FAQs

OneDrive LTI Product Comparison Matrix

The following product comparison matrix describes the differences between Office 365 LTI and the new OneDrive LTI.

Feature	Current Office 365 LTI	New OneDrive LTI
Course navigation placement	☑	☑
Access OneDrive files from the rich content editor	☑	☑
Create external tool assignments where a OneDrive file is used as a template for each student to edit their own copy	☑	☑
Embed OneDrive files as course content through the external tool option in modules	☑	☑
Create collaborations using Microsoft documents	☑	☑
Students can submit OneDrive files to assignments	☑	☑
Educators can grade OneDrive files in the SpeedGrader	☑	☑
Explore files that have been shared with me or exist in shared storage such as Teams		☑
Add multiple OneDrive accounts (business and personal)		☑
Embed or link documents from the OneDrive picker		☑

FAQs

Learn the answers to frequently asked questions (FAQs) about the Canvas and Microsoft 365 integrations. Questions are grouped into the following categories; click the topic in this list to be taken directly to that section of the document.

- Canvas and M365 together (licensing, user accounts, permissions, etc.)
- Class Teams LTI
- Teams Meetings LTI
- OneDrive LTI
- OneNote ClassNotebook LTI
- Flipgrid LTI
- Immersive Reader

Canvas and M365 together (licensing, user accounts, permissions, etc.)

#	Question	Response
1	How do Canvas roles and permissions map to Teams? (student, teacher, TA, admin, observer, designer)	Teachers, TAs, designers, and admins of the course are owners of the corresponding team. Students and observers are members of the team.
2	Is a M365 tenant available on a Canvas account-level only or subaccount-level as well?	While the M365 LTI tools can be deployed at the account or subaccount-level, the account and all sub-accounts must share the same M365 tenant.
3	My institution has an on-prem deployment of M365. Will we be able to take advantage of the new LTI integrations between M365 and Canvas?	The cloud version of M365 is required.

#	Question	Response
4	If we have our staff/faculty in one M365 tenant and our students in a separate tenant, are there any challenges or extra steps for them to share documents/files/emails through Canvas? What limitations exist if we chose that configuration, and would there be benefits to the students if we were all in the same tenant?	When faculty and student accounts are hosted in different M365 tenants, the security and privacy protections built into M365 can present challenges for seamless collaboration between faculty and students - both when using M365 services independently and also when using them in conjunction with Canvas. In these scenarios, students are treated as "guests" in the faculty tenant and faculty are treated as "guests" in the student tenant. "Guest" accounts in a tenant have limited capabilities. For instance, guests may not be able to create a meeting with other users or re-share files that have been shared in a team. Click here for a [full list of the differences](#) between team members and guest members. For the reasons above, Microsoft recommends setting up students and faculty in the same M365 tenant. If your school currently has students and faculty configured in separate tenants, Microsoft's technical account team will need to help configure your environment to be ready to leverage the integrations with Canvas. We are working with Microsoft now to develop the process for ensuring each customer's IT environment is fully ready to take advantage of the integrations with Canvas.
5	My institution shares a Canvas environment with other schools in our system. We have our own instance of Canvas and our own M365 tenant. Will we be able to use these new integrations between Canvas and M365?	Yes. Your instance of Canvas can connect directly with your M365 tenant to enable all the integrations. There should not be any conflict with the other instances of Canvas in your system. Your Admin and the Microsoft team supporting your institution can help ensure that everything is set up and functioning correctly.
6	Will there be an environment available with these tools enabled so we can try them out before initiating any of our own activity?	We will have the ability to share PD, live demos, and help you deploy the integrations in your Beta environments or Canvas sub-accounts for testing. We will not provide an interactive test environment.

#	Question	Response
7	We understand that we need a Microsoft EDU license to be able to make use of these LTIs. Could you please confirm which license specifically?	While Microsoft offers a variety of Education licenses for Office365 (e.g., A1, A3, or A5), any M365 Education license will enable you to take advantage of the integrations between Canvas and M365. • General information • EDU license eligibility • Microsoft Education Licensing Guide
8	What does GA stand for?	GA = General Availability. This is the date when the product / feature is available for everyone to use.
9	Has Microsoft gone into partnership with Canvas?	Microsoft is a long-standing Canvas partner, and they are featured prominently on our Partner Page.
10	Where can I find training and support resources?	Microsoft is providing a variety of training and professional development resources for educators along with support materials for System Admins. Visit the Microsoft partner page on the Canvas Community site for the latest links and training materials: Partner Listing: Microsoft Education - Instructure Community (canvaslms.com).
11	Where can we see the future roadmap for this and other LTI apps and integrations?	While we are excited to introduce the recent product integrations between Canvas and Microsoft 365, we know that there is more we can do to make teaching and learning easier and more effective for educators and students. Your Microsoft or Instructure account representative can share our roadmap and latest thinking for future product integration ideas with you. Your feedback is the most important component in directing our future plans, so please let us know what changes we can make that would make your experience better.

