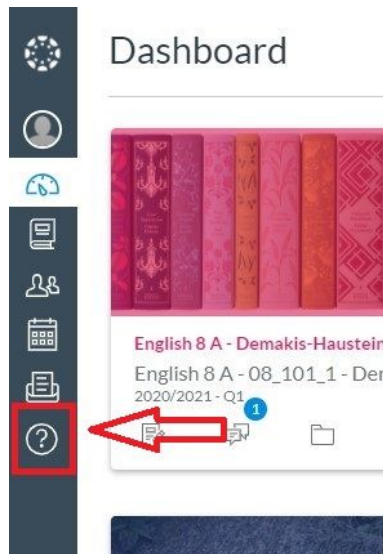
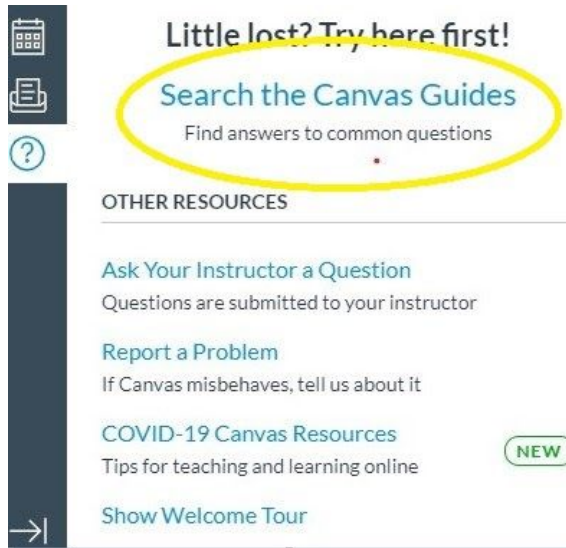


## Help Options through Canvas

Click the Canvas help icon on Global Navigation.



Select a resource from the following 3 options:



1. Canvas Guides: An extensive library of resources on how to access and use different Canvas features. Join the Canvas Community to connect with other Canvas users, too.

The screenshot shows a dark sidebar on the left with icons for a calendar, a document, and a question mark. The main content area has the heading "Little lost? Try here first!" followed by "Search the Canvas Guides" and "Find answers to common questions". Under the "OTHER RESOURCES" section, the link "Ask Your Instructor a Question" is circled in yellow. Below it are "Report a Problem", "COVID-19 Canvas Resources" (with a "NEW" badge), and "Show Welcome Tour".

**2. Ask Your Instructor a Question:**

Students can click here to communicate with teachers through the Inbox Canvas messaging feature. Use this if you can't find a document or have questions related to assignments, grading, or class information.

This screenshot is identical to the one above, but the link "Report a Problem" is circled in yellow instead of "Ask Your Instructor a Question".

**3. Report a Problem:**

For technical problems, fill out and submit a ticket to get help from an Eagle Ridge staff member. If we can't help, we will forward the issue on to Canvas Support staff. We are working diligently to respond as quickly as possible. It may take up to 24 hours for a response.