Canvas: Support Structure and Workflow

Summary

Courses at Yale SOM are hosted on Canvas, a learning management system (LMS) supported by Yale University, SOM and the Center for Teaching and Learning. Use this article to learn about the Canvas Support Structure and Workflow. Specific topics include: How to get help with questions from Canvas Support and How to determine FSS assignments for Faculty Members.

Information

Canvas help can be the first line of support for Canvas questions:

1. Search the Canvas Guides
2. Call the hotline: 1-855-308-2813
3. Chat live with Canvas Support (located under Global Navigation> Help> Chat with Canvas support)

Additional Information and Clarification:

1. Contact the FSS or TA for the course for non-technical inquiries. The current FSS assignment sheet can be found on the bottom of the Faculty Support Staff SOM Portal page.
2. If the person is still unable to be supported, assign the ticket to Canvas queue in JIRA Service Desk. Issues can be escalated through canvas@yale.edu into ServiceNow.
3. General consultations for Canvas can be made by anyone here https://calendly.com/canvas-at-yale
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