

Online Instructional Software Support

WPI's Academic Technology Center supports the teaching and learning process by offering a wide variety of services for students, faculty, and staff, including the learning management system, instructional design, multimedia production, and collaboration tools. Questions? Please contact us at atc-ttl@wpi.edu or visit <https://www.wpi.edu/+atc>

Software	Type	Support Contacts	Hours	Documentation	Notes
Canvas	Learning Management System (LMS)	Canvas Support: Faculty: 844-326-3509 Student: 855-556-6528 support@instructure.com	24/7	Instructor Guide Student Guide	Click on HELP button in Canvas for live chat option. For course modification requests use our form: https://www.wpi.edu/+canvasrequest For other questions during business hours, contact canvashelp@wpi.edu Canvas Studio video also supported.
		ATC Support: canvashelp@wpi.edu	8am-5pm M-F by appointment		
Echo360	Lecture Capture	Atc-ttl@wpi.edu	8am-5pm M-F by appointment	Instructor Guide	WPI specific help for video: https://wp.wpi.edu/edmedia/ Integrated into Canvas
Ensemble	Video Storage	Atc-ttl@wpi.edu	8am-5pm M-F by appointment	Instructor Guide	WPI specific help for video: https://wp.wpi.edu/edmedia/ Integrated into Canvas
OneDrive	Cloud file storage	its@wpi.edu	8am-5pm M-F by appointment	WPI Portal	1 TB of space available, is integrated into Canvas. Login: https://portal.wpi.edu
PollEverywhere	Web based polling	Atc-ttl@wpi.edu	8am-5pm M-F by appointment	Documentation	https://www.polleverywhere.com/support
Qualtrics	Surveys	Atc-ttl@wpi.edu	8am-5pm M-F by appointment	Documentation	Log in w/WPI credentials: https://wpi.qualtrics.com
Zoom	Web Conferencing	Zoom Support: 888-799-9666 (ext 2) support@zoom.us	24/7	Documentation	Log in w/WPI credentials: https://wpi.zoom.us
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