Need Help?

Here is how get your course questions answered in the most efficient way. Asking the right person for help will get you the support you need, when you need it.

Help with Canvas

If you or a student has an issue with Canvas, the best way to get help is by clicking the Help icon in the Canvas left-hand menu.

Select the option to contact Canvas directly by phone (support hotline) or live chat. Both students and instructors have access to Canvas’ 24/7 support services.

If you know what problem you are trying to solve, you may search the Canvas Instructor Guides, which are illustrated tutorials of common instructor how-tos about Canvas features.

Technical Help (non-Canvas)

If you have trouble with software (e.g. Zoom, Google Apps, Brown Blogs, your computer, etc.), contact Brown’s IT Help Desk.

Help with Course-Related Items

For questions about Summer Session, the student roster, and/or students, email program staff at spscourses@brown.edu or call 401-863-7901.

For questions about the course content or facilitation (e.g., course material, assignment & grading configuration, module programming, etc.), email SPSonlinesupport@brown.edu. Your question will be routed to the appropriate person on the Online Learning & Innovation Team who can provide assistance.