# FOR HELP, WHERE DO I START?

## Decoding Professor Tech Help at Mt. SAC

**START HERE:**

1. **Did you look for the answer online?** 
   1. Yes, with no luck. Go on to [question 4.](#Question4)
   2. No. Go on to [question 2.](#Question2)
2. **Is your question general or a local Mt. SAC question?**
   1. Local. Go to the [Mt. SAC Canvas Faculty Center](https://mtsac.instructure.com/courses/54). Did you get the answer?
      1. If yes, you are done.
      2. No? Go on to [question 3.](#Question3)
   2. General. Try the Canvas Guides (under Help button) or Google it. Did you get your answer?
      1. If yes, you are done.
      2. No? Go to [question 3](#Question3).
3. **Do you need a person to walk through it with you?** 
   1. Yes. Go on to [question 6.](#Question6)
   2. No: go to [question 4.](#Question4)
4. **Is it a question or problem with Canvas?** 
   1. Yes. Use [Canvas Help](#HelpCanvas).
   2. No. See [question 5](#Question5).
5. **Is it another type of problem or request other than Canvas?**
   1. Yes. Contact the [IT Helpdesk](#HelpITHelpdesk)
   2. No. If it doesn’t fit into Canvas or other types of problems, try the [faculty facilitators](#HelpFacFac) or [IT helpdesk.](#HelpITHelpdesk)
   3. Need captions? Go to the [Canvas Help button](#HelpCanvas) to request captions.
6. **Does it require someone with admin rights to your course or to the programs?** 
   1. Yes. Use [FCLT Office Hours](#HelpFCLT) for teaching-related questions or Canvas.
   2. No. Use the [Faculty Facilitators](#HelpFacFac).

**Contact Canvas Help** from the global navigation menu in Canvas. Click on Help and “Contact Support” to receive help. Note that the menu also includes links to many self-paced resources: the Canvas Guides, the Canvas Faculty Center, and a link to request Video Captions. In “Contact Support” you have the option to call Canvas, use 24/7 live chat, or email the local Mt. SAC Canvas admin at Mt. SAC.

**Contact the IT Helpdesk.** You can email [helpdesk@mtsac.edu](mailto:helpdesk@mtsac.edu), call 909-274-4357 [909-274-HELP] or log in with your Mt. SAC email address and portal password to review information and file a ticket directly within helpdesk.mtsac.edu web interface.

**Contact the Faculty Facilitators** by emailing [facfac@mtsac.edu](mailto:facfac@mtsac.edu). A facilitator will reach out to you to meet by phone or Zoom or to have a chat or email exchange about your question or request.

**FCLT Instructional Design:** The Faculty Center for Learning Technology hosts Office Hours every [Thursday from 2-3pm in Zoom (this link goes straight to Zoom session).](https://mtsac-edu.zoom.us/j/94317140370) Office Hours are open drop-in hours, no appointment needed, and are held every week when classes are in session. You can also email for an appt at [fclt@mtsac.edu](mailto:fclt@mtsac.edu). FCLT received questions from the other help channels and should not be the start point for a request.