

## WHERE TO GO FOR HELP TEMPLATE

### Where do I go for help?

#### General Questions

The fastest way to get a response is to post your questions to the Q&A discussion topic, and if you see a question there you can answer, please do. Questions to post in the discussion, would include questions about the content, layout of the course and specific instructions.

#### Technical Questions

If you have a technical question about D2L (for example, you cannot get access to D2L), contact the Technology Service Desk.

Service Desk: Submit a ticket (Select "D2L / D2L - Student Support")

Phone: 902 491-6774 (press 4)

Toll-free: 1 877 491-6774 (press 4)

#### Support Hours:

8:30am to 4:30pm Monday to Friday

You can also check the [D2L How to Guide](#).

#### You have questions that only pertain to you

If you have a question that is private or specifically obtains to only your situation- contact your facilitator. (See your Course Outline for contact information).

#### Other important contacts

If you've contacted your facilitator, but he or she haven't responded and it's past the period of time that they've agreed to return messages, or if you've spoken with your facilitator but have an issue you can't resolve with them, contact (insert AC name) at (insert AC telephone number).