

Canvas Support

Contact Canvas Support via the following methods:

- **Webform (best method):** You can submit webform tickets 24/7/365. Canvas Support will provide a first response to these within an hour. This is the best way to file a ticket with Canvas. Why? Canvas grabs relevant error/browser information and automatically folds it into the ticket.

To file a webform ticket:

- Click the “Help and Resources,” located in the main Canvas menu on the left.
- Choose “Report a Problem.”
- Fill out the form that appears and click “Submit Ticket.”



- **Phone:** You can reach Canvas by phone 24/7/365. If you dial Canvas while all representatives are on the phone with other users, you can leave a voicemail message and Canvas will get right back to you.
 - Call: 855.308.2755 (toll-free)
- **Chat:** You can live chat with Canvas 24/7/365. Average wait time for chat responses is less than two minutes.
- **Email:** Webform is better than email, but you may need to file a ticket by email sometimes. Send your message to support@instructure.com.

Canvas Student Guides

Canvas provides detailed instructions, tutorials and other helpful information on its website. Visit <https://community.canvaslms.com/docs/DOC-10701-canvas-student-guide-table-of-contents>.

Itawamba Community College Contacts

Admissions	662.862.8030 (Fulton Campus) 662.620.5306 (Tupelo Campus) admissions@iccms.edu
Advising	662.862.8290 (Fulton Campus) 662.620.5015 (Tupelo Campus) eAdviser@iccms.edu
Bookstore	662.862.8205 (Fulton Campus) 662.620.5065 (Tupelo Campus)
Business Office	662.862.8010 (Fulton Campus) 662.620.5055 (Tupelo Campus)
eLearning	662.620.5350 eLearning@iccms.edu
Financial Aid	662.862.8220 (Fulton Campus) 662.620.5319 (Tupelo Campus)
Library	662.862.8384 (Fulton Campus) 662.620.5091 (Tupelo Campus) library@iccms.edu
TIS Help Desk	662.862.8295 helpdesk@iccms.edu