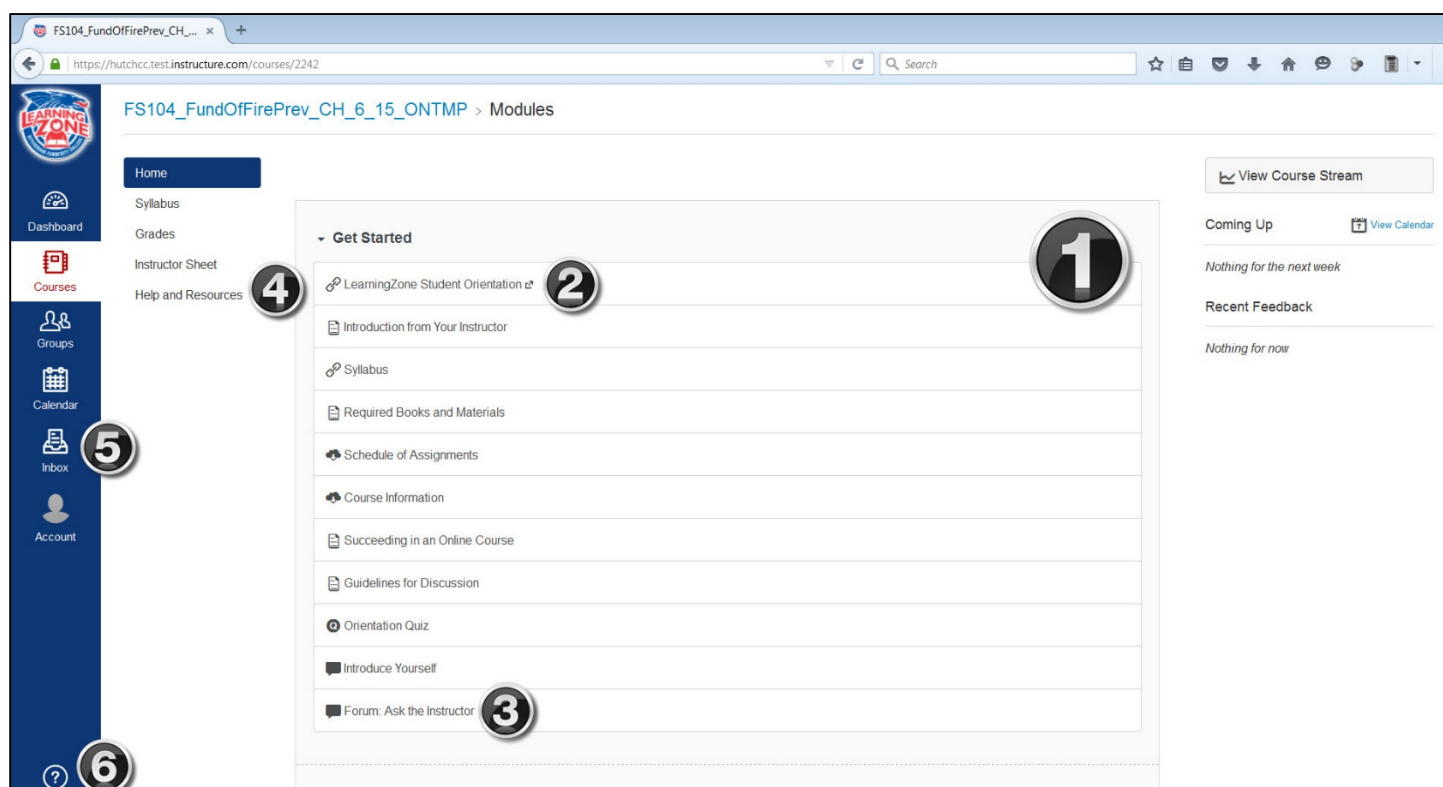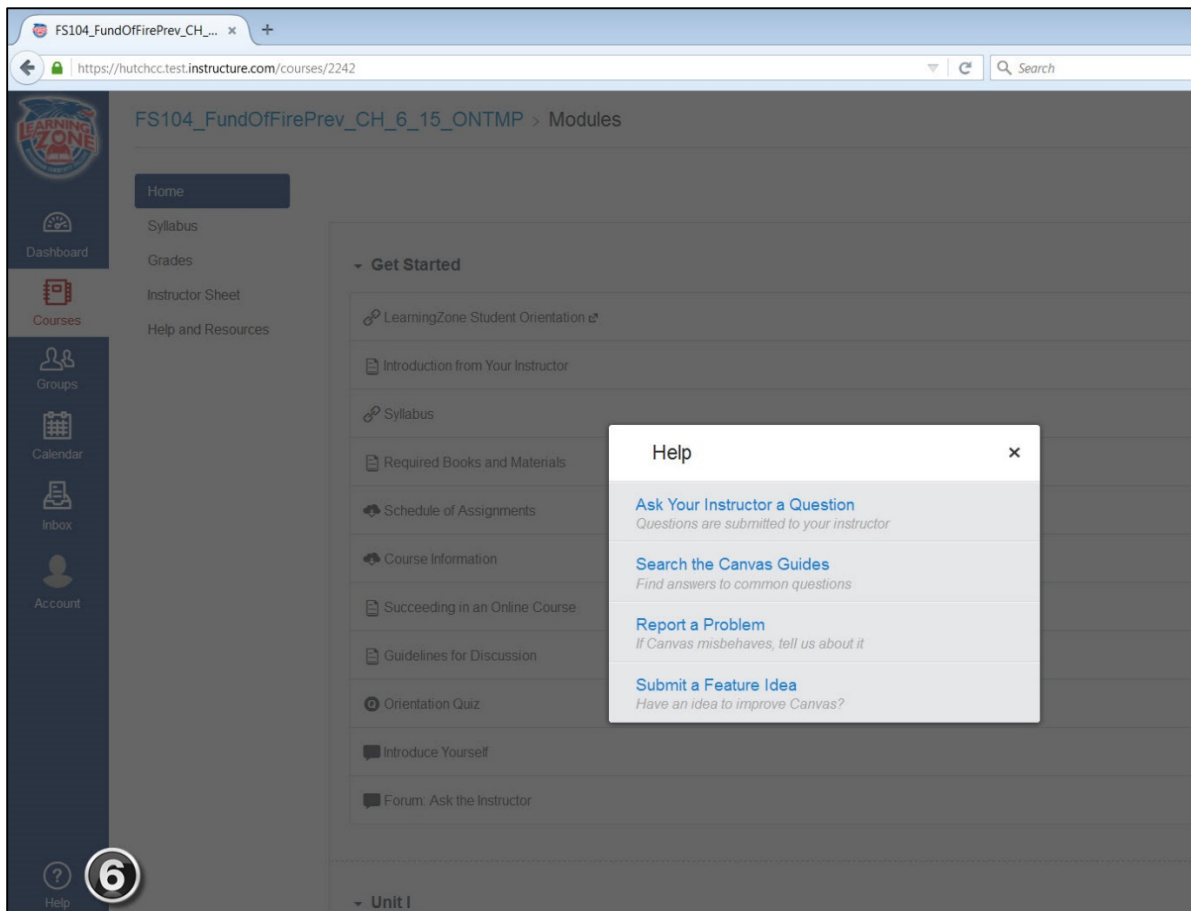# Getting Help in LearningZone

#	Name	Description
①	**Get Started**	The Get Started module is included in all LearningZone courses. Be sure to read the Get Started items in each of your courses, as instructors will add course-specific information to this module.
②	**LearningZone Student Orientation**	This orientation contains short tutorials and information regarding LearningZone navigation and common user questions.
③	**Ask the Instructor forum**	If you have a general question for your instructor and other students in the class might need to know the answer, post your question in this discussion board. You should *not* use this forum for individualized or private questions (regarding late work, your grades, etc.). See #5 below for instructions regarding private messages.
④	**Help & Resources**	This contains information about HCC student services, College policies, writing resources, tech support, and FAQs.
⑤	**Inbox**	Go here to send private messages to your instructor and/or your classmates. This allows you to send messages only to other people in your courses; this does not replace your HCC email.

#	Name	Description
⑥	**Help**	Clicking the Help button located in the top-right corner of the screen will open the help menu seen above. **Ask Your Instructor a Question:** This is a quick way to send a private message to your instructor. **Search the Canvas Guides:** This provides comprehensive information about Canvas (the system HCC uses to run LearningZone). This info is updated every three weeks by the Canvas support team. **Report a Problem:** Use this when you're having any sort of trouble in LearningZone (examples: a test isn't available to you, a video isn't working, your browser is giving you problems, etc.). Simply fill out this form in its entirety. Both Online Education and Tech Support at HCC will be notified, and the appropriate department will resolve the issue. **Submit a Feature Idea:** If you think of any features that would improve Canvas, submit your ideas here. These are sent directly to the Canvas development team.