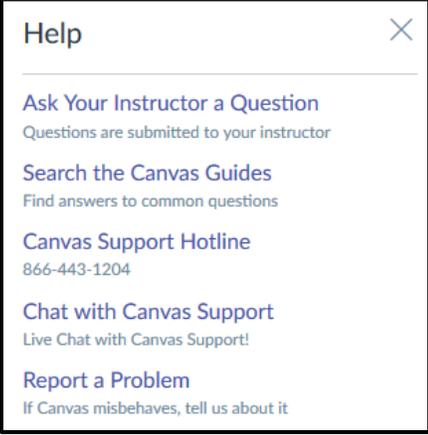


Getting Help in Canvas

As a teacher in Canvas, you have many options to get help.

- To get help, click the Help icon at the bottom of the Global Navigation.

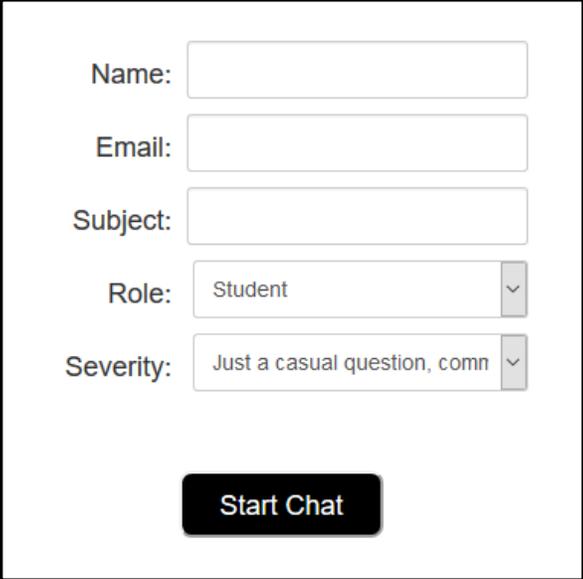
- The Help box opens with the help options:



The screenshot shows a 'Help' dialog box with a close button (X) in the top right corner. It contains five main options, each with a sub-description:

- Ask Your Instructor a Question**
Questions are submitted to your instructor
- Search the Canvas Guides**
Find answers to common questions
- Canvas Support Hotline**
866-443-1204
- Chat with Canvas Support**
Live Chat with Canvas Support!
- Report a Problem**
If Canvas misbehaves, tell us about it

- **Ask Your Instructor a Question** – click here to submit a question to the teacher.
- **Search the Canvas Guides** – click here to go to the Canvas website to search Canvas documentation.
- **Canvas Support Hotline** – call our Canvas support number to talk to Canvas tech support 24/7, 365.
- **Chat with Canvas Support** – click here to chat online with Canvas tech support 24/7, 365.
 - Enter your name and email address.
 - Enter “teacher” for the user type.
 - Select a severity level.
 - Click **Start the chat**.



The screenshot shows a 'Start Chat' form with the following fields:

- Name:**
- Email:**
- Subject:**
- Role:**
- Severity:**

At the bottom of the form is a black button with the text **Start Chat**.

- **Report a Problem** – click here to submit a problem to the Canvas support team
 - Enter a subject.
 - In the Description field, describe the problem you are experiencing, being as detailed a possible.
 - Click the drop-down arrow to select the statement that best describes how the problem is affecting you.
 - Click **Submit Ticket**.

Help ✕

File a ticket for a personal response from our support team.

For an instant answer, see if your issue is addressed in the [Canvas Guides](#).

Subject

Description

Include a link to a screencast/screenshot using something like [Jing](#).

How is this affecting you?

Please select one▼

CancelSubmit Ticket