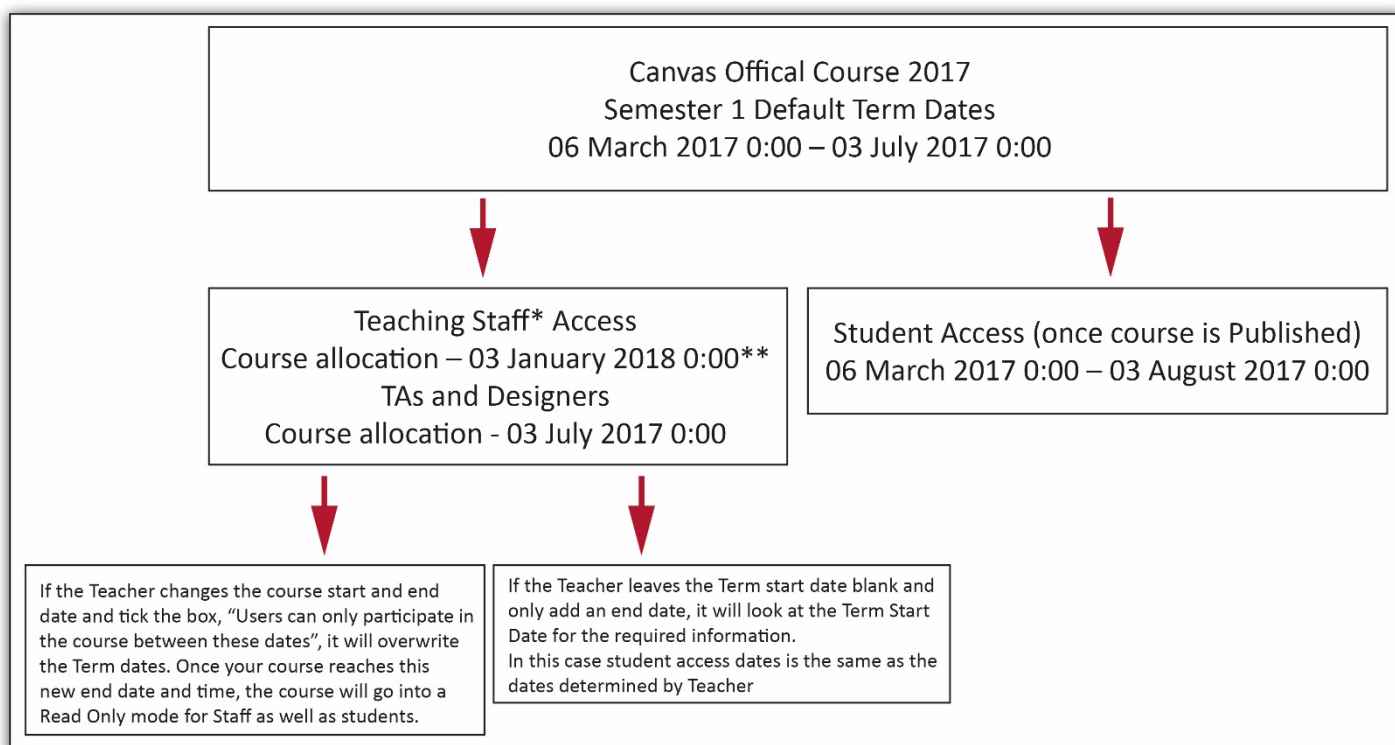


## [Canvas Newsletter February 17](#)

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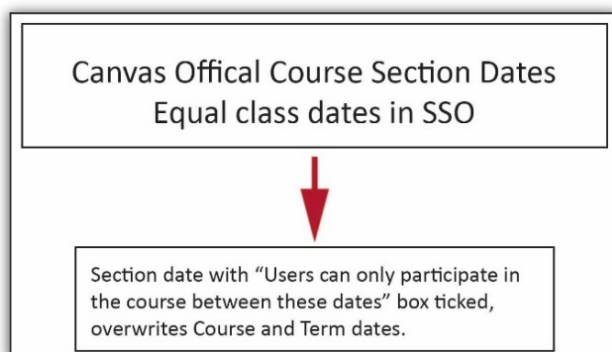
### Canvas Course and Sections Dates

It is important to understand the implications of changing the course dates in Canvas before you make any changes to them. Please have a look at the information below, and if you have any questions, please contact [staffservice@auckland.ac.nz](mailto:staffservice@auckland.ac.nz).



