identifier for the section in which the user will be enrolled (added in sections.csv). If enrolling students in a specific section of a course, put the section_id of the section here. Otherwise, leave this field blank. If no section_id is specified the default section for the course will be used. If a default section does not exist, one will be created automatically without an SIS ID.
- **status**: This is how you enroll, conclude, deactivate (make inactive), or remove an enrollment in a course. Mark as active to enroll a user in a course, completed to conclude a user’s enrollment in a course, inactive to deactivate the user in the course, and deleted to remove a user from a course. When in an ‘inactive’ state, a student will be listed in the course roster for instructors but will not be able to view or participate in the course until the enrollment is activated.
- **associated_user_id**: (Observer role only) This is the unique identifier of the user whose information (including grades) the observer will be able to view. The observer should be enrolled in the same course/section as the user you would like them to observe. This field will be ignored for any role other than observer.
- **limit_section_privileges**: This is how to designate that the enrollment will allow the user to only see and interact with users enrolled in the section given by course_section_id. This field defaults to false. Limiting students to interact by section only affects Collaborations, Chat, People, and Conversations. When enrolling instructors and TAs, section limitations allow those users to grade students in their same section(s). Discussion topics and Pages are not affected by section limitations and can be viewed by any student. These feature areas could be restricted by creating content in course groups.
- **notify**: This is how you choose to send a notification to the enrolled user(s) when they are enrolled in a course.
**group_categories.csv**

Group categories allows you to organize groups in Canvas. A group_categories.csv allows you to create group categories at the account or course level. In the user interface, group categories are called group sets.

Download a sample group_categories.csv file with the following group categories:

- Admin Groups
- Designer Groups
- History Project Groups

**Required Field** | **Sticky Field**

- **group_category_id**: This is the identifier used to reference the group category. The identifier must not change for the group category, and must be globally unique.
- **account_id**: This is the identifier that attaches the group category to an account (added in accounts.csv). If no account or course is specified, the group will be attached to the root account.
- **course_id**: This is the identifier that attaches the group category to a course (added in courses.csv). If no course or account is specified the group will be attached to the root account.
- **category_name****: This is the name of the group category.
- **status**: This is the status of the group category. Mark as active to create the group category or deleted to delete the group category.

**groups.csv**

A group can be used to provide collaborative opportunities for students, instructors, admins, or other users. A groups.csv allows you to create course-level and account-level groups. Groups uploaded via SIS can only be updated or deleted via SIS.

Download a sample groups.csv file with the following groups:

- Admins
- Math Teachers
- Designers

**Required Field** | **Sticky Field**

- **group_id**: This is the unique identifier used to reference your group. It must not change for the group, and must be globally unique.
- **group_category_id**: This is the identifier of the group category (added in group_categories.csv) into which you are adding a group. If no group category is specified, the group will be placed in the default group category for the defined account or course. If no account or course is specified, the group will be placed in the default group category for the root account.
- **account_id**: This is the identifier that attaches the group to an account (added in accounts.csv). If none is specified, the group will be attached to the root account.
• **course_id**: This is the identifier that attaches the group to a course (added in courses.csv). If no course or account is specified the group will be attached to the root account.

• **name**: This is the name of the group.

• **status**: This is the status of the group. Mark as *available* to set the group open for membership or *deleted* to delete the group.

**groups_membership.csv**

Membership in a group allows users to collaborate on activities in Canvas. A groups_membership.csv allows you to bulk add or remove people to a group you have created via groups.csv.

[Download a sample groups_membership.csv](#) file with the following group memberships:

- 1 accepted user in the Admins group
- 1 accepted user in the Math Teachers group
- 1 deleted user in the Math Teachers group

**Required Field**

• **group_id**: This is the unique identifier used to reference your group (added in groups.csv).

• **user_id**: This is the unique identifier of the user you want to add to the group (added in users.csv).

• **status**: This is the status of the users in the group. Mark as *accepted* to add a user to a group or *deleted* to remove a user from a group.

**xlists.csv**

Cross-listing allows you to move sections into another course. A xlist.csv file allows you to cross-list sections into existing courses and create a section hierarchy.