#	Question	Response
12	How will the integration work for non-education customers? Can non-EDU customers use the current integrations?	The M365 features for education customers are available exclusively in an EDU-style tenant (available exclusively with an EDU license). They are currently not available for non-EDU (e.g., commercial, government, etc.) customers. In order for the M365 LTI apps to work, the institution needs a M365 EDU tenant. The LTI apps rely on back-end services that are specific to EDU (A-class) tenants (e.g., roster service), so they need an EDU tenant on the back end. M365 commercial tenants don't have these services available, presenting a challenge for scenarios like corporate training. Microsoft is still exploring solutions.
13	In terms of how the LTIs work, will Canvas manage the users directly? i.e., do we need someone managing them through the Microsoft suite or can Canvas handle all of this through SSO (including creating and removing users, managing access permissions, etc.).	Canvas will not create, update, or delete users in AAD. These integrations assume that the Canvas users have existing accounts in AAD.
14	What kind of support or general maintenance is required from institutions for LTI apps?	Once a M365 LTI app is installed in your Canvas instance, unless there is a material change to the configuration of our M365 or Canvas environments there should be no additional maintenance necessary to keep them operating normally. Should you run into any unexpected issues and require support, Microsoft provides support and how-to documentation in the Microsoft Support portal and technical documentation for System Admins on the Microsoft Docs portal.
15	Would authentication be automatic, or would the student have to do it manually?	Automatic, as long as they're signed into Teams on the browser and have 3rd party cookies enabled.
16	Will customers with A3 EDU license be supported? I have a complex customer who will require an A3 EDU to permit additional functionality to their users.	Yes. A1, A3, and A5 customers will be supported.

#	Question	Response
17	What is the difference between M365 and O365?	Office 365 is a cloud-based suite of productivity apps like Outlook, Word, PowerPoint, and more. Microsoft 365 is a bundle of services including Office 365, plus several other services including Windows 10 Education and Intune for Education. For the purposes of this FAQ, think of M365 as being the same as O365.
18	Will the Teams integration be available in Canada? Are there any concerns around data residency?	Yes, the new integrations will be available in Canada. There are no known concerns around data residency, and the new integrations will be fully compliant with all relevant data protection standards.
19	Will students be required to have an institutional account in order to access the Microsoft 365 LTIs?	Yes, students will be required to have institutional accounts to take advantage of the new integrations.
20	Are there certain permissions the teacher role must have in Canvas to use the Class Teams? One of our schools keeps everything locked down and only allows the teacher to post announcements while another college has items wide open.	Admins can grant or restrict access to LTI apps.
21	Will the Microsoft integrations be a part of open-source Canvas? Or will this be proprietary?	The Microsoft integrations are owned and maintained by Microsoft.

Class Teams LTI

#	Question	Response
1	Will the Class Teams LTI app automatically create and maintain Teams that correspond to Canvas classes? Does the integration allow Canvas users to create their own Teams, or will our IT group need to change settings? (Our institution does not allow our educators to create MS Teams on their own. We require that they request one and we manually create it for them.)	Once installed in your Canvas environment by your System Admin, the Class Teams LTI app presents an option for educators to create a Team for individual courses. To create a Team for a specific course, educators enable the *Microsoft Sync* option in the **Settings** screen of the course in Canvas.

