# 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

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| Canvas        | Learning Management System (LMS) | **Canvas Support:** 
Faculty: 844-326-3509 
Student: 855-556-6528 
support@instructure.com 
**ATC Support:** canvashelp@wpi.edu | 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. |
| 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 |
| Poll Everywhere | Web based polling   | **Atc-ttl@wpi.edu**                       | 8am-5pm M-F by appointment | **Documentation** | [https://www.polleverywhere.com/support](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 
**ATC Support:** canvashelp@wpi.edu | 24/7 | **Documentation** | Log in w/WPI credentials: https://wpi.zoom.us                      |