



How to contact Canvas support

This document guides you through the process on how to contact Canvas support using the built-in *Help* ticket feature in Canvas LMS. This is available 24/7.

1. While logged into Canvas LMS, click on the *Help* icon located in the left navigation menu.

The screenshot shows the Canvas LMS interface. On the left is a vertical navigation menu with icons for Account, Dashboard, Courses, Calendar, Inbox, History, Studio, and Help. The 'Help' icon, represented by a question mark, is highlighted with a red box and a red arrow pointing to it from the left. The main content area at the top right features a 'Notifications' section with an information icon and a 'Notification Preferences' button. Below this is the 'Dashboard' title. The dashboard contains two course cards: 'Canvas Orientation Course' with the subtitle 'DINE-COLLEGE_CANVAS-OR...' and 'Learning Center' with the subtitle 'Learning_Center'. The 'Learning Center' card has a notification badge with the number '1'.



2. Click on *Contact Canvas Support*.

History

Studio

Help

Ask Your Instructor a Question
Questions are submitted to your instructor

Contact Canvas Support
24/7 Canvas Support

COVID-19 Canvas Resources
Tips for teaching and learning online

3. Fill out the required information for *Subject*, *Description*, and *How is this affecting you?* sections of the form. **Provide DETAILED information on your issue(s) in the description field so that Canvas support can better assist you.**

Help ×

File a ticket for a personal response from our support team.

For an instant answer, see if your issue is addressed in the [Canvas Guides](#).

Subject

Assignment Submission Error

Description

Help! I cannot submit an assignment for my course CANVAS101

Include a link to a screencast/screenshot using something like [Jing](#).

How is this affecting you?

Please select one

Please select one

Just a casual question, comment, idea, or suggestion

I need some help, but it is not urgent

Something is broken, but I can work around it for now

I cannot get things done until I hear back from you

EXTREME CRITICAL EMERGENCY!



- Once you are done filling out all areas, click on *Submit Ticket*.

Help ×

File a ticket for a personal response from our support team.

For an instant answer, see if your issue is addressed in the [Canvas Guides](#).

Subject

Description

Include a link to a screencast/screenshot using something like [Jing](#).

How is this affecting you?

Allow up to 24 hours for a Canvas support representative to respond to your submitted ticket. They will be in communication by email. This resource is available outside of college business hours (8am-5pm Monday-Friday).

For 24/7 Help Desk Support for Staff, Faculty, and Students. Please call the IT Blackbelt 24/7 Help Desk Support at (877) 211-3097, (928) 724-6644 from outside the college, or ext. 6644 within the campus at any time – including holidays to assist you with any IT-related applications and IT-related services.

[Live chat](#)

[Submit an IT Help Desk Ticket](#)