#	Question	Response
2	What happens to the created MS Team sites after the semester ends?	After a course has been completed and interaction within Microsoft Teams is no longer desired, the team can be archived by a Team owner. Archiving will make the team read-only while preserving its history. Optionally, students can also be removed from the team if read-only access isn't desirable.
3	We are familiar with the Microsoft School Data Sync service for Teams. How does that compare to the Class Teams LTI?	SDS (School Data Sync) creates a Teams team for all courses automatically across an entire institution, whereas the Class Teams LTI is connected to the Canvas data and roster service and allows teachers to create a team for specific courses of their choosing. Depending on your specific configuration, customers using the Class Teams LTI app may still use SDS to import organization and user information into M365. However, in this case, classes should not be imported via SDS. Please consult your Microsoft Technical Account Manager for details on how to properly configure SDS to work correctly with the Class Teams LTI app in your environment.
4	Our university Microsoft admin has concerns about retiring all the Teams (and behind the scenes email groups and other "stuff") if we enable a Canvas + Teams integration of some kind. Will the Class Teams LTI affect the existing teams, email groups, or security groups that we have setup in our M365 environment?	No. The Class Teams LTI should only create new teams when requested by the educator. Existing teams and M365 groups should not be affected.
5	Will the Reading Progress feature be included in the Teams experience inside of Canvas?	No. Currently, the Reading Progress feature is available only directly within Teams when using the Assignments App in Teams.
6	Can schools restrict the ability to invite people outside of the course to a Team?	Yes, O365 admins can manage the restriction per current guest access policies configured through the Teams Admin Center.
7	How does Teams handle data retention?	Refer to our documentation to learn more about Teams retention policies: [Manage retention policies for Microsoft Teams](#)

#	Question	Response
8	What's the difference between Teams, Class Teams, and Teams Meetings?	**Microsoft Teams** is a Microsoft application enabling real-time collaboration, video meetings, file sharing, and chat. - The **Class Teams LTI** is an app for Canvas that enables educators to easily create a class team in Microsoft Teams for individual courses in Canvas. - The **Teams Meetings** integration in Canvas enables educators to easily create online meetings for their classes in Canvas. Educators can choose to create individual meetings or recurring meetings and can access an agenda view of all their scheduled meetings inside of Canvas.
9	How does the MS Teams integration work with the Canvas mobile app?	The Teams integrations with Canvas are available to students and educators in desktop and mobile environments. When users access a class team inside of the Canvas mobile app, they will be directed to the linked class team within the Teams mobile app.
10	We currently use SDS to generate Teams. Will teachers have the ability to "match" their Canvas course to an existing Team?	No. There is currently no way to link existing Teams with Canvas courses. The integration creates new Teams that are synced based on the Canvas roster.
11	What Teams functionality will be available directly in Canvas, or will most of the work be completed in the Teams app (like how you use a OneNote Class Notebook)?	Within Canvas, users will be able to see a Teams tile that launches them out to Teams, either the web version or the desktop version if they choose. All of the Teams work will occur in Teams (web or desktop).
12	Where will assignments be driven from - Canvas or Teams? Where will the assignments be seen by the students, only the location where it was made?	Teams Assignments are turned off for Teams created through the Canvas integration to avoid confusion. Users should use Canvas Assignments.
13	We use Grade writeback to our SIS, so I want to make sure we define the best workflow for our teachers and don't lose that functionality - we waited years to get it from the SIS.	Without further elaboration, we are not sure what the question is here, but we believe you should not lose Grade writeback.

Teams Meetings LTI

#	Question	Response
1	Where can I learn more about the storage capacity our customers will get with Teams? (i.e., recordings, etc.)	Storage capacity for Teams depends on the M365 license that the institution has and is determined by the SharePoint limitation associated with that M365 license. See Limits and specifications for Microsoft Teams. For example, for A1 licenses (Office 365 Education Self-Sign up): "Office 365 A1 includes 1 terabyte (TB) of OneDrive for Business storage per user for school-related files, Office for the web, SharePoint Online and Yammer."
2	We're hearing that A1 license doesn't allow recording. Is this true?	For a Teams user's meetings to be recorded, Microsoft Stream must be enabled for the tenant. In addition, the following prerequisites are required for both the meeting organizer and the person who is initiating the recording: • User has Office 365 E1, E3, E5, A1, A3, A5, Microsoft 365 Business Premium, Business Standard, or Business Basic1." • User has consented to the company guidelines, if set up by the admin. • User has sufficient storage in Microsoft Stream for recordings to be saved. • User has *CsTeamsMeetingPolicy -AllowCloudRecording* setting set to true in order to record meetings and group calls. • User has *CsTeamsCallingPolicy -AllowCloudRecordingForCalls* setting set to true in order to record 1:1 calls. • User is not an anonymous, guest, or federated user in the meeting. • To enable transcription for a user's meeting, the Teams meeting policy they are assigned to must have the *AllowTranscription* setting set to true.
3	Is there a setting to control which roles can initiate a Teams Meeting?	Yes, you can use **Meeting options** to change participant settings for a Teams meeting.

