

General Support Resources

If you are having other issues that aren't mentioned above, these resources should help.

General Website Issues - Clear Browser Cache

Browsers download many files from websites to speed up your experience and prevent wasting your bandwidth redownloading files you've accessed in the past. Occasionally, these files will get corrupted, which causes the website to no longer function as expected. You can resolve these issues by clearing the browser cache and forcing it to redownload those files. Instructions for clearing browser cache can be found on the [ITS support page on Cache](#).

LTI/Third-Party Integrations

Integrations are extension tools from third-party partners (vendors) that allow faculty to enhance their Canvas course and the student experience.

Support with Third-Party Tools

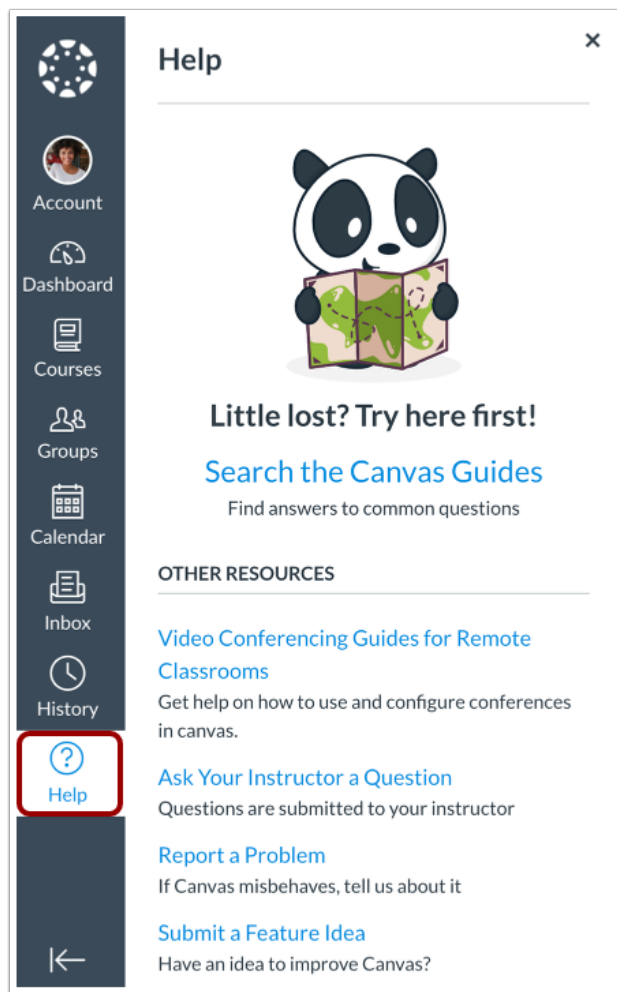
Support for third-party partner tools is provided by the partner companies. Support contacts and information for commonly used tools are listed in the [Third-Party Tools section of the ITS Canvas Support Knowledge Base](#).

Request New Tool Integration

For integrations, you can easily submit this form ([Canvas Help service form](#)) under the type of Canvas request – choose Canvas Design for review. ITS requires the IT Security Questionnaire/Vendor HECVAT to be sent and approved by Security@astate.edu to proceed with setup. This will only be set up at specific times of the year to avoid issues. Please have all your information submitted so we can begin the process. June 1st- August 1st would be the timeframe; however, depending on the course, concessions will be made.

On-Demand Training

Recordings of the in-person sessions that we have done are available through our [Kaltura Canvas Training Resources](#) for asynchronous viewing.



Search the list of [Self-Paced Professional Development Courses](#) developed for our Campus and available through our Canvas instance.

Canvas Resources

Canvas has several resources available for faculty to review. These items are also all in the Help link found in everyone's [Global Navigation Menu](#). See the Canvas Basics Guide: [How do I get Help with Canvas?](#)

Features of the Help Menu

- [Search the Canvas Guides](#)
Find information about features inside Canvas.
- [Ask the Community](#)
Exchange ideas and solutions regarding Canvas functionality with Canvas experts and your Canvas peers.

- [Training Services Portal](#)

Access self-paced training resources on a variety of Canvas topics for instructors.

- [Contact Canvas Support](#)

The Help link also includes a phone number and a link to a live chat for 24/7 support.

In-Person Trainings

[Check our Calendar](#) often to enroll or look for various class offerings. Review the Daily Digest for new and upcoming sessions.

Support Contacts

Information & Technology Services provides support for technical issues. This would include issues with your username and password or DUO.

- Email: itshelpdesk@astate.edu
- Phone: 870-972-3933

The [Center for Excellence in Teaching and Learning](#) staff provides pedagogy support and training for Faculty, including assistance with digitizing, updating, or creating course content in formats suitable for use in your Canvas courses.

- Email: CETL@AState.edu
- Phone: 870-972-2334

The A-State Online Faculty Support provides faculty support and training for the A-State Online Services programs.

- Email: AOS@astate.edu
- Phone: 870-680-8464

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