

All Users

Canvas Help Resources

In this video you will learn about the Help resources available in Canvas. Please note that your institution may reorder or remove the default Help links shown in this video. Additionally, you may see custom links in the Help menu.

To view your Help resources, click the Help link at the bottom of the Global Navigation Menu.

Students can click the Ask Your Instructor a Question link. By clicking this link, they can send a message to their instructor. This message is routed to the instructor's Canvas Inbox.

To send a message, click the Which course is this question about drop-down menu and select a course. Then, type a message and click the Send Message button.

Instructors, TAs, Instructional Designers, and Admins can click the Ask the Community link. Clicking this link takes you to the Canvas Community Find Answers space. Here, you can ask questions, search previously asked questions, and start a discussion with members of the Canvas Community to find answers to Canvas questions.

You can also click the Search the Canvas Guides link. Clicking this link will take you to the Canvas Community Guides space. The Canvas Guides address common user questions and provide information about Canvas features.

If searching the Canvas Guides did not answer your questions, you can click the Report a Problem link to contact Canvas Support. To submit a request to Canvas Support, enter a subject in the Subject field and type a description of your problem. Provide details about your problem and, if possible, include screenshots or a screencast showing your problem. After describing your problem, select an option from the How is this affecting you? drop-down menu. Click the Submit Ticket button to send your report to Canvas Support.

You've now completed this tutorial video on Canvas Help Resources. For additional information on this or any other topic about Canvas, please visit guides.canvaslms.com. You can also ask questions and engage with other Canvas users by visiting community.canvaslms.com.