

eLearning support options

More information is available at How do I get help with Canvas as an instructor?			
Available 24 / 7	Canvas support Hotline +611800 172 791	Call the Canvas support hotline to speak with a real person and work through your questions in real time, whatever time your problem arises. Locating the number: <ul style="list-style-type: none"> - Click the blue question mark within Canvas and scroll down. - Click Help in the Canvas menu and look for Canvas Support Hotline. - Add it to your phones speed dial for your convenience. 	Immediate response time
	Chat with Canvas support	Chat with a Canvas expert via the online chat, anytime you have an issue or cannot find something. Locating the chat: <ul style="list-style-type: none"> - Click the blue question mark within Canvas and scroll down. - Click Help in the Canvas menu and look for Chat with Canvas Support. 	
	Support Centre	The Support Centre presents context-sensitive help directly related to what you're currently doing in Canvas. Search over 1000 articles to find answers to any of your questions. Access by clicking the blue question mark floating in the bottom right of the screen.	
	Staff Canvas support material	Canvas support curated for the Flinders online ecosystem. All tools available within the FLO environment are included. Access by clicking Help in the Canvas menu and look for Staff Canvas Support Material.	
	Self-paced workshops	Workshops available online for you to work through in your own time. They're also available for reference at any time. Access from iEnrol > Learning & teaching	
Available 9am – 5pm	Email Canvas support	Communicate with a Canvas expert via email from within the Support Centre to work through your questions. Access by clicking the blue question mark and scroll down.	Varied
	Ask the Canvas community	A global community asking and answering questions together on anything to do with Canvas. Access from Staff Canvas support material > Help	Varied
	Face-to-face workshops	Face-to-face workshops scheduled in different locations around campus, delivered by the eLearning staff. Personalised dates can be scheduled for groups if required. Access via iEnrol > Learning & Teaching	Varied response time
Service One to eLearning support cluster	Our whole team monitor the Canvas or FLO – General Query and Recording room familiarisation session forms. Tracking enquiries helps us determine where your support needs lie. Access via Service One > Education.		
Call to eLearning support cluster 8201 5000 (Ext 15000)	If your enquiry is urgent and directly affecting students, please call us. Our whole team monitor the support number so we can help you quickly. Locating the number: <ul style="list-style-type: none"> - Click Help in the Canvas menu and look for Staff Canvas support material > Help > College eLearning support teams. 		

eLearning support clusters

Team 1	
Supporting: <ul style="list-style-type: none">- College of Business, Government & Law- College of Education, Psychology & Social Work- College of Humanities, Arts & Social Sciences- Flinders Academy	eLearning & Media Support Officers <ul style="list-style-type: none">- Jason Chan- Sally Hadley- Tariq Mohammad Abdul- Ruggero Rossanese- Marcia Schubert Learning Designers <ul style="list-style-type: none">- Claire Bowmer- Sash Kertes Senior Learning Designer <ul style="list-style-type: none">- Roger Howley
Team 2	
Supporting: <ul style="list-style-type: none">- College of Medicine & Public Health- College of Nursing & Health Sciences- College of Science & Engineering	eLearning & Media Support Officers <ul style="list-style-type: none">- George Filipov- Bilha Lagat- Lowell Lin- Ella Stewart-Peters- Liz Tilly- Fan Wu Learning Designers <ul style="list-style-type: none">- George Gyamfi- Jill Lyall Senior Learning Designer <ul style="list-style-type: none">- Carina Correias
Team 3	
Supporting: <ul style="list-style-type: none">- Central Portfolios	Creative and Digital Content Producer <ul style="list-style-type: none">- Prasen Rathore eLearning & Media Support Officer <ul style="list-style-type: none">- Lawrence James eLearning & Media Project Officer <ul style="list-style-type: none">- Michael Cox Team Leader Training & Resources <ul style="list-style-type: none">- Jason Lange Senior Manager Learning Technologies <ul style="list-style-type: none">- Jackie Cornell