



# Who What Where When How

## Who are Canvas Support and Customer Success?

Who can help you with what? This is your handy reference for getting help!

	Canvas Support	Canvas Customer Success
<b>What types of questions and topics do they handle?</b>	<p><b>Think everyday, routine</b></p> <ul style="list-style-type: none"> <li>• Everyday Canvas use</li> <li>• Course management questions</li> <li>• Canvas account-level administration tasks</li> <li>• Login (authentication) issues</li> <li>• Student Information System (SIS) integration (Provisioning and grade pass back)</li> <li>• Any technical issues or questions</li> </ul>	<p><b>Think big, long-term, strategic &amp; planning</b></p> <ul style="list-style-type: none"> <li>• Canvas implementation</li> <li>• Canvas admin transitions</li> <li>• Canvas admin consulting and best practices</li> <li>• Major reconfigurations (authentication changes, provisioning setup, support plan changes etc.)</li> <li>• Instructure products and services (Gauge, Arc, Practice, Professional Services, etc.)</li> <li>• Canvas-hosted training</li> <li>• Long-term planning (subscription level changes, new Canvas features)</li> <li>• Canvas resources (Community, Commons, etc.)</li> <li>• Feedback on Canvas</li> <li>• Anything you don't see listed already!</li> </ul>
<b>How do I contact them electronically?</b>	<p><b>Submit a case</b> using your Service Cloud Field Admin account here: <a href="http://cases.canvaslms.com">http://cases.canvaslms.com</a></p> <p><b>If you are on Tier 1 Support:</b> You can open a chat: Use the Help link in your Canvas global navigation.</p>	<p>Send an email to <a href="mailto:priorityservicesk12@instructure.com">priorityservicesk12@instructure.com</a> <i>Please use the above email address instead of contacting a CSM directly at their personal address.</i></p>
<b>How do I contact them by telephone?</b>	<p><b>Standard Support:</b> 866-998-4222</p> <p><b>24/7 and Tier 1 Support:</b> ( ) ____ - ____ (Contact your CSM for this number.)</p>	<p>Find phone numbers listed in emails from Priority Services.</p> <p>To request a return call, send an email to <a href="mailto:priorityservicesk12@instructure.com">priorityservicesk12@instructure.com</a></p> <p>To schedule a quarterly update call, use the following link: <a href="https://calendly.com/priorityservicesk12">https://calendly.com/priorityservicesk12</a></p>
<b>When are they available?</b>	<p><b>Standard Support:</b> 6 a.m. to 6 p.m. local (your) time</p> <p><b>24/7 and Tier 1 Support:</b> All day, every day</p>	<p>Approximately 7 a.m. to 5 p.m. (Mountain Time) on standard work days</p>
<b>Who is there?</b>	<p>Dozens and dozens of professional, well-trained Canvas experts!</p>	<p>Cortny, Amanda, Tyler, Stephen, Brittany, Asheligh, Ericka and Quin!</p>

Updated 10/11/18

Please **share** with your Canvas Admin team, **print**, and **keep handy** for frequent reference!