

Student Technical Support Resources

Students have **four major technical support resources**:

1. [SCC Student Canvas Tutorial \(Optional\)](#) provides how-to information about using Canvas and third-party products commonly used in Canvas courses. This course requires self-enrollment.
2. [Canvas Support](#) is a 24/7 support resource that can be found in the Help menu on the bottom left side of Canvas. It offers chat, phone, and email support regarding issues with Canvas. This support option is provided by Canvas and is not managed by SCC staff. Canvas Help provides technical assistance for troubleshooting issues related to the Canvas platform. This can include problems with accessing course materials, submitting assignments, or any other technical difficulties encountered while using Canvas.
3. [Canvas Guides](#) provides tutorials to help understand how Canvas works. The Guides are easy to search and give screenshots and/or video tutorials for all of the Canvas features and common tasks.
4. [SCC Help Desk](#) is ready to assist! Students can use the [Tech Help](#) website, email helpdesk@southeast.edu, or call (402) 437-2447. The [Tech Help](#) website lists Help Desk hours. Help Desk provides support on log-in and SCC account questions, Microsoft products (Outlook, Word, OneDrive, etc.), SCC computers and IT equipment, The HUB, and students' Canvas questions (although 24/7 Canvas Support should be the first contact method used for Canvas questions).