**WSU Online**

**Canvas Support Flowchart**

**What kind of Canvas help do you need?**

- **Technical problems** include Gradebook issues, page display problems, Canvas messaging, etc.
- **Non-technical problems** include course roster inconsistencies, setting up Incomplete sections, Input Final Grades Tool, and other issues specific to Weber State Canvas policies and procedures.

**FAQs**

- How do I get a Sandbox?
- How do I ___ in Canvas?
- What roles do I have available in my course?
- Weber State's Acceptable Use Policy for Canvas?
- Other "How To's" and Questions

**Request a Sandbox here**

**Access the Canvas Guides here**

**View Canvas User Roles here**

**View Canvas User Guidelines here**

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**Contact L1 Canvas Support**
Support@Instructure.com
Canvas LiveChat (click on "Help")
877-215-0831
24/7 Availability

**Contact WSU Online**
LMSadmin@weber.edu
(801)626-6188
Mon - Fri 8am - 5pm
Closed on university holidays

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**Does the issue require WSU LMS Admin action?**

- **YES**, Instructure escalates the issue to LMSadmin@weber.edu
- **Resolved**

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**WEBER STATE UNIVERSITY**

Online & Continuing Education