



# SIS Integrations

Not just SIS



## What is a SIS integration?



A SIS is the program that a school uses to manage users, enrollments, transcripts, etc.

A SIS integration is the passthrough between those two systems.

- Provisioning (the creation of users, courses, enrollments) in Canvas
- GPB (the posting of grades from the Canvas gradebook to the SIS)

Example SISes you might have heard of: PowerSchool, Skyward, Aspire, Aeries, Infinite Campus

< > ⚙ Where do I find what a schools' SIS integration is? — □ ×

## Case details

Disability / Accessibility Related ⓘ	Level 0
No	
URL ⓘ	
<a href="https://browardschools.instructure.com/courses/1218267">https://browardschools.instructure.com/courses/1218267</a>	
Account SIS Provisioning Tool	
SISemic - Canvas Managed (Both)	
<a href="https://instructure.atlassian.net/wiki/spaces/CS/pages/1294926214">https://instructure.atlassian.net/wiki/spaces/CS/pages/1294926214</a>	

## Account Information

Account SIS Provisioning Tool  
SISemic - Canvas Managed (Both) <https://instructure.atlassian.net/wiki/spaces/CS/pages/1294926214>

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## How to use the SIS integration guides?



This SIS guides will include ways to troubleshoot Provisioning and Grade Passback.

- **Provisioning:** Walks you through obtaining the file(s) that have been imported in a Canvas environment.
- **Grade Passback:** Walks you through troubleshooting the Grade Sync tab in a course.



# What to do with different SIS types?



They are Canvas managed

Use the guides that are linked with the SIS Provisioning Tool in the **case details**.

Account SIS Provisioning Tool

SISemic - Canvas Managed (Both)

<https://instructure.atlassian.net/wiki/spaces/CS/pages/1294926214>

Account SIS Provisioning Tool

SIS Platform - Canvas Managed (Both)

<https://instructure.atlassian.net/wiki/spaces/CS/pages/1294991776>

They are not Canvas managed

Troubleshoot as much as you can and use  
#Support\_ask\_an\_expert  
channel when you get stuck.

Account SIS Provisioning Tool

Not Canvas Managed

Account SIS Provisioning Tool

SIS-Scripting - SIS Managed

I don't know if they are Canvas managed

Check for "SIS Integrations" in the Account Navigation

Ask in #support\_l1, your supervisor, or your team

Account SIS Provisioning Tool





## What is needed in a SIS escalation?



You've diligently worked on a case, followed the SIS guides and troubleshooting extensively. Despite your efforts, a solution for the user remains elusive. The decision is made to escalate the case. What essential information should be included in your escalation? **Examples!**

Every case escalation **must include specific examples** . It's crucial not to send up a case without providing specific examples. Our teams require examples of what specifically is happening in order to further assist our users.

Each case is unique, however, try to obtain the following if applicable:

- Name of user(s) affected (teacher, student, both)
- URL to the affected course(s).
- Name of affected assignment(s)
- Screenshots (of the SIS gradebook)
- Errors





## Activity



A teacher has contacted stating that grades are not posting to Aspen for their course. You look at the error logs for grade postings and you see the following error:

*given GradebookColumnType does not have a default GradeScale*

What does this teacher need to do to resolve the problem?



## Activity 2



Scenario:

<https://docs.google.com/document/d/1etH3GLscIPBTsJ-HQUeoB3Wp8TBEpmFkvCgJVZx-fFY/edit>

Template (Make a copy):

[https://docs.google.com/document/d/13FYmQnMTb\\_zBjk8-HxiRKpOrXWCVDa1NSIKMd3NugYk/edit?usp=sharing](https://docs.google.com/document/d/13FYmQnMTb_zBjk8-HxiRKpOrXWCVDa1NSIKMd3NugYk/edit?usp=sharing)





## Conclusion



- Always look at the case details
- When in doubt ask your team, and/or escalate to the SIS Team.

