

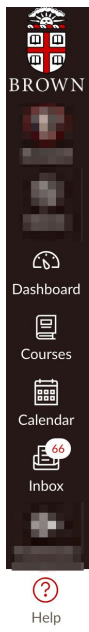
# Need Help?

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.

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## Help with Canvas



### Help

#### [Ask Your Instructor a Question](#)

Questions are submitted to your instructor

#### [Search the Canvas Guides](#)

Find answers to common questions

#### [Report a Problem](#)

If Canvas misbehaves, tell us about it

#### [Ask the Community](#)

Get help from a Canvas expert

#### [Submit a Feature Idea](#)

Have an idea to improve Canvas?

#### [24/7 Support Hotline \(Faculty\)](#)

833-761-6970

#### [Chat with Canvas Support \(Faculty\)](#)

Live Chat with Canvas Support!

#### [24/7 Support Hotline \(Students\)](#)

877-978-1650

#### [Chat with Canvas Support \(Student\)](#)

Live chat with Canvas Support!

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](mailto: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](mailto:SPSONlinesupport@brown.edu). Your question will be routed to the appropriate person on the Online Learning & Innovation Team who can provide assistance.