\*Teacher, Course Coordinator, Teaching Support, Course Director

\*\*For Semester 1 2017, 03 January 2018 is 6 months after the end of the term. 6 months is the interval when courses remain open and editable to Teaching staff, but go into Read Only mode for TAs and Course Designers. After 6 months the course goes into Read Only mode to all staff. The courses are still accessible from Courses > All Courses > Past enrolments.



Official Canvas courses cannot be reused from one semester to the next. If you would like to use the content from a previous course in a following term (e.g., Semester 2 2016 > Semester 1 2017), you need to migrate that information. Please see [this document](#) to find out about how to migrate the content. **Please be aware that Announcements, Discussions, Turnitin assignments, Reading List and Calendar events should NOT be migrated.**

## Creating a Dummy Canvas Course to Develop Content

If you would like to develop content for a current or a future course, you can create a 'dummy' course in Canvas. All you have to do is go to your Canvas dashboard and click 'Start a New Course'. We strongly suggest you to name this course with a word which indicates that this is not an official course (e.g., TEST, DUMMY, TRIAL). This will make it easier once you decide to migrate the content from the dummy course into the official one.

## Using Talis in Canvas

Libraries & Learning Services have created a series of documents on the use of [Talis](#). This [guide](#) is especially useful if you would like to know how to display your Talis Reading List in Canvas. It contains information on how to add to the Reading Lists section and the Modules.

## Canvas Meeting – First Friday of the Month

The Canvas Team would like to invite you to our monthly meeting. These will be held on the first Friday of the month. The first meeting will be on March 3, 10-11am in the Great Hall – Clock Tower (105-101). If there is anything you would like to discuss in the meeting, please send it as an agenda item to [Brigida O Figueira](#) by the Monday prior to the meeting. For the first meeting the deadline is February 27.

## University of Auckland Educational Technology Hub

The UoA L&LS Learning Support Services developed [a site](#) with the purpose of allowing UoA teaching staff to share how they use technology in their teaching & learning.

If you would like to learn more about tools that support class activities, content development, peer review and collaboration, we would strongly suggest you to have a look into the [University of Auckland Educational Technology Hub](#).



## Canvas Support – the Canvas Facilitators

The Canvas Facilitators team is available for support all throughout 2017. If you will be teaching a course and know you will need assistance using any of the Canvas features, please send a message to SSC (Staff Support Centre) [staffservice@auckland.ac.nz](mailto:staffservice@auckland.ac.nz).

As certain times of the year have a higher volume of requests to the team (e.g., the week before course publishing deadline, grading and grading submission periods), we suggest you to contact with at least 2 days' notice. The team appreciates that sometimes some urgent assistance is required, but same day appointments might not be vacant. By contacting us in advance it is easier to ascertain that a facilitator will be available to meet you.

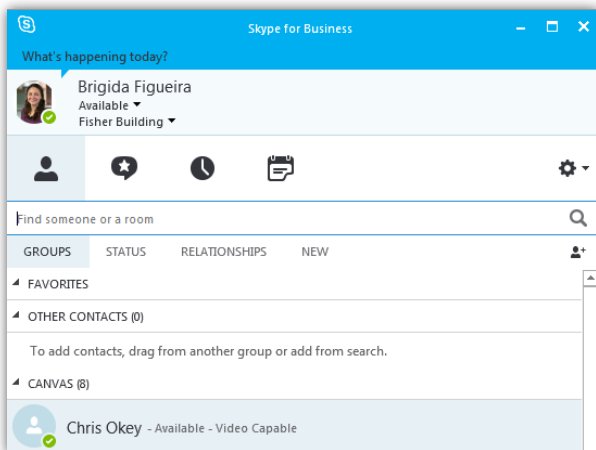
An option for assistance that you can consider is the use of Skype for Business for remote support.