#	Question	Response
4	Can I assign a co-host to a Teams Meeting or transfer ownership?	We're working on adding a co-organizer role in Teams Meetings. In the meantime, you can assign the Presenter role to certain meeting attendees. Learn more here: Roles in a Teams meeting.
5	Do I need to enable third-party cookies in my web browser for SSO to work?	Yes, Microsoft Teams relies on third-party cookies to share session information between the LMS app and the Teams app.
6	Do I need pop-ups enabled in my web browser for sign in and sign out to work?	Yes, MS Teams collects username and password in a pop-up window on sign in and requires confirmation in a pop-up window on sign out.
7	How long are recordings available? Can they be downloaded? Is there a size restriction?	Recordings are stored in customer's OneDrive (private meetings) or SharePoint (channel meetings) site and can be downloaded from there, with no restriction on recording size or how long they're available for download.
8	Are there limitations or any potential costs associated with video recording storage?	Not recordings per se, but the storage is subject to M365 tenant's quota for OneDrive or SharePoint services.
9	How does the MS Team integration work with the mobile app?	Users are directed to the linked class team within the Teams mobile app.
10	What kind of reports are available?	Attendance reports and transcripts.
11	When I set up a call and publish the link on announcements, how can I edit the settings? I can't see the event on my Outlook Calendar or Canvas Calendar.	The Microsoft Teams Meetings LTI will only display for events created in course calendars. Personal calendars are not supported. As this is generating just a meeting link, it's not scheduling the meeting in the professor's Outlook calendar. Once the meeting link has been created, you will see **Meeting Options** that will allow the professor to edit the meeting options for security.
12	Regarding call security, is there a way to limit access only for the students enrolled on the course?	Yes, but the teacher will be able to enable the meeting lobby to securely accept only students that should be joining the meeting. Also, in the Meeting Options, the teacher will be able to select other security options to ensure control of the meeting.
13	Can I change the placement of MS Teams to Course Navigation?	Instructors can manage the placement of Microsoft Teams from the **Navigation** tab under **Course > Settings**.

#	Question	Response
14	How can the students access the call recordings?	Recording in this version will be available through Teams. The meeting will be in the chat section. As the meeting doesn't have invited attendees, only the teacher will have access to the meeting initially. Depending on the Office 365 settings, the recording will be stored in Stream or OneDrive. The professor will be the owner of the recording and will be able to share or assign specific permissions to the meeting.
15	Are there limitations on the number of students who can attend a meeting (i.e, courses with 600+ students)?	Teams meetings has a limit of 300 users for interactive meetings. Additional users beyond 300 can join interactive meetings as "view-only" participants. View-only allows for up to 10,000 listen-only participants to join a meeting in which the organizer has a license for E3/E5/A3/A5 SKU, or Government (GCC, GCC High, DoD). Learn more about the view-only experience at Limits and specifications for Microsoft Teams.
16	Can admins pre-set meeting default options?	Admins can manage meeting policies in Microsoft Teams.
17	Will the Teams conferencing integration be free for all Canvas users or just those with Microsoft accounts?	Free for A1 M365. The institution needs a Microsoft EDU license and established tenant. Customers can sign up on the integration sign up page.
18	How long are recordings available? Can they be downloaded? Is there a size restriction?	Recordings are stored in customer's OneDrive (private meetings) or SharePoint (channel meetings) site and can be downloaded from there, with no restriction on recording size or how long they're available for download.
19	Are there limitations or any potential costs associated with video recording storage?	Not recordings per se, but the storage is subject to M365 tenant's quota for OneDrive or SharePoint services.
20	Is Teams replacing Big Blue Button for Conferences?	No. You will still need to separately install the Teams Meetings integration in Canvas to use it, it will not show up under Canvas conferences.
21	Will students be able to create their own Teams meetings and chats?	Yes, unless this permission has been disabled by the M365 admin.

