

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

---

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 Instructor Guide](#) and [Video Guide instructor section](#)
- 

## Helping orient students to Canvas

- Include the CTL-created Introduction to Canvas for Students module in your course
    - ❖ Find the module by clicking the **Commons** icon in the global navigation menu on Canvas, then use the Filter menu to view items shared with Jefferson
- 

## Learning more and consulting with CTL staff

- For questions about course design, CTL staff members are available for one-on-one consultations
    - ❖ Sign up for a consultation by booking an appointment on the Growing with Canvas course calendar or by contacting a CTL staff member
  - To deepen your Canvas skills, attend a CTL Canvas workshop
    - ❖ The [full workshop schedule](#) is available online
- 

## 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. You can also 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
      - On the East Falls campus, contact the East Falls Help Desk at [HelpDesk@philau.edu](mailto:HelpDesk@philau.edu) or call (215) 951-4648
-