Section ids are expected to exist already and already reference other course ids. If a section id is provided in this file, it will be moved from its existing course id to a new course id, such that if that new course is removed or the cross-listing is removed, the section will revert to its previous course id. If xlist_course_id does not reference an existing course, it will be created. If you want to provide more information about the cross-listed course, please do so in courses.csv.

[Download a sample xlists.csv file](#) with the following courses and sections:

- 4 active sections from the ACCT300 - Cost Accounting course cross-listed into the ACCT310 - Managerial Accounting course

**Required Field**

• **xlist_course_id**: This is the identifier of the new course (added in courses.csv).

• **section_id**: This is the identifier of the section (added in sections.csv).

• **status**: This is the status of the section. Mark as *active* to make the section active or *deleted* to remove the section.
user_observers.csv

The observer role can be used to enroll parents and link them to a student, allowing them to view their student’s grades and course interactions. A user_observers.csv allows you to enroll and link observers to each of the designated student’s enrollments.

Download a sample user_observers.csv file with the following enrollments:

- 2 active observers
- 1 deleted observer

Required Field*

- **observer_id**: This is the unique identifier of the observer (added as the user_id in users.csv).
- **student_id**: This is the unique identifier of the student (added as the user_id in users.csv).
- **status**: This is the status of the observer. Mark as **active** to enroll the observer for each of the student's enrollments or **deleted** to remove all the observer’s enrollments.

logins.csv

The logins.csv allows you to create or update login credentials for users. Logins can only be added to existing users. Logins can be removed using the users.csv.

Download a sample logins.csv file with the three user logins.

**Required Field** | **Sticky Field**

- **user_id**: This is the unique identifier of the user (referenced in enrollments.csv). This value must not change for the user and must be unique across all users. Called the SIS ID in the Canvas user interface.
- **integration_id**: This is a secondary unique identifier useful for complex SIS integrations. This value must not change for the user and must be unique across all users. This field should be left blank when merging users with matching integration IDs.
- **login_id**: This is the name that the user would use to log in to Canvas. For configured authentication services, such as LDAP, this will be the username from the remote system.
- **password**: This is the password that the user will use to log in to Canvas. This field should not be filled for accounts configured to LDAP or SSO.
- **ssha_password**: This is a password generated with a pre-hashed SSHA generation scheme.
- **authentication_provider_id**: This is the authentication provider that the login is associated with.
- **existing_user_id**: This is the user’s SIS ID, as found in the users.csv.
- **existing_integration_id**: This is the user's integration ID, as found in the users.csv.
- **existing_canvas_user_id**: This is the user's Canvas ID.
- **root_account**: This is the domain account for the user.
- **email**: This is the user's email address.
Notes:

- One of existing_user_id, existing_integration_id, or existing_canvas_user_id is required for a successful import of logins.csv.
- The root_account field is required when identifying users in a trust account (e.g., when cross-listing users across accounts within a trust account).

admins.csv

Admins manage settings for an entire account or subaccount. An admins.csv allows you to designate users in Canvas as account admins or other custom account or subaccount roles.

Download a sample admins.csv file with the following admins:

- 2 active account admins
- 1 deleted account admin
- 2 active custom account roles

Required Field*

- user_id*: This is the unique ID of the user you would like to designate as an admin (added in users.csv).
- account_id*: This is the unique identifier of the account in which you would like the admin to reside (added in accounts.csv).
  - If this column is left blank, the user will reside in the root account. This column is always required, even if the value is blank.
- role_id*: (required if role is missing) This is the ID of the role, either the default ID or a custom ID defined by the account.
- role*: (required if role_id is missing) This is the name of the role, either the default Account Admin role or a custom role defined by the account. If you are adding an account admin, format the field to read 'AccountAdmin'. If you are adding a custom role, format the field exactly as it appears in the Canvas UI.
- status*: This is the status of the admin. Mark as active to create an active admin or deleted to remove an admin.
- root_account: This is the domain of the account to search for the user.

change_sis_id.csv

A SIS ID is a unique identifier for an object in Canvas. A change_sis_id.csv allows you to bulk change SIS IDs for existing accounts, terms, courses, sections, groups, or users.

