



Mississippi Virtual Community College

# Canvas Support Channels

Welcome to Canvas! Canvas Support is here to help you. You can contact us as follows:

## By phone

You can reach us by phone 24/7/365. Like, literally. Try it anytime. We're always here. If you happen to dial us while everybody is on the phone with someone else, you can leave a voicemail and we'll get right back to you.

Call: **855.308.2755**

(Yes, it's toll-free... one of those newfangled 855 numbers.)

## By chat

You can live chat with us 24/7/365. We might be a little slower to pick these up than phone calls (still, <2 minutes).

We're upgrading our chat tool soon to improve its visibility / usability, but for now, here's how it works:

- Click the "Help" button in the upper right-hand corner of Canvas
- Choose "Chat With Canvas Support" from the menu that appears
- Click the "Find someone to chat with" button on the page to which you're directed
- Presto!

## By webform ← **BEST METHOD**

You can submit webform tickets 24/7/365. We'll provide a first response to these within an hour. This is **the best way to file a ticket** with us. Why? Canvas grabs a bunch of relevant error / browser information and automagically folds it into the ticket, meaning we don't have to bother you for this info later. That's good for everybody.

To file a webform ticket:

- Click the "Help" button in the upper right-hand corner of Canvas
- Choose "Report a Problem"
- Fill out the form that appears and click "Submit Ticket"

## By email

Webform is better than email. But you may need to file a ticket by email sometimes. Send your message to [support@instructure.com](mailto:support@instructure.com).

