

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? Guide](#)
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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](#)
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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 or call (215) 503-2830
 - Mondays-Fridays 8am-6pm
 - On the East Falls campus, contact the East Falls Help Desk at HelpDesk@philau.edu or call (215) 951-4648
 - Hours available [on their website](#)