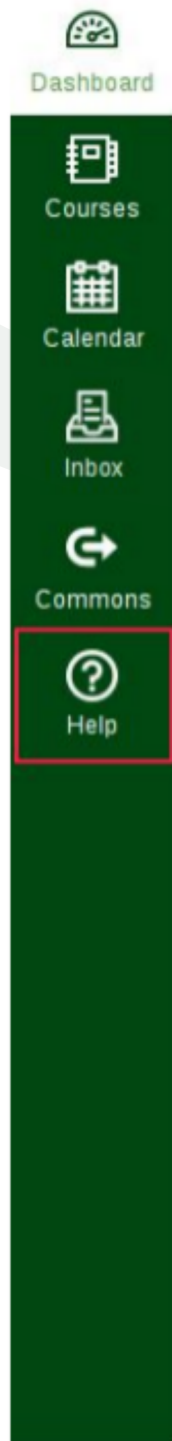


Get Help with Canvas 24/7... Seriously?

Occasionally, especially when it comes to technology, we all need some help.

With Canvas, you can get help 24/7. April's Fools, right? No fooling here, it's the truth!

UCC purchased a Tier 1 support so that any Canvas user at UCC can have help around the clock. Don't be afraid to contact them, they are really nice!



- **Ask Your Instructor a Question:** You can contact your instructor right from the Help menu.
- **Search the Canvas Guides:** This link will take you right to the Canvas Guides. Canvas maintains a library of Help Guides for Students. Each one provides different tutorials to help understand how Canvas works. The Guides are easy to search, and give guided screenshots or video walkthroughs for all of the different Canvas features and common tasks.
- **Report a Problem:** This option submits a ticket to Canvas. Correspondence will be through a ticketing system via email. Even though it says "If Canvas misbehaves, tell us about it", you can still send general questions about how to accomplish something in Canvas.
- **Contact UCCOnline:** That's us. You can shoot us an email (via the web page) and UCCOnline will receive it.
- **24/7 Canvas Support Hotline:** If you prefer to talk to a Canvas expert on the phone then this one is for you.
- **24/7 Chat with Canvas Support:** Just like instant messaging but with a Canvas expert! Be prepared to type and multitask and listening to the chime as each response comes in.
- **Submit a Feature Idea:** Feedback is important to improve Canvas. You can also vote on your favorite feature requests.

