

DEPARTMENT OF ONLINE & DIGITAL LEARNING RESOURCES



EVERY SEMESTER:

- Send Syllabus and Contact Hours Sheet to Instructional Designer**
(Respond to the email sent 2-3 months before the first day of classes)
- Communicate in-class Zoom support needs, schedule Zoom sessions in Canvas (LTI) or ask foxzoom@temple.edu for help**
(Respond to the email sent 2 weeks before the first day of classes)

ZOOM SUPPORT

24/7 HELP CENTER

- **Phone 888-799-8854**
- **Email support@zoom.us** to submit a ticket
- **Chat** Zoom Technical Support and select “Help” in the lower right corner of the page

FOX ONLINE & DIGITAL LEARNING

- **Call or Text (347) 951-9114**
- **Email foxzoom@temple.edu** to submit a ticket
- **Hours** Monday-Thursday 8am-10pm, Friday 8am-5pm

CANVAS SUPPORT

24/7 SUPPORT HOTLINE

- **Phone 1-833-330-8387**
- Access the **Help** at canvas.temple.edu (left column menu) with direct links to:
 - **24/7 Live Chat**
 - **Guides:** Find answers to common questions
 - **TUhelp:** Enter a ticket with Temple University Help Desk

FOX ONLINE & DIGITAL LEARNING

- **Email foxonline@temple.edu** to submit a ticket
- **Fox Canvas Guides:**
 - <https://foxonline.temple.edu/fox-tutorials/canvas>
- **Canvas Drop-in Sessions**
 - Tuesdays at 11am
 - [Register here](#)