

Getting Help with Canvas

A Guide for Educators

Created by the Academic Commons at Thomas Jefferson University

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

Getting help with Canvas features

- Find answers to common questions in the [Canvas Guides](#); scroll down to select guide options for the LMS and other tools.
 - ❖ Q&A-style guides with step-by-step walk-throughs of many common questions are available in the [Canvas Instructor Guides](#) and [Instructor Video Guides](#).
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Helping orient students to Canvas

- Include the Academic Commons created **Introduction to Canvas for Students** module in your course.
 - ❖ Find the module by selecting the **Commons** icon in the Global Navigation Menu on Canvas, then use the Filter menu to view modules and items shared with Jefferson.
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Learning more and consulting with Academic Commons staff

- For questions about course design, the Academic Commons staff members are available for one-on-one consultations.
 - ❖ Sign up for a consultation by contacting an instructional design team member from Academic Commons, or [Schedule a Consultation](#) on our website.
 - Deepen your Canvas skills or gain new skills for use in your class, [attend a workshop](#) or explore our [self-paced programs](#).
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Canvas Help

- **Jefferson contracted for 24/7 live agent support for all Jefferson community members.**
 - ❖ Call the Canvas Support Hotline: (267) 666-6253
 - ❖ Chat with live with Canvas support: cases.canvaslms.com/liveagentchat
- **Campus Specific Support: Available Monday – Friday 8AM – 6PM**
 - ❖ **Center City:** Contact the Academic Commons' Educational Technology Support team at EdTech.Support@lists.jefferson.edu or call (215) 503-2830.
 - ❖ **East Falls:** Contact the East Falls Help Desk at EFHelpdesk@jefferson.edu or call (215) 951-4648.

Email: EdTech.Support@lists.jefferson.edu | Phone: 215-503-2830 | Website: academiccommons.jefferson.edu