

Can't get into Canvas???

If you're needing help with your **SRJC account** or with enrolling in a class, please text or call (707) 778-3607 to reach an Admissions & Records specialist.

[How the admissions/enrollment process works](#)

[CLICK HERE](#) to go to the *Student Help for Canvas* webpage, which has answers to common questions and can help you troubleshoot.

SUPPORT

24/7 Canvas Support from Instructure (makers of Canvas)

Access the 24 Hour Hotline from Canvas, click on the Help button on left side navigation of your Canvas account. Good for general "how to" questions or if you notice Canvas is not operating correctly.

PHONE OR ONLINE SUPPORT

- Go to the **IT home page** for information on how to contact Student Support by phone or **submit an online help request form**.

STUDENT CANVAS LOGIN HELP

HOW ARE SRJC STUDENT CANVAS ACCOUNTS CREATED?

- A Canvas account is automatically created for students admitted to attend Santa Rosa Junior College.
- Credentials for logging on to Canvas are your nine-digit Student ID + PIN Code. The same you use to login to your myCubby Portal.

WHY AM I SENT TO THE CCCAPPLY WEBSITE INSTEAD OF CANVAS?

- If you are sent to the CCCApply website after authenticating, it means you do not have a CCCApply account which is required to use Canvas.

- Please complete a CCC Application.
 - [Click here to create a CCCApply Account](#)
 - Contact the **Student Help Desk** for assistance.

HOW CAN I RECOVER MY STUDENT ID OR PIN CODE?

Access to your email address associated with the myCubby Portal is required.

- If you do not know your Pin Code, click [I do not know my Pin Code.](#)
- If you do not know your ID Number, click [I do not know my ID Number.](#)

WHAT IF I STILL NEED HELP? https://portal.santarosa.edu/SRWeb/SR_HelpPin.aspx

Contact the **Student Help Desk**.