#	Question	Response
22	Does Teams Meetings use Zoom to create the meeting links?	No. Zoom and Teams are completely separate solutions for video meetings. The Teams service creates and hosts its own meeting spaces within the secure Microsoft 365 environment.
23	What's the difference between the Teams Meeting RCE plug-in and the Teams Meeting LTI?	The Teams Meetings LTI has a course navigation placement and allows users to view their upcoming meetings, interact with the settings of their meetings, and join meetings. These meetings also show up on a user's Teams and Outlook calendar. It also knows who the members of the course are and makes it easy for educators to securely add all their students. The RCE placement just creates a link that guests can join.
24	Will this fix the new "feature" that removes those that joined through a link (i.e., all Canvas integration participants) from the chat/files/etc after the meeting? I really value the discussion students have between access, the access to class recordings, and the general community created in the class through Teams. More information/discussion: https://techcommunity.microsoft.com/t5/microsoft-teams/why-someone-cannot-see-chat-after-leaving-the-meeting/m-p/2303738/page/2	**A participant's access to meeting chat will depend on how they were invited to the meeting:** Who can see the chat for a single meeting? - People who are invited to the meeting or forwarded the meeting invitation after it is scheduled have access to the chat before, during, and after the meeting (up to the 1000-person limit). - People who are added to a meeting after it starts using the **Invite someone** field on the **Participants** pane (or are provided the meeting join coordinates in another way) will have access to the chat from the time they join to the time the meeting ends. They will not be able to see chat that takes place after the meeting ends. Who can see the meeting chat for a recurring meeting series? - People who are invited to the full series have access to the chat before, during, and after the meeting (up to the 1000-person limit). - People who are forwarded the invite of a single occurrence of the series or added to a meeting after it starts using the **Invite someone** field on the **Participants** pane (or are provided the meeting coordinates in another way) have access to the chat from the time they join to the time that meeting instance ends. They will not be able to see chat that takes place after the meeting ends. **Note:** These changes do not impact channel meetings.

OneDrive LTI

#	Question	Response
1	Will student submissions for group assignments be submitted per group, per individual student?	Group assignments are only available with the Online submission type (not available for External Tools like the OneDrive LTI). If an Online submission type is chosen with the option to allow File Upload
2	Would we be removing all our separate OneDrive, Flipgrid, and ClassNotebook LTIs and then install the new OneDrive LTI which will incorporate all three options?	Short answer is no. For the initial release, the OneDrive LTI will only replace the Office 365 functionality, so you will still need Class Notebook and Flipgrid installed to use that functionality. Microsoft is exploring adding OneNote pages and videos in future iterations of the OneDrive LTI.
3	How will the new OneDrive LTI work with the Collaborations page?	The new OneDrive LTI will work just like the current Collaborations with same document types. We have added the ability to start with an existing document or create a new blank document. An improved UX will be arriving soon.
4	Will there be an option to embed content into the RCE? As of right now it creates a link to a new tab.	Yes, OneDrive content selected via the LTI will be able to be either embedded or linked in the RCE.
5	Is there a limit on the file size or number of students participating in a collaboration?	Yes, the file size is limited to 500Mb and there can be up to 250 students participating on the collaboration.
6	Will the OneDrive LTI will allow accessing/embedding of files from Team drives, not just individual drives?	Yes, it will allow for exploring Teams files from the OneDrive LTI experience.

OneNote ClassNotebook LTI

#	Question	Response
1	Would we be removing all our separate OneDrive, Flipgrid, and ClassNotebook LTIs and then install the new OneDrive LTI which will incorporate all three options?	Short answer is no. For their initial release, the OneDrive LTI will only replace the Office 365 functionality, so you will still need Class Notebook and Flipgrid installed to use that functionality. Microsoft is exploring adding OneNote pages and videos in future iterations of the OneDrive LTI.

#	Question	Response
2	Will the Classroom Notebook have the Gradebook integration to Canvas as well?	No, the Gradebook integration was depreciated in July 2020.
3	Will OneNote be part of the MS Teams integration?	In the same way that OneNote Class Notebooks can be added to a team, they can also be added to a course in Canvas. When installed in Canvas, the OneNote Class Notebooks LTI will add an option for Class Notebooks in the left course navigation.

Flipgrid LTI

#	Question	Response
1	We don't have Flipgrid in any of our courses because it must be enabled on a course-by-course basis; that is not sustainable for us. Will this application become something that we can do a system-wide LTI for? Instructors should only need to drag a tool up in the navigation and/or use an external tools assignment or link in a page.	You should be able to install Flipgrid account wide, there isn't a limitation on the Canvas side. I am following up with Microsoft to get updates on: • a global developer key (which would allow a school to decide if it will be available to all courses, specific sub-accounts or courses) • setting the course navigation placement to hidden (which would allow a teacher to drag up the tool(s) they would want to use)

Immersive Reader

#	Question	Response
1	Will Immersive Reader be available in more areas in Canvas other than Pages?	We are currently monitoring usage of the Immersive Reader in Pages to determine our strategy in rolling out into more areas of Canvas.