



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

Canvas Parent



Please note that the requests for technical assistance with the Canvas Parent App will not be processed by the College reception desk staff. They will be processed online.

To lodge a request for technical help, please click on this link

hcc-canvasadmin@heathdale.vic.edu.au

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 within 24 hours.

Alternatively you can (If you have already installed the App):

- Access the Help Menu of the App and go the online Canvas Guides
- Report a problem to the Canvas Parent App international helpdesk
- 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