Download a sample change_sis_id.csv file with the following SIS ID changes:

- 1 user SIS ID change
- 1 course SIS ID change
- 1 term SIS ID change

Required Field*

- old_id*: This is the current SIS ID of the object.
• **new_id**: This is the desired SIS ID of the object. The new SIS ID must be currently unique to the object type and the root account.
• **type**: This is the type of object. Type can be account, term, course, section, group, or user.
How do I create an automated data integration for an account with Canvas and my SIS?

Student Information System (SIS) Imports are a great way to manually import bulk data (or changes) into the Canvas system. This lesson will provide the basic lessons on how to use the Canvas API and the programming language of your choice to set up an automated system to manage your SIS import workflow.

Several programming languages can be used to build an automated integration tool with Canvas. If your preferred programming language can make Secure Socket Layer (SSL) web calls (HTTPS) to an external server and has the ability to post files, you can apply the steps in this lesson to the programming language of your choice (or just install cURL and write a batch file). This lesson provides a simple approach to setting up a basic automated import system. However, you may want to develop a more complex system based on your skills and the abilities of your specific SIS integration.

Testing Data Integrations

To avoid affecting data in your production environment, you may want to set up your SIS integration in your test environment for accurate testing. Every three weeks, the day after a new Canvas production release, your production environment will create an updated copy for your test environment so you can test with up-to-date data. Once you have confirmed your data works correctly, you can re-apply your SIS integration to your production environment.

Alternatively, you can create your changes in your production environment, then wait for the next refresh before you begin practicing in your test environment.

Advanced Help

- [Canvas Community Migrations and Integrations Group](#)
- [Canvas API Documentation](#)
- [SIS Imports via Canvas API](#) (automated)
- [SIS Imports via Canvas UI](#) (manual)
Click the **Admin** link [1], then click the name of the account [2].

**Open Permissions**
In Account Navigation, click the **Permissions** link.

**Modify User Role and Permissions**

![Course Roles Account Roles]

<table>
<thead>
<tr>
<th>Permissions</th>
<th>Instructor Admin</th>
<th>Department Chair</th>
<th>Analytics Manager</th>
<th>Conference Observer</th>
</tr>
</thead>
<tbody>
<tr>
<td>SIS Data - import</td>
<td>☒</td>
<td>☒</td>
<td>☒</td>
<td>☐</td>
</tr>
<tr>
<td><strong>SIS Data - manage</strong></td>
<td>☒</td>
<td>☒</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>SIS Data - read</td>
<td>☑</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

In the Account Roles tab, [create an account-level user role](#) and allow the user to manage SIS data. If you do not want to create a new user role, you can use an existing user role and modify the permissions.
Manually Add New User

You'll need to [manually add a new user](#) to manage the SIS data. You can use an existing user imported via SIS, but manually creating a new user is beneficial for security purposes. This new user will end up with only one permission, but that one permission grants the ability to create, modify, and delete many object types in Canvas.
Add User as Admin

Add Account Admins

Add More - SIS Admin

Copy and paste a list of email addresses to add users.

andy.ad.canvas@gmail.com

Sample format: "Example Student" <student@example.com>, "Lastname, Firsname" <firstlast@example.com>, justAnEmailAddress@example.com

To enable SIS permissions, add your admin as an administrative user to your account. Set the user with the user role where you enabled the SIS data permission.
Obtain API Access Token

Log out of Canvas and then log back in as the new user. In User Settings under Approved Integrations, add a new access token. Leave the expiration date blank unless you have a reason to specify a date. Learn how to obtain an API access token.

**Note:** Be sure to save this API access token in a safe place. An API access token is effectively the same as a username and password, so treat it with similar security. Remember that the token created in your test environment will be replaced by the token created in your production environment during the next test environment refresh period.

Import Data via API

Practice importing data via the API. One API method is using `cURL`, a command line tool for transferring data that is supported on all operating systems (Windows, Linux, and OSX). The API can show you how to practice importing a test file and checking the status of a previous import.

Learn more about using the API to import data into Canvas.
Create Import Script

Using your preferred programming language, create an SIS script. An SIS script automatically synchronizes the users in your institution with your Canvas account. View the SIS script flowchart.

The import script can be as simple or complex as your institution requires. Additionally, a variety of programming languages can be used to write your import script/program.

