



Canvas Parent App Version 2 How can I get technical support?

Canvas Parent



Scenario 1: You would like to set up the Parent App on your mobile device.

Please use the detailed step by step “How To” guides available on our College website to get your paring code and create your parent observer account.

Scenario 2: You would like to:


- Access the online Canvas Guides
- Report a problem to the Canvas Parent App international helpdesk (external to the College)
- Request a feature to be added to the Parent App

Please use the built-in Help menu of the Parent App to access various options.

	Online Canvas Guides	Canvas App International Helpdesk

Note that can also access the Canvas Guides on the web at the following addresses:

Android Device	iOS Mobile Device
https://community.canvaslms.com/docs/DOC-9901-59347666253	https://community.canvaslms.com/docs/DOC-9916-59346665463

 **Scenario 3:** You have been unable to set up the App on your mobile device after reading the “How To” guides available on the College website or are experiencing an unforeseen technical issue.

Best Option:

Click on this link hcc-canvasadmin@heathdale.vic.edu.au

and kindly provide the following information in your e-mail:

- Give a very brief summary of the issue you’re facing with the Canvas Parent App
- Specify your child(ren) full name(s) and Year level(s)
- Leave a phone number and a preferred time during the day when you can be contacted. One of our staff will get back to you as soon as possible.