

# Accessing Canvas

## A Guide for Students

Created by the Academic Commons at Thomas Jefferson University

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### Accessing Canvas via Web Browser

- Find Canvas online at [canvas.jefferson.edu](https://canvas.jefferson.edu)
  - Accessing Canvas on your desktop, laptop computer, or mobile device by navigating to the link above in your web browser (such as Google Chrome or Firefox)
- Log in to Canvas using the format **campuskey@students.jefferson.edu** and password.

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### Accessing Canvas via Mobile App

- Search for the Canvas Student app in the App Store or Play Store
  - ❖ Once you've downloaded the app, open it and tap 'Find my school'
  - ❖ Search for Jefferson, then log in using the credentials detailed above.

For a walkthrough of accessing and logging into the app, check out the [Student Getting Started Resources](#) and scroll down for app-specific content.

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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)
- Step-by-step walk-throughs of many common questions are available in the [Canvas Student Guides](#) and [Student Video Guides](#).
- [Mobile Guides for Canvas Student](#) are available online which include instructions for iOS and Android devices.
- 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.