Learn more about creating a Canvas SIS script.

Export Data and Create Canvas CSV File

Export your SIS data in a Canvas CSV file format. Place the file(s) into a directory or folder that only contains CSV files ready to be imported. Depending on your SIS, this step may be automated. For more information on integration, please contact your Canvas Customer Success Manager.

SIS Exports

Due to extensive variations among Student Information Systems (SIS), this lesson cannot document one all-inclusive method for exporting data. However, here are a few possible data access methods that may be available to you:

- API access: The SIS may provide an API in some form that will allow you to collect data.
- Direct data (database access): The SIS may allow direct database (or other direct data) access to your SIS data.
- Report generation or data export: The SIS may have the ability to run reports or export data and have them delivered via email, from a web site/program, or saved to a folder.
- Trigger or tracking events: The SIS may have the ability to run jobs on a triggered event. This type of tracking may be better suited to direct API manipulation of Canvas objects, but you could have a script/program that collects the triggered changes for batch updates at frequent intervals using SIS imports.

Once you know how to access your SIS data, a script/program could be written and used to manipulate and filter the data to match the format required for CSV SIS imports. In some cases, you may have to manually perform this step. You will need to work with your SIS administrative team or vendor to work out the best way to export data.

Note: While working with your SIS team, be sure to provide them with the Canvas CSV file format documentation, which may reduce the complexity of or eliminate the need for a script/program to prepare the data before the import.
How do I practice using the API to import SIS data to a Canvas account?

When creating an automated data integration with Canvas, you should practice using the API to import SIS data to Canvas. One method of using an API is through cURL, a command line tool for transferring data that is supported on all operating systems (Windows, Linux, and OSX). In this lesson, examples should work with Windows 7+, Windows Server 2003+, Ubuntu 12+ (Desktop/Server), and OSX Mountain Lion+.

The examples in this lesson are provided to help you learn how to practice using the API to import content into Canvas using SIS imports.

Install cURL

On your computer or operating system, ensure that cURL is installed properly on your computer or operating system.

OS X & Linux (Ubuntu)
cURL should already be installed and run from the Terminal application.
cURL may already be installed. If not already installed, run the following command with a user that has sudo privileges:

```
sudo apt-get install curl
```

After installing cURL, test the installation by typing the following command on a terminal or command prompt:

```
curl --version
```

If successfully installed, the version of cURL should be displayed.

Windows

If you are planning to use Windows as your import server you should consider using PowerShell instead of cURL for your production import tool. PowerShell is native to Windows and should result in a more reliable import script than using cURL and a batch file. We only recommend using cURL on Windows for testing purposes. Learn how to install PowerShell on Windows.

Import Test File

Practice using the API before adding the complexity of a script.

1. In the “tmp” directory, create a CSV file name \P\P\P\P\ that will create a basic course. The file name is case sensitive. Or, you can also use this example file: test_course.csv
2. Open a terminal command prompt and change directory into the "tmp" directory.
3. Run the command below replacing `<api_token>` with the API token you created earlier and `<canvas_fqdn>` with the domain name you use to access Canvas (example: institution_name.test.instructure.com):

```bash
```

Upon success, you should receive a string of JSON back from the server that indicates the import has been created and provides an ID for the import job. The JSON will look something like:

```
```

The "id" and "workflow_state" parameters are important pieces of information to know as you develop your script. Their absence or value could indicate a problem. If you did not get an "id" parameter, or your "workflow_state" tag is anything other than `created`, you will need to troubleshoot the cause before proceeding.

**Note:** When this command is complete, you'll need the "id" parameter to check the status of an import.

### Check Import Status

An important part of the automated import process is to know the status of your previous import before processing your next import.

If you decide to do a standard import, you must fix the previous import before processing your next import because information may be lost from the failed/incomplete import job. If you are using full batch imports, the state is still important because you do not want to start your next full batch until the preceding batch has finished. Depending on your update frequency, size of import, and other factors, a full batch import could easily overrun your time window.

