

# Support with Canvas

## General Information

1. Visit [Canvas.temple.edu](https://Canvas.temple.edu)
2. Log in with you AccessNet and Password
3. Navigate to your Dashboard to complete required courses

Having issues with course progression? Please try the following before reaching out to PCCD:

1. Make sure you are accessing your course from an up-to-date desktop or laptop computer per the PCCD bulletin
2. Ensure your web browser (Google Chrome, Safari, etc.) is updated
3. Clear your browser's cache and cookies, restart the browser and log back in
4. Contact Canvas Supports

## Clearing cache and cookies:

The cache is the place where the browser stores images and other files from websites visited to avoid repeatedly downloading these files. The cache allows the internet browser to speed up the page loading process. Clearing your browser's cache fixes certain problems like loading or formatting issues on websites. By clearing the cache and cookies you are telling your computer to forget all previous activity, settings, and information.

### Option 1:

If you are using Internet Explorer, Edge, Google Chrome, or Mozilla Firefox you can quickly clear cache with a keyboard shortcut. While in your browser press **Ctrl + Shift + Delete** simultaneously on the keyboard to open the appropriate window. Select the option to clear the cache and forget all cookies.

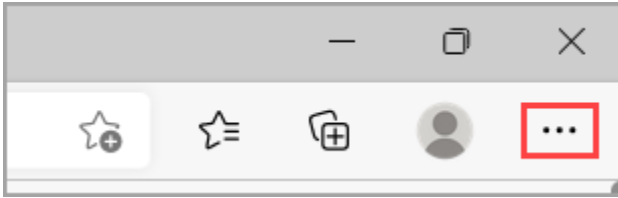
### Option 2

#### **Chrome**

- 1) **Open Chrome** on your computer.
- 2) At the top right, **click "More."**
- 3) Click **More tools. Clear** browsing data.
- 4) At the top, **choose** a time range. To delete everything, **select "All time."**
- 5) Next to "Cookies and other site data" and "Cached images and files," **check the boxes.**
- 6) **Click "Clear data."**
- 7) **Log** back into Canvas

## Edge

- 1) **Open Edge** on your computer
- 2) **select “Settings and more”** in the upper right corner of your browser window.



- 3) **Select “Settings” > “Privacy, search, and services.”**
- 4) **Select “Choose what to clear” under Clear browsing data > Clear browsing data now.**
- 5) Under **Time range**, choose a time range from the list.
- 6) **Select “Cookies and other site data”, and then select “Clear now.”**
- 7) **Log** Back into Canvas

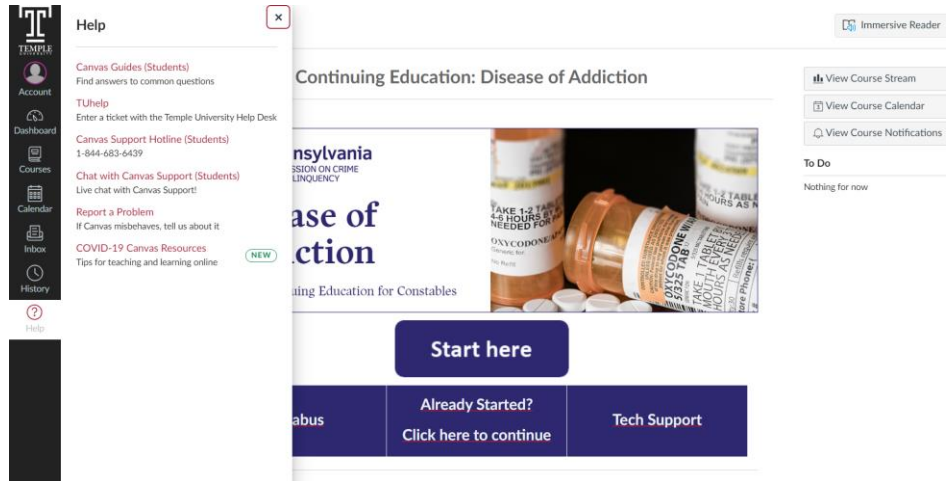
## Firefox

- 1) **Open Firefox** on your computer.
- 2) In the **Menu bar** at the top of the screen, **click “Firefox”** and **select “Preferences.”**
- 3) **Click the menu button** and **“select Settings.”**
- 4) **Select the “Privacy & Security” panel** and **go to the “Cookies and Site Data” section.**
- 5) **Click the “Clear Data”... button.** The Clear Data dialog will appear. ...
- 6) **Click “Clear.”**
- 7) **Log** back into canvas

## Contact Canvas support

- a. The last option in the list of icons on the left-hand side of your screen brings up a menu of resources for you to access if you are experiencing technical difficulties with Canvas that aren't fixed by the above solutions.
- b. [Canvas Guides](#) is a great resource for solving commonly encountered problems, including:
  - i. How to join a Canvas course
  - ii. How to navigate Canvas and access your courses from the dashboard
  - iii. How to use Canvas on a mobile device
  - iv. Etc...

- c. For any of the listed options (Canvas Guides, TUhelp, Canvas Support Hotline, Chat with Canvas Support, Report a Problem) you should have your TUID number and the name of the course you are experiencing problems with at the ready. As the person helping you will need that information to either look at your Canvas account or remote into your browser and see the issue from your point of view.



### Live Help During Business Hours

- Monday to Friday, 8:00am-1:00pm
- Criminal Justice Training Programs Help Desk
- Tel.# (267) 468-8605
- E-mail: [cjtp@temple.edu](mailto:cjtp@temple.edu)

Note: When calling, you will need the following available: **your full name, date of birth, and nine-digit TUID**. The Help Desk will provide you with a ticket number. You should be sure to make note of the ticket number you are assigned. If you need to check the status of the call, you will be expected to provide the ticket number. Calls & e-mails received by the Criminal Justice Training Programs Help Desk outside of posted business hours (nights, weekends, and holidays) will be returned within two (2) business days in the order they were received.

### Live Help on Nights & Weekends

- Sunday to Saturday
- Temple University Main Help Desk
- Tel.# (215) 204-8000
- E-mail: [help@temple.edu](mailto:help@temple.edu)
- Submit a Request: <https://tuhelp.temple.edu/> Links to an external site.

Note: When calling, you will need the following available: **your full name, date of birth, and nine-digit TUID**. The Help Desk will provide you with a ticket number. You should be sure to make note of the ticket number you are assigned. If you need to check the status of the call, you will be expected to provide the ticket number. Night & weekend hours vary by semester and are posted online: <https://its.temple.edu/technical-support>. Links to an external site. For 24-hour System Status Information is posted online: <https://its.temple.edu/system-status>. Links to an external site. This website provides information on Canvas function. If Temple is having problems with Canvas, or if Canvas is not functioning correctly, this site will provide that information.