

# Getting Help with Canvas

## A Guide for Students

Created by the Academic Commons at Thomas Jefferson University

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

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### 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 Student Guides](#) and [Student Video Guides](#).
    - ❖ Important videos and guides to explore:
      - Video: [Notification Settings](#)
      - Video: [Calendar Overview \(Students\)](#)
      - Guide: [How do I submit an online assignment?](#)
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### Getting help with Canvas Student (the mobile app)

- [Mobile Guides for Canvas Student](#) are available online.
    - ❖ For a walkthrough with step-by-step screenshots, see the [How can I use Canvas on my device as a student?](#) guide and the [Canvas Student App](#) video guide.
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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](https://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](mailto:EdTech.Support@lists.jefferson.edu) or call (215) 503-2830
  - ❖ East Falls: Contact the East Falls Help Desk at [EFHelpdesk@jefferson.edu](mailto:EFHelpdesk@jefferson.edu) or call (215) 951-4648.