Run the following command with these replacements:

- Replace `<api_token>` with the API token created earlier
- Replace `<canvas_fqdn>` with your Canvas domain
- Replace `<import_id>` with the ID from your test file import

```bash
```

The command should return a JSON response that contains the status and result if the import is complete. The following is an example of result of the command run in the previous step:

```
```
Here are a few key points to consider regarding the JSON results:

**progress**: In a running job, the "progress" parameter indicates the percentage complete for the job. When a job is done running, the progress will be 100 percent.

**workflow_state**: The "workflow_state" parameter indicates the current state of a running job. In most cases, a successfully completed job will indicate a state of "imported." If you see anything other than "imported" or "importing," you will need to stop here and troubleshoot the cause before proceeding.

- If the state is "importing," try running the command again until the state returns "imported".
- If the state is "imported_with_messages" or "failed_with_messages," check the contents of "processing_warnings" or "processing_errors".
What do I need to know about creating a script to automatically import SIS data to a Canvas account?

When creating an automated data integration with Canvas, you need to create a script to automatically import data to Canvas. An SIS script automatically synchronizes the users in your institution with your Canvas account. This lesson presents programming languages and other considerations when creating a script file.

Script Programming Languages

The import script can be as simple or complex as your institution requires. Additionally, a variety of programming languages can be used to write your import script/program. As long as the programming language can make HTTPS calls and upload files via HTTPS the language can be used to create an import script.

Due to a tremendous amount of variables that exist among each institution, Canvas does not officially support or promote the use of any specific scripting language or script that users can import data to Canvas, such as:

- Bash Shell (cURL)
- C#
- Java
- PowerShell
- Python

Server File Folders

On the server or computer that will run the import process (Windows/Linux/Mac), you’ll need to create a folder structure to store your import applications (script, logs, active files, etc).
Script Considerations

A simple example of an SIS script is to create a script that runs at specific times and checks a directory in your folder structure to see if there are files that need to be sent to Canvas. If there are files, the script could compress them into a .zip file and send them to Canvas. View the SIS script flowchart.

When creating a script, you should consider potential problems such as:

- Whether the script checks for errors to see if the upload succeeded.
- Whether the script looks to see if the last import is finished. If you set your run frequency shorter than the import processing time for a run, the frequency could result in new batches queuing before an import is finished.
- Whether the script looks to see if there is a previous import—and whether or not the previous import succeeded. This verification is important regardless of whether full batch or standard imports are used as you do not want updates to run out of order.

Sample Scripts

The Canvas Community has provided a GitHub repository of sample scripts that address many script considerations. Even with very simple tools, these examples show how to implement a basic automated import script.

**Note:** Each sample GitHub script will have its own requirements and additional components that may need to be installed for proper functionality.

By using the tools that are presented in these tutorials, you should now be better prepared to create your own automated import tool. If you run into challenges, please visit our migration and integration community forum. You may find other people there who can help with comments and suggestions on your script.
Support Information
How will I know if there is a Canvas outage?

Stay updated on information regarding Canvas by using the Status Page, Twitter, or the Admin Mailing List.

View Canvas Status Page

Visit status.instructure.com for incident reports regarding Canvas. The reports are global announcements that may or may not affect your institution. The Canvas Status Page will only include outages that last longer than 15 minutes.
View Status Icons

On the Status Page, icons are used to describe the current status of Canvas as a whole [1] and specific components within Canvas [2]. These icons will correlate with the following statuses:

- **Operational**: component is working as expected [3]
- **Degraded Performance**: component is experiencing slowness outside of expected range [4]
- **Partial Outage**: component is experiencing extreme slowness with intermittent downtime that typically affects a small subset of users [5]
- **Major Outage**: component is no longer functional or experiencing partial outage that affects large number of Canvas users [6]
- **Maintenance**: component has been intentionally taken down for major repairs [7]

**Follow Canvas Updates on Twitter**

Follow Canvas LMS (@CanvasLMS) for updates. This account sends out tweets for major, Canvas-wide outages, along with other news and events related to Canvas.
Subscribe to the Admin Mailing List

Contact your Customer Success Manager to subscribe to the Admin Mailing List. If you are subscribed to the mailing list, you will receive emails if your institution is affected by a Canvas outage.
How can I manage support tickets for my institution?

You can choose from three possible destinations for where the tickets your users create through the Canvas Help Menu will go, which helps you streamline your internal support team's workflow.