## Using Skype for Business for remote support

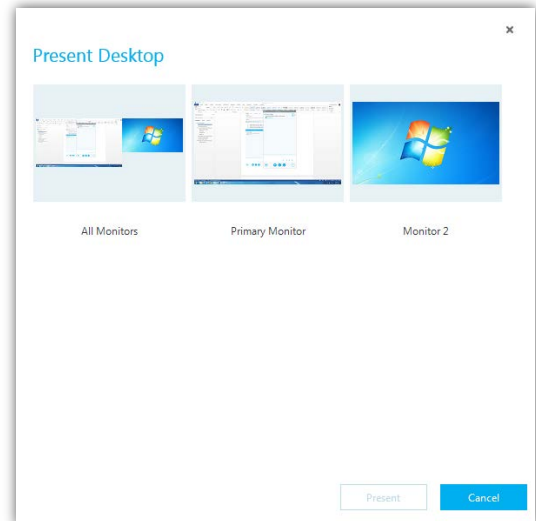
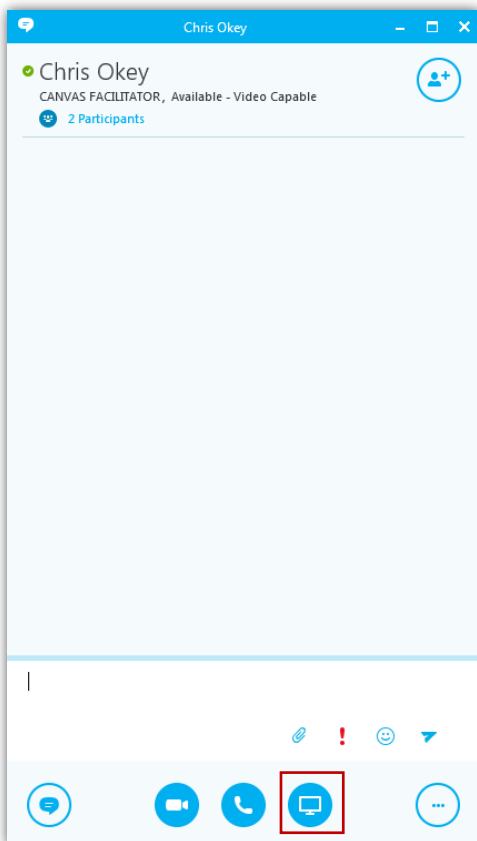
All Canvas facilitators have Skype for Business on their computers. If you also have this programme, they can share their computer screen with you and vice-versa.

Here is the “how to”:

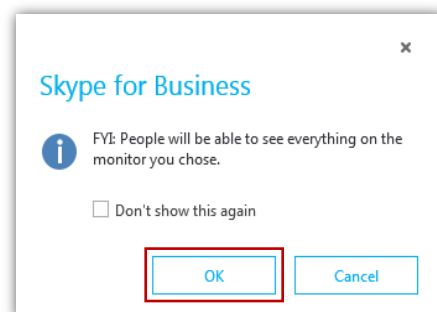
- 1- Open Skype for Business
- 2- Select the person with whom you want to share the screen.
- 4- Choose the monitor you want to share and click “Present”.



- 3- Click the monitor icon and select “Present desktop”.

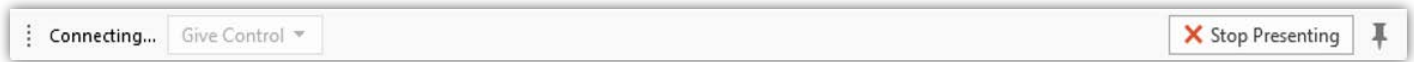


- 5- This pop-up box will come up, and you have to click “OK”





- 6- Once you click 'OK', this banner will appear at the top of the screen you are sharing. The person with whom you are sharing will get a message and will have to accept.



- 7- Once they accept, you can click "Give Control". Then you select the person's name from the drop down menu.



- 8- Once all of these steps are done, your screen will be shared with this facilitator. When the session is over, you just have to click "Stop Presenting" to end the connection.

## Who You Can Contact For Assistance

### Self Help

Canvas provides a large variety of online support. You should check the [Canvas Guides](#) as they can answer most of your questions. Also, please consider checking the UoA [knowledge base](#) articles. These have been created based on the questions we have received all throughout 2016. In our [Canvas News & Resources](#) webpage you will find the resources we have developed for you. The resources include assistance in developing a Canvas course, using Turnitin in Canvas, submitting final grades, and more.

### Online



Online live chat 24/7 – select 'Chat with Canvas Support' from the Help menu (Question mark symbol in the bottom left of your Canvas Global menu)

Report a problem – file a support ticket when you've encountered a problem

Get help from a Canvas expert at the [Canvas Community](#)

### Local Assistance

For local support you can call SSC on 86000 or send a message to [staffservice@auckland.ac.nz](mailto:staffservice@auckland.ac.nz).

## About this Newsletter

This update supports University staff with using our new Learning Management System, Canvas. If the information is not relevant to you, please contact [staffservice@auckland.ac.nz](mailto:staffservice@auckland.ac.nz) to be removed from the list.