

# Canvas Frequently Asked Questions

For more details, please visit [pi.tt/canvasfaq](https://pi.tt/canvasfaq)

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## How do I access Canvas?

You can either directly visit [canvas.pitt.edu](https://canvas.pitt.edu) or log into [my.pitt.edu](https://my.pitt.edu) and click on the Canvas link on the right-hand side menu.

## When will Blackboard (CourseWeb) be retired?

Blackboard will be retired on June 12, 2020 at 11:59 p.m. Active instruction in Blackboard (CourseWeb) will end with the spring 2020 term (2204). All summer 2020 term (2207) courses will be generated in Canvas for instructors who wish to use them. After June 12, 2020 faculty and students will no longer be able to directly access Blackboard (CourseWeb). To learn more about your options on saving your course content, please visit [pi.tt/facultymove](https://pi.tt/facultymove).

## Will Blackboard content be migrated automatically?

Two years of Blackboard content is being migrated into Canvas. This migration does not include student work or grades. This process is currently in progress and all active courses between the summer 2018 (2187) and the spring 2020 (2204) term are included. As this content is available in Canvas, instructors will be enrolled in those courses based on current enrollments in Blackboard.

## What happens to Blackboard content not covered by the bulk migration?

The University will continue to archive Blackboard content as it has in the past. If you are interested in importing content from a term not covered by the bulk migration, please submit a Blackboard content import request by visiting [pi.tt/canvascontact](https://pi.tt/canvascontact).

## What if I need to import content from Blackboard that is not part of the planned bulk migration?

If you are interested in importing content from a term not covered by the bulk migration, please submit a Blackboard content import request. In almost all cases, designated Pitt staff can locate older Blackboard courses that have been previously archived and assist you in importing those into a Canvas course for you to evaluate.

## What if I need access to content in Blackboard beyond June 12, 2020?

While direct access to Blackboard content ends for faculty and students on June 12, 2020, a small number of designated Pitt staff will retain access to Blackboard archive content beyond that date for record keeping purposes. Faculty and administrators who need archive content access will be able to request help from Pitt staff to access that information. To learn more about how to save your Blackboard content, please visit [pi.tt/facultymove](https://pi.tt/facultymove).



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## **I have an existing Organization in Blackboard. How will it be handled in Canvas?**

We will create a space in Canvas for all existing Blackboard Organizations and enroll all Organization Leaders in those spaces. Organization Leaders will be notified when these spaces have been created. Given the ongoing nature of Blackboard Organizations, content will not be automatically migrated.

## **When can I access Canvas to start learning how to use it?**

Demo courses have been created for all faculty and teaching assistants, and can be accessed via [canvas.pitt.edu](https://canvas.pitt.edu). If you do not have a demo course but would like one, you can arrange it by submitting a Canvas demo course request by going to [pi.tt/canvascontact](https://pi.tt/canvascontact). Please note that these courses are for demonstration and content development only. Copying content from a demo course into an official course is a relatively simple process.

## **When can I start teaching with Canvas?**

All summer 2020 term (2207) courses will be given space in Canvas if instructors would like to use it. We expect these courses will be created in mid-February 2020. Faculty who need a course to start creating content before that date may request space by submitting a Canvas demo course request by going to [pi.tt/canvascontact](https://pi.tt/canvascontact).

## **What support is available for faculty and students?**

24/7 vendor support is available via chat, email, or phone. Chat support can be reached from within via the Canvas Help Menu. The Canvas support phone number is (412) 314-1719. The Teaching Center's LMS Support and Consulting team will continue to be available to faculty M-F 8:30-5:00pm. The Pitt IT Help Desk (412) 624 - 4357(HELP) will continue to provide student support 24/7 for Pitt-specific technology questions.

## **Where do I find information on training opportunities?**

A general overview of Canvas training plans and options is available here: [pi.tt/canvustraining](https://pi.tt/canvustraining). Specific training opportunities will be added to the University Calendars they are scheduled, and the latest offerings are available here: [pi.tt/canvasevents](https://pi.tt/canvasevents).

## **Will the other tools like Panopto, Turnitin, Top Hat, and Gradescope work with Canvas?**

In most cases, yes. Many of these tools are already available and have been configured to work with Canvas. Others are still in progress. If you are interested in an integration that is not currently available, you can submit an integration request for consideration by visiting [pi.tt/canvascontact](https://pi.tt/canvascontact).

## **When will my summer course be available?**

We expect summer courses to be available in mid-February. In the interim, Faculty who need a course to begin creating content before then may request space by submitting a Canvas demo course request by visiting [pi.tt/canvascontact](https://pi.tt/canvascontact).