You can choose to route your users' tickets to:

- Our ticketing system (Salesforce Service Cloud)
- Your own instance of Zendesk or Service Cloud using a custom API connector
- Almost any other ticketing system by email or web post

Send Tickets to Our Ticketing System

Sending tickets to the Canvas Support system (Service Cloud) is the default destination.

If working in the same ticket system as Canvas Support works for you, then you're welcome to use this option. Learn how to log in to Service Cloud.

The Zendesk and Service Cloud Connectors

You can use your own instance of Zendesk or Service Cloud with custom built API-based connectors for Canvas. This option allows use of the metadata from Canvas with every ticket. You can also take advantage of the analytic features.

The Email and Web Post Connectors

You can convert email or web post connectors to tickets to your own ticketing system, even if you are not using Zendesk or Service Cloud.
Terms
How do I use the Terms page in an account?

Terms create a default set of participation start and end dates that apply to any course added to that term. Terms can be added manually or created through SIS imports. Once a user is added to a course, terms set default dates for when users can participate in courses assigned to that term. User participation is limited to published courses.

Canvas always includes a default term, which cannot be removed or renamed.

View a video about Terms.

Notes:

- Not all courses within a term conform to the term dates, as course or section start dates may override the term dates. Course or section overrides may be before or after the start of the term.
- Only admins can view the Terms page in Canvas. Instructors and students cannot view the Terms page, so please ensure users in your institution are aware of term dates for your institution publicly.
- Terms in consortium accounts are inherited from the parent account. Child consortium accounts cannot view or change terms.
In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Terms

In Account Navigation, click the Terms link.

View Terms

Term Details

**Fall 2017**

- SIS ID: 2017 Grading Periods
- 0 Courses

**Default Term**

- SIS ID: 68 Courses

The Terms page displays all terms that have been created in your account. Terms can be created manually or via SIS Import.
View Term Details

For each term, you can view all the details created in that term.

You can view the name of the term [1], the term SIS ID (if applicable) [2], the grading period set associated with the term (if applicable) [3], and the number of courses within the term [4].

You can also view the term dates [5] and specific user role access dates [6].

View Custom User Dates

If specific user access dates have been added for the term, you can view the dates within each user role.

**Note:** SIS imports cannot specify specific dates for each user group. Those dates must be changed manually.
Manage Terms

Term Details

**Fall 2017**
- SIS ID: [Image]
- Grading Period Set: 2017 Grading Periods
- 0 Courses

**Default Term**
- SIS ID: [Image]
- 68 Courses

+ Add New Term

**Term Runs from** Aug 31, 2017 12:00am to Dec 30, 2017 12:00am
**Students** can access from term start to term end
**Teachers** can access from Jun 30, 2017 12:00am to term end
**TAs** can access from Aug 24, 2017 12:00am to term end
**Designers** can access from whenever to term end

**Term Runs from** whenever to whenever
**Students** can access from term start to term end
**Teachers** can access from whenever to term end
**TAs** can access from whenever to term end
**Designers** can access from whenever to term end

To edit a term, click the **Edit** icon [1]. To delete a term, click the **Delete** icon [2].

**Note:** You cannot delete a term that contains courses.

Add Term

+ Add New Term

To **add a new term**, click the **Add New Term** link.
How do I add a new term in an account?

Term dates should be set before adding any courses to your account. Terms are associated with and used to filter data in account grading periods, account analytics, and account reports.

Canvas always includes a default term, which cannot be removed or renamed. However, you can add new terms with specific start and end dates.

Within each term, you can also set participation dates for specific user roles. Retaining the default term settings seem to be preferred by the majority of Canvas institutions, as they allow Teachers, TAs, and Designers to ensure course content will be ready by the course start date. Default settings include the following access for each user role:

- Students inherit the term start and term end date.
- Teachers, TAs, and Designers dates inherit a whenever start date to the term end date. Whenever means that these user roles can always access a course before the term begins.

Notes:

- Terms can also be created using SIS Imports. However, SIS imports cannot specify specific dates for each user group and must be changed manually.
- Terms reside at the main account level and cannot be created for sub-accounts.
- Only admins can view the Terms page in Canvas. Instructors and students cannot view the Terms page, so please ensure users in your institution are aware of term dates for your institution publicly.
- Terms in consortium accounts are inherited from the parent account. Child consortium accounts cannot view or change terms.
In Global Navigation, click the Admin link [1], then click the name of the account [2].
Open Terms

In Account Navigation, click the **Terms** link.

