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### New Rich Content Editor (RCE) in Canvas



You may have noticed a few changes to the Rich Content Editor (RCE) in Canvas this last week. The RCE is the tool for updating text, adding links, inserting video etc. in Canvas pages. It is used in:

- Announcements
- Assignments
- Discussions
- Pages
- Quizzes
- Syllabus

The updates change the layout of the RCE to make it more intuitive by grouping functions. The updated editor also allows users more control. For example, it will be easier to link a file.

Read more to see [a comparison of the version we have been using to the new Rich Text editor](#). You can also [access the complete feature release notes](#) for information on all the New RCE enhancements.

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## Embedding Panopto Videos via the New RCE

One of the new features made possible by the RCE updates is the inclusion of a dedicated Panopto Embed button in your editor's toolbar.



Using the dedicated Panopto button will ensure that your videos are permissioned correctly within your course. This process ensures students registered in the course have the permissions they need to view the content and that your videos will remain in your course when imported into future sections of the class.

See the [updated Knowledge Base article](#) for complete instructions for embedding Panopto videos in your Canvas pages or watch an updated video of the process.

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## The Undelete Function in Canvas



Photo by [Andrea Piacquadio](#) from [Pexels](#)

Spend enough time building and rearranging content in Canvas, and you are likely to find yourself accidentally deleting something. There is no obvious way to “undo” an action in Canvas, so where does that leave you?

Luckily there is an “**undelete**” function in Canvas that works quite well (even if the function is obscured). Follow these steps:

1. Go to your course in Canvas.
2. Locate the course URL in your browser’s URL bar. It will end with a string of numbers unique to your course, and look something like this: <https://usask.instructure.com/courses/####>
3. At the end of the URL, type “/undelete”, so that it reads like this: <https://usask.instructure.com/courses/####/undelete>
4. Press the Enter/Return key. You should then see a list that reads “Restore Deleted Items” with all of the recoverable items.

That’s it! Canvas does offer the following warning:

*“Keep in mind that some items may have lost some of their associated data when they were deleted. Make sure you confirm the results of any restores you perform.”*

So, double-check that the item is back where you need it in your course and that the settings and publishing are still correct.

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## Canvas Support Updates

For most campus technology support, the USask Helpdesk is the place to go. In the case of Canvas, however, there is additional support via chat or by phone. You can access this by clicking the *question mark help button* at the bottom of the global navigation in Canvas. If you used this

support line last term you likely noticed that wait times could vary widely, leaving you stuck waiting on the line. Canvas has recently introduced a new option, **callback**. This keeps your place in the queue, allowing you to get on with your day, and a support agent will call you back. Here is how Canvas describes the new service:



- Callbacks are offered between 7am and 7pm MT to faculty and admins.

- When a user requests a callback, **it retains their position in line** the same as if they had stayed on hold. The system connects the call with our agent and then calls the user back immediately after being answered by our agent.
  - The option to request a call back is provided every 2 minutes and 45 seconds.
  - We [Canvas] do not offer callbacks 24x7 or to students because callbacks increase wait time, essentially forcing us to take more calls than we have the capacity to handle.
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## DEU support and contact information

The [Distance Education Unit](#) (DEU) works with departments, colleges, and schools to develop high-quality, engaging, and innovative online classes for diverse learners. As part of your long-term online strategy, we offer a full range of administrative supports for online class delivery both on and off campus.

DEU offers a wide range of support services in Development and Delivery:

- [Instructional Design for Distance and Online Course Developments](#) as well as,
- Administrative [Support for Distance and Online Class Delivery](#)

Our Instructional Design Team is always happy to share our experiences designing online learning activities and using learning technologies effectively in online or blended classrooms and even across an entire program. Our staff can help you with questions about,

- Full online course development support
- Customized program development templates
- Learning design strategies for a unified online program
- Hybrid, multi-access and blended learning designs
- Open textbook and OER developments
- H5P and other interactive learning design
- ePortfolios and implementation
- Assessments and exam strategies for online learning
- Academic Integrity online
- Copyright clearances, acquisitions and OER licensing

- Ensuring accessibility standards are being addressed
- Ed tech support before and during delivery
- Course quality reviews and recommendations
- Resource curation and dissemination
- Non-credit learning design

And much more. Contact us at [deu.support@usask.ca](mailto:deu.support@usask.ca) to discuss your course or project.

Visit <https://sites.usask.ca/edtech/> for more helpful tips and tutorials as well as information on our support services and contact information.

If you wish to be added to the DEUD mailing list, please send your NSID to [deu.support@usask.ca](mailto:deu.support@usask.ca)

Visit [DEU Digest Archives](#) to download PDF versions of past digest issues.

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