Getting Help with Canvas:
*A How-To Guide for Students*

Created by the Center for Teaching & Learning (CTL)

There are many resources available if you need help with Canvas or want to learn more.

### Getting detailed help with Canvas features

- Find answers to common questions in the **Canvas Guides**
  - Q&A-style guides with step-by-step walk-throughs of many common questions are available in the [Canvas Student Guide](#) and [Video Guide student section](#)
  - For example, check out the following Guides and videos:
    - Updating notification preferences: [Notification Preferences Video](#)
    - Using the Calendar to see upcoming course events: [Calendar Overview Video](#)
    - Submitting Assignments in Canvas: [How do I submit an online assignment?](#)

### Getting help with Canvas Student (the mobile app)

- **Mobile Guides for Canvas Student** are available online
  - For a walk-through with step-by-step screenshots, see the [How can I use Canvas on my mobile device as a student? Guide](#) and the [Canvas Student App Video Guide](#)

### Getting help with a technical issue in real-time

- Jefferson students, staff, and faculty have access to 24/7 support
  - If you’re having a technical problem, call the Canvas Support Hotline at (267) 666-6253 or use the [live chat to connect with Canvas Support](#)
  - You can also contact campus-specific support:
    - On the Center City campus, contact the CTL’s Educational Technologies Team at [EdTech.Support@lists.jefferson.edu](mailto:EdTech.Support@lists.jefferson.edu) or call (215) 503-2830
      - Mondays-Fridays 8am-6pm
    - On the East Falls campus, contact the East Falls Help Desk at [HelpDesk@philau.edu](mailto:HelpDesk@philau.edu) or call (215) 951-4648
      - Hours available [on their website](#)

Email: [EdTech.Support@lists.jefferson.edu](mailto:EdTech.Support@lists.jefferson.edu) | Phone: 215-503-2830 | Website: Jefferson.edu/CTL