Add New Term

Click the **Add New Term** link.
Add Term Details

Term Details

1. Term Name:

2. SIS ID:

In the Term Name field [1], enter a name for the term. This name will be displayed as part of any course added to the term.

If your institution is using SIS IDs, you can enter an SIS ID for the term in the SIS ID field [2]. In SIS CSV files, the SIS ID is called the course ID.

Add Term Dates

Term Details

Term Name:

Winter 2018

SIS ID:

123456

In the Term Name field [1], enter a name for the term. This name will be displayed as part of any course added to the term.

If your institution is using SIS IDs, you can enter an SIS ID for the term in the SIS ID field [2]. In SIS CSV files, the SIS ID is called the course ID.
In the **Term Runs from** line, use the calendar icons to set a term start date [1] and term end date [2].

By default, the student dates to view courses inherit the Term Runs from [start date] to [end date], and Teachers, TAs, and Designers dates inherit a whenever start date to [term end date].

**Notes:**

- By default, term access is cut off at 12 AM on your indicated end date, meaning the previous day is the last full day that users have access to the term. For instance, setting an end date of December 16 means December 15 is the last full day users can access the course. However, you can set a specific time as part of the term dates.
- End dates occur at precisely the minute they are set. For example, a term with an end time at 11:59pm will end at 11:59:00.

### Add User Dates

| Term Name: | Winter 2018 |
| SIS ID: | 123456 |  |

Each term allows you to set specific participation dates for each user role.

If you want each user role to inherit the default term dates, **you do not need to enter any dates.** Once you save the term and add it to your account, the user roles will display the following defaults:

- Students inherit the term start and term end date (identified in the Terms page as **term start** and **term end**).
- Teachers, TAs, and Designers dates inherit a **whenever** start date to the term end date (identified in the Terms page as **term end**). **Whenever** means that there is no start date, and these user roles can always access a course before the term begins.
Modify User Dates

If you want to set start and end dates for a specific user role, locate the role and set dates for that role.

For example, if you want teachers to only be able to access unpublished courses two months before the term start date, and TAs only one week before the term start date, you can set a new start date for each of their respective roles. Date changes to a base role affect all users with the role, including custom roles.

Notes:

- Use caution when editing a whenever date, as the whenever entry is no longer available after it is edited.
- Changing the Teachers, TAs, and Designers start dates affects their ability to access unpublished courses in the term.

Add Term

Click the Add Term button.
Manage Term

<table>
<thead>
<tr>
<th>Winter 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>SIS ID: 123456</td>
</tr>
<tr>
<td>0 Courses</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Term Runs from</th>
<th>Jan 8 at 12am</th>
<th>to Apr 28 at 12am</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students can access from</td>
<td>term start</td>
<td>to term end</td>
<td></td>
</tr>
<tr>
<td>Teachers can access from</td>
<td>whenever</td>
<td>to term end</td>
<td></td>
</tr>
<tr>
<td>TAs can access from</td>
<td>whenever</td>
<td>to term end</td>
<td></td>
</tr>
<tr>
<td>Designers can access from</td>
<td>whenever</td>
<td>to term end</td>
<td></td>
</tr>
</tbody>
</table>

To edit the term details, click the Edit icon [1]. To delete the term, click the Delete icon [2].

**Note:** Terms cannot be deleted if they contain courses.
What should I do at the beginning and end of each term as an admin?

This lesson includes information on creating terms, adding sections, and ending terms.

**Note:** Terms in consortium accounts are inherited from the parent account. Child consortium accounts cannot view or change terms.

