

Four Canvas Component fields can be set within a case in the Admin Console: Canvas Component Section, Canvas Component Affected, Canvas Component Action, and Canvas Component Issue. These fields allow Field Admins and Canvas support personnel to describe which engineering projects relate to support tickets. Each field adds an important layer to this description:

- **Canvas Component Section:** The broad engineering project category, such as core, platform, or mobile.
- **Canvas Component Affected:** The Canvas component or feature that relates to the case (e.g., People/Users, Files, or API). Options for Canvas Component Affected vary based on the selection for Canvas Component Section.
- **Canvas Component Action:** The action relating to Canvas Component Affected that led to the case creation (e.g., creating an announcement, deleting a quiz, or editing an assignment). Similar actions are grouped together to reduce the amount of options available (e.g., Access and View are listed as Access/View). Options for Canvas Component Action are unchanged based on previous selections.
- **Canvas Component Issue:** The purpose behind the case (e.g., a Canvas bug, a “how to” question, or a user experience issue). Options for Canvas Component Issue are unchanged based on previous selections.

The following tables and lists include all options for Canvas Component Section, Canvas Component Affected, and Canvas Component Action.

Canvas Component Section

API	Assessment	Content
Core	Data Analytics	Gauge
Mobile	Not a Canvas Issue	Platform
ProServ	SIS	

Canvas Component Affected

API		
Assessment	SIS	

Canvas Component Affected

Assessment		
Gauge	IMS: CASE	IMS: QTI
Outcomes	Quizzes.Next	Quizzes (Classic)
Rubrics		

Content		
Arc	Assignments	Commons
Courses	Discussions	DocViewer
Files	Google	IMS: Common Cartridge
Microsoft	Modules	RCE
SCORM	Settings	

Core		
Admin	Calendar	Catalog
Communications	Gradebook	Mastery Paths
People/Users	Roll Call	Services
SpeedGrader		

Data Analytics		
Analytics	Canvas Data	IMS: Caliper
Live Events	Reporting	

Gauge		
People/Users	Settings	

Canvas Component Affected

Mobile		
Parent (Android)	Parent (iOS)	Student (Android)
Student (iOS)	Teacher (Android)	Teacher (iOS)

Not a Canvas Issue		
Browser	Duplicate Case	Enrollment/Registration
Financial Aid	Instructor Question	IT Issues
Login/Password	No Information Available	Other
Salesforce/Service Cloud	Spam	Student Portal

Platform		
EduApp Center	LTI	

ProServ		
Custom LTI	Custom Report	Custom SIS Integration

SIS		
API	IMS: ILP	IMS: LIS
IMS: OneRoster	Kimono	SIS App
Sistemic		

Canvas Component Action

Access/View	Add/Create	Captions
Color Contrast	Comment/Annotate	Configuration
Course Copy	Delete	Dev Keys
Download/Sharing	Edit/Modify	Grade/Regrade
Grade Passback	iFrame	Keyboard
Missing/Not Receiving	Moderate	OAuth
Publish/Unpublish	Record	Schedule
SCORM	Screenreader	Submit/Upload
Other		

Canvas Component Issue

The following options are available in the Canvas Component Issue field:

- **Assigned to School:** case created by Instructure support and assigned to school admin because request can only be completed by them.
- **Bug:** case created due to reproducible issues within Canvas. Bugs occur for multiple users or instances of Canvas. Once a bug is verified, it is reported to Engineering via our internal bug-tracking system.
- **Data Fix:** case created due to incorrect information displayed within Canvas.
- **End-User Issue:** case created due to user error or software/hardware incompatibilities. End-user issues occur for a single user or local computer.
- **Feature Discussion:** case created after user requests a specific feature to be added to Canvas.
- **“How to” Question:** case created due to questions about navigating and/or utilizing specific areas in Canvas.
- **User Experience:** case created after user requests a change to an existing part of Canvas.