

NEARLY HALF OF ALL CALLS TO CANVAS SUPPORT COME IN BEFORE/AFTER BUSINESS HOURS. SO WE'RE THERE FOR THE EARLY BIRDS, THE NIGHT OWLS, AND ALL THE IN-BETWEENERS.



FUN FACT

EASY | AWESOME

CANVAS SUPPORT

BY INSTRUCTURE



WWW. | INSTRUCTURE.COM



MORE **POWER** TO USERS

For Canvas, being easy to use is about more than having all the right tools in all the right places. It's about teachers, students, and schools using their LMS to do what they need to do—and then using it to do even more.

Because Canvas gets adopted faster and deeper than other LMSs, it simply gets used in more ways by more users. Canvas Support is flexible, affordable, and easy, so you never have to settle for less.

		BASIC		PREMIUM	
TIER 1 SUPPORT	Institution provides Tier 1 helpdesk for all users.		Institution provides Tier 1 helpdesk for all users.		
CONTACT	Admins can call Canvas Support from 6 a.m. - 6 p.m. local time M-F. Admins can escalate Canvas Support tickets in Zendesk.		Admins can call Canvas Support 24/7/365. Admins can escalate tickets to Canvas Support in Zendesk.		
SLAS (80% WITHIN TIME SHOWN)	Two business days		Eight hours		
NUMBER OF ADMINS	One*		Three*		
		PREMIUM + Faculty Tier 1		PREMIUM + Tier 1	
TIER 1 SUPPORT	Institution provides Tier 1 helpdesk for students; Canvas provides Tier 1 for faculty and staff.		Canvas provides Tier 1 helpdesk for all users.		
CONTACT	Admins can call Canvas Support 24/7/365. Admins can escalate tickets to Canvas Support in Zendesk. Faculty / staff users can contact Canvas Support directly by phone, live chat, or email / webform.		Admins can call Canvas Support 24/7/365. Admins can escalate tickets to Canvas Support in Zendesk. All users can contact Canvas Support directly by phone, live chat, or email / webform.		
SLAS (80% WITHIN TIME SHOWN)	One hour for webform / email tickets; 60 seconds for phone calls; 120 seconds for live chat		One hour for webform / email tickets; 60 seconds for phone calls; 120 seconds for live chat		
NUMBER OF ADMINS	Three*		Three*		

* More available at \$500 / license / year