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 or call (215) 503-2830
    - On the East Falls campus, contact the East Falls Help Desk at HelpDesk@philau.edu or call (215) 951-4648