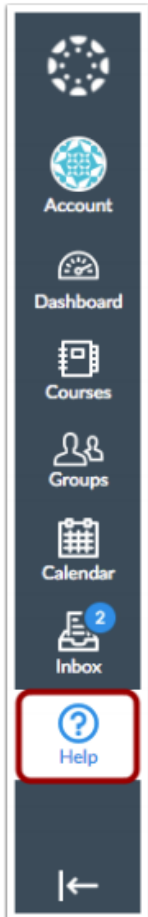


CANVAS HELP

You can get help with Canvas by using the Help menu. Depending on your user role, the Help menu generates a list of resources to help you with Canvas, such as how to search Canvas Documentation and report a problem.

Canvas displays links according to roles in all enrollments; for instance, if you are a student who had one courses with an instructor-based role, the Help menu will show you links available to students and instructors.

Open Help



At the bottom of Global Navigation, click the Help link.

Note: Depending on your institution, the Help link name and icon may vary.

Help



Chat with Canvas Support

Open a live Chat session with Canvas Support

Canvas Support Hotline

(844) 214-6951

Ask Your Instructor a Question

Questions are submitted to your instructor

Search the Canvas Guides

Find answers to common questions

Report a Problem

If Canvas misbehaves, tell us about it

College Help Desk

For assistance with college email account or college portal logins

ICCOC Student Ethics Statement

Equal Education Opportunities

College information in regards to Title IX Education Amendments

The **Ask Your Instructor a Question** link allows students to contact an instructor or TA directly from the help page.

Students:

In the course drop-down menu [1], select the course that relates to your question. In the Message field [2], enter the message for your instructor(s).

When you're done, click the Send Message button [3].

Replies will be sent to your Conversations inbox. If your course includes more than one instructor or TA, your message will be sent as a group message to all instructors/TAs in the course.

CANVAS HELP

The Search the Canvas Guides link helps users search Canvas documentation for information about features in Canvas.

The Report a Problem link helps users report problems in Canvas. Canvas Instructor Getting Started Guide Page 169 Canvas Instructor Getting Started Guide Updated 2017-01-11

Search Canvas Guides

A screenshot of the Canvas Help menu. The menu is titled 'Help' with a close button (x) in the top right corner. It lists several options: 'Ask Your Instructor a Question' (Questions are submitted to your instructor), 'Search the Canvas Guides' (Find answers to common questions), 'Report a Problem' (If Canvas misbehaves, tell us about it), 'Ask the Community' (Get help from a Canvas expert), and 'Submit a Feature Idea' (Have an idea to improve Canvas?). The 'Search the Canvas Guides' option is highlighted with a red rectangular box.

A screenshot of the Canvas Help menu. The menu is titled 'Ask Your Instructor a Question' (Questions are submitted to your instructor). It lists several options: 'Search the Canvas Guides' (Find answers to common questions), 'Report a Problem' (If Canvas misbehaves, tell us about it), 'Ask the Community' (Get help from a Canvas expert), and 'Submit a Feature Idea' (Have an idea to improve Canvas?). The 'Report a Problem' option is highlighted with a red rectangular box.

You may find a faster response to your question by searching the Canvas Guides. But if you can't find an answer, you can submit a ticket and get support help.

In the subject field [1], create a subject for your ticket. In the description field [2], describe the problem you are experiencing in Canvas. Please be as detailed as possible to help troubleshoot the problem.

If you submit tickets frequently, you may prefer to use a screencasting program to create an online link to an image or create a video walkthrough. However, if you're not comfortable using online links, you can submit attachments later if necessary; once you submit the ticket, you'll receive an email from the support team.

You can reply to the email with any attachment as needed.

In the drop-down menu [3], select the statement that best describes how the problem is affecting you:

- Just a casual question, comment, idea, suggestion
- I need some help but it's not urgent
- Something's broken but I can work around it for now
- I can't get things done until I hear back from you
- EXTREMELY CRITICAL EMERGENCY

When you're done, click the Submit Ticket button [4].

A screenshot of the Canvas Support Ticket form. The form is titled 'File a ticket for a personal response from our support team.' Below the title, it says 'For an instant answer, see if your issue is addressed in the Canvas Guides.' The form has four numbered callouts: 1. Subject (text input field), 2. Description (text input field), 3. How is this affecting you? (drop-down menu with 'Please select one' as the selected option), and 4. Submit Ticket (blue button). There is also a 'Cancel' button. Below the description field, there is a note: 'Include a link to a screencast/screenshot using something like Jing.'