School is back in session! Although it may look different than last year, there is no doubt that fall start is upon us, and we are seeing an unprecedented number of support requests. Our teams worked diligently this summer to prepare, but in just the first few weeks of August, the numbers blew away our forecasting. For a deeper understanding of how Instructure is addressing support this fall, see this blog post on "Raising our Commitment to Global Support" from Chief Customer Experience Officer Melissa Loble and this post, "A Letter to Our Customers About Global Support" from Senior Director of Global Support, Traci Moes. To help you and your users this fall, we wanted to share several resources and ideas we think will be helpful in your approach to support.

Set Realistic Expectations & Encourage the Use of Self-Service Resources
We know that support wait times may exceed the expected experience for your
users. Communicating in advance to minimize the element of surprise when users are placed in a queue can alleviate frustrations. Consider posting a global announcement or adding links to your Help menu with additional resources such as the Canvas Instructor Guide Table of Contents, Canvas Troubleshooting Guide, or links to these recent webinars addressing the top five instructor support drivers:

- How to Create Quizzes Webinar
- How to Use Gradebook Webinar
- How to Use Assignments Webinar
- How to Cross List Sections Webinar
- How to Import Course Content Webinar

**Review the Most Effective Ways To Communicate with Canvas Support**

There are several ways to streamline your outreach to Canvas Support, which should help to eliminate back-and-forth, and get answers as quickly as possible. If your users are experiencing wide-spread Canvas issues, check the Instructure Status Page to see if there is an outage. There is a new link at the top of the status page that allows you to see uptime history stats for your instance as well as any current issues impacting your specific URL.

Working on a case with Support is a delicate dance. Here are the Tier 1 Support Process and Standard & 24x7 Support Process flowcharts for your reference. When submitting a ticket to support, consider using a template (Admin Template, User Template) to assure all the necessary information to troubleshoot the issue is included. If you have Standard or 24x7 Support, or if you are creating a new ticket from the Field Admin Console, it will need to be manually escalated to Canvas Support. You can verify successful escalation by confirming the “Case Owner” is no longer a Field Admin from your institution.

Once a ticket has been submitted, its progress will be visible to your Field Admins in the Field Admin Console. Check out this walk-through from a recent Webinar for a Field Admin Console refresher. The Field Admin Console is also where Tier 1 users can update their Support Knowledge Base (KB) to assist Canvas Support in answering user questions specific to your institution. Here are a few examples of strong KB entries to serve as a guide. By following the strategies above, communicating with your users on how to best utilize support, and knowing when to file a ticket or contact your CSM team, we hope your fall start will be as smooth as possible. Looking forward to working with you this year!

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**Google + Canvas = Better Together**
Google Assignments is here! The Instructure product team has been working with Google to transition the existing Google Apps LTI and we are thrilled to announce that Google Assignments is now available to all customers. The Google Apps LTI is deprecated and will be removed from Canvas on September 1, 2021.

The Canvas Community has a useful landing page with information on installing Google Assignments and the Google Apps LTI deprecation process. Check out this recorded live-stream demo of Google Assignments to see the new tool in action.

Last month we introduced you to Instructure’s new CEO, Steve Daly who has started his tenure focused on getting to know our customers. We encourage you to take a minute to read his most recent letter summarizing his observations and his philosophy moving forward.
There is still time to register for CanvasCon 2020!

14,000(!!!) Canvas users have registered for our upcoming virtual CanvasCon 2020 on Thursday, October 15. There is still time to register! Take a peek at the Agenda for an overview of keynote speakers and the robust range of topics to be presented. We can't wait to see you there!

Register now for CanvasCon Online

Sign up for our upcoming webinar: "Outcomes and Rubrics"
Thursday, September 17 at 2pm MST

For webinar recordings and previous newsletters, please visit Canvas Customer Success Manager (CSM) Team Website accountservices@instructure.com