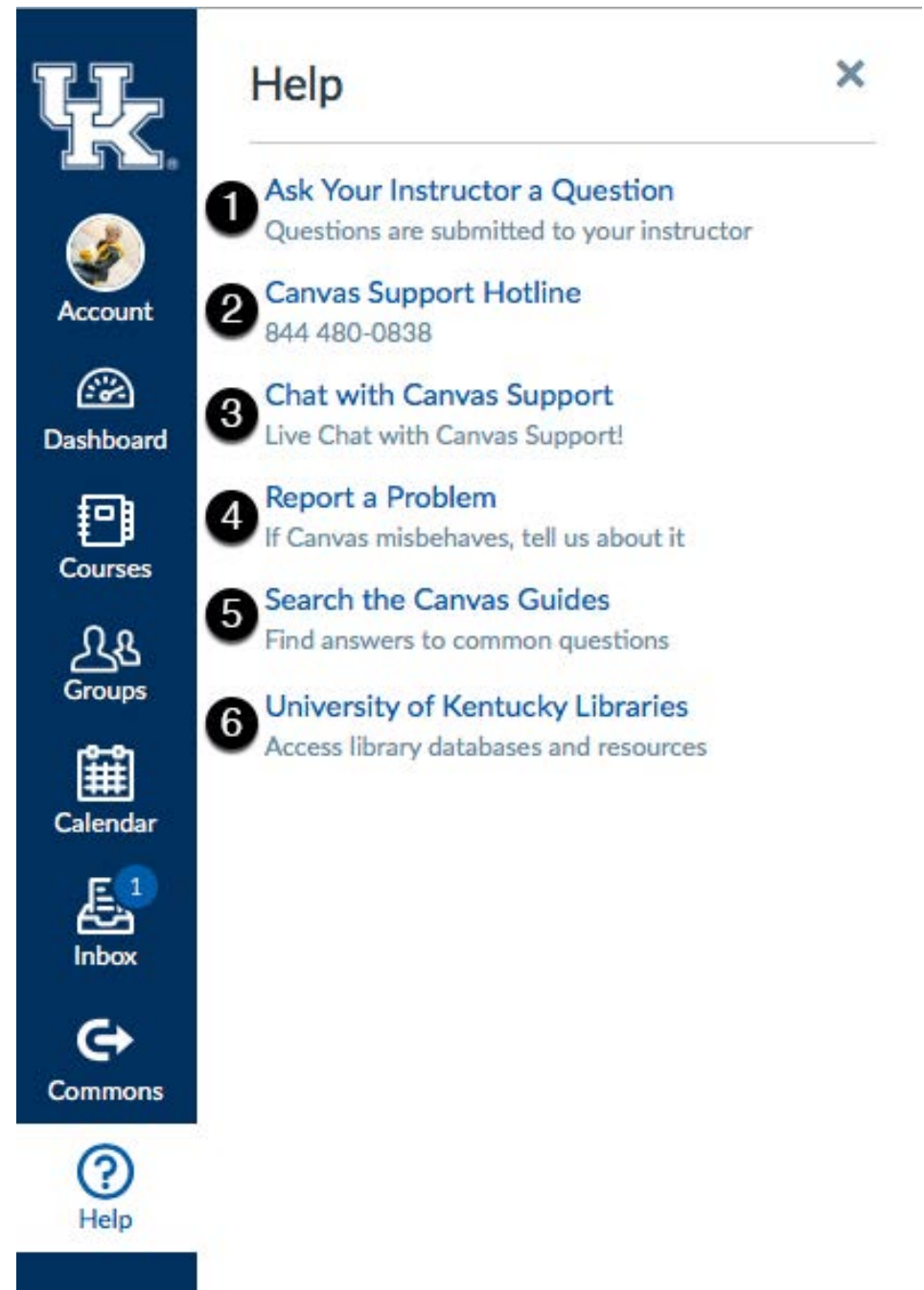


How do students get help with Canvas?

Click Help at the bottom of the Global Navigation Menu anywhere inside Canvas.

- 1. Ask your Instructor a Question:**
Ask your instructor questions about course material or send them a message.
- 2. Canvas Support Hotline:**
Call this number anytime day or night for assistance with Canvas.
- 3. Chat with Canvas Support:**
Start a web chat for assistance with Canvas.
- 4. Report a Problem:**
Submit problems with Canvas to our support team.
- 5. Search the Canvas Guides:**
Search the Canvas Guides for information about how to do things in Canvas.
- 6. University of Kentucky Libraries:**
Access library resources and support.

For access issues such as being unable to login or not seeing the correct courses, please call the UK ITS Help Desk at 859-218-HELP. For access issues, choose option #1. For all other Canvas LMS issues, choose option #3, you will be directed to Premium Canvas Support.



The image shows a screenshot of the Canvas user interface. On the left is a dark blue vertical navigation menu with icons and labels for Account, Dashboard, Courses, Groups, Calendar, Inbox (with a '1' notification badge), and Commons. At the bottom of this menu is a question mark icon labeled 'Help'. On the right is a white 'Help' dropdown menu with a close button (X) in the top right corner. The dropdown menu contains six numbered options: 1. Ask Your Instructor a Question (Questions are submitted to your instructor), 2. Canvas Support Hotline (844 480-0838), 3. Chat with Canvas Support (Live Chat with Canvas Support!), 4. Report a Problem (If Canvas misbehaves, tell us about it), 5. Search the Canvas Guides (Find answers to common questions), and 6. University of Kentucky Libraries (Access library databases and resources).