### Create Term

#### Term Details

**Fall 2017**
- SIS ID: [Redacted]
- Grading Period Set: 2017 Grading Periods
- 0 Courses

**Default Term**
- SIS ID: [Redacted]
- 68 Courses

<table>
<thead>
<tr>
<th>Role</th>
<th>Access Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Term Runs from</strong></td>
<td>Aug 31, 2017 12:00am to Dec 30, 2017 12:00am</td>
</tr>
<tr>
<td>Students can access from</td>
<td>Term start to Term end</td>
</tr>
<tr>
<td>Teachers can access from</td>
<td>Jun 30, 2017 12:00am to Term end</td>
</tr>
<tr>
<td>TAs can access from</td>
<td>Aug 24, 2017 12:00am to Term end</td>
</tr>
<tr>
<td>Designers can access from</td>
<td>Whenever to Term end</td>
</tr>
</tbody>
</table>

At the beginning of the term, make sure the term is built. If there is no term, the courses have no home. Instructors should have access to the course(s) they are teaching before and after the term. Once the term is built, then most of the information that goes into the term will be automatically added. This information includes the SIS file with all the student information, sections, enrollments, and cross-listings.

If your institution uses [grading periods](#), you can associate a term with a grading period set.
Add Sections

The next step is to add sections. This usually takes place via SIS files. The SIS Importer tells Canvas how to interpret the XML file that comes from the SIS file. Those XML files may include section and/or course information. To add a section manually, in Course Navigation, click the Settings link.

Course Sections create a course short name by adopting the section name (ie: DS-101 section 001, that will a create a course with the name DS-101-001). Enrollments are automated and flow between the software and Canvas.

Note: Sections are mobile. They are easily created and can move from term to term or course to course. Just be wary that if there are multiple sections (cross-listing), that the instructor knows to not start building the course until the information has been processed through Canvas. For courses with cross-listings (DS-101-001, DS-101-002, DS-101-003), Canvas pulls a random section to be the main one. For example, DS-101-003 is the section that Canvas pulls to be the live course which makes it the section that needs to be built. Otherwise, the hard work of the instructor won't be there in the live course. This is done by live events or manual batch uploads.

End Term

If course participation dates are associated with a specific term, the course should automatically conclude at the end of the term. Course dates can be set to extend past term dates if the course needs to extend past the term. Make sure the grades published correctly and continue to prepare for the next term.
What should I encourage instructors to do at the beginning and end of each term?

Every institution is different and will have varying items to complete at the beginning and the end of each term. However, there are some best practices that should not be overlooked while encouraging instructors at the beginning and end of each term.

View Course Details

At the beginning of the term, instructors should be encouraged to:

- Know how to use Canvas and complete general course building.
- Make sure courses are properly built for their needs. This includes reviewing proper course names, sections, cross-listed sections, etc.
- Verify participation dates in your Course Settings. Participation dates can align with term dates or be set to their own specific dates.
- Additionally, you can restrict students from viewing the course before and/or after the participation dates.
- Copy content into the course if you are migrating from another system. Otherwise, it is a best practice to build the course from scratch in Canvas.
- Update the syllabus, make sure assignment dates are set properly, and make sure quizzes and/or surveys have been published.
- Make sure the grading scheme has been set.
- Make sure Assignment groups are set up correctly.
- Make sure files or folders that you don't want students to see are locked.
- Check course content to be certain all the information is there.

Notes:

- Building a course within Canvas is usually easier to edit than importing content and fixing everything that goes wrong. A best practice would be to download the files and/or course content you want to move to Canvas and then manually upload everything into Canvas. Sure, it may take longer, but in the end the instructors will have to look over their content and perhaps change some of it to make it better.
- If instructors have courses they no longer want to use, encourage them to conclude or delete the course for the benefit of their students. If your institution allows students to see their future enrollments, any course that is not published will remain in the Future Enrollments section of a student's Courses but will not be accessible to students. Concluding or deleting the course will remove these courses from this section.
View Grades

At the end of the term, instructors should be encouraged to:

- Make sure all assignments have a graded value. For example, a score of 0 or default grades for all ungraded assignments.
- Download .csv gradebook for backup, publish to SIS (feature,) or manually enter into SS.

Notes:

- The term dates will specify when the term ends. However, some institutions allow instructors to have access to their course(s) for a year or more after the term has ended to get content or copy content.
- There should be no reason to manually conclude a course at the end of the term if the term dates are set correctly and effectively. If a situation arises where a course must be concluded earlier than the end term date, instructors can change the end course date or conclude the course in Course Settings (if they have permissions to change the course state).