Campus Contacts

ICC eLearning Office
662.620.5350
dlc@iccms.edu

MSVCC Technical Support
1.866.361.8969
24/7 Support Center

TIS Help Desk
662.862.8295
afsenter@iccms.edu

Technical Assistant
662.620.5366
techasst@iccms.edu

Bookstore
Tupelo—662.620.5065
Fulton—662.862.8205

Student Services
Tupelo—662.620.5301
Fulton—662.862.8260

Financial Aid
Tupelo—662.620.5319
Fulton—662.862.8221

Learning Resource Center
Tupelo—662.620.5091
Fulton—662.862.8379

Canvas Support

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

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 automatically folds it into the ticket.
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 phone

You can reach us by phone 24/7/365. 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 (toll-free)**

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 email

Webform is better than email. But you may need to file a ticket by email sometimes. Send your message to support@instructure.com.