

Getting Help with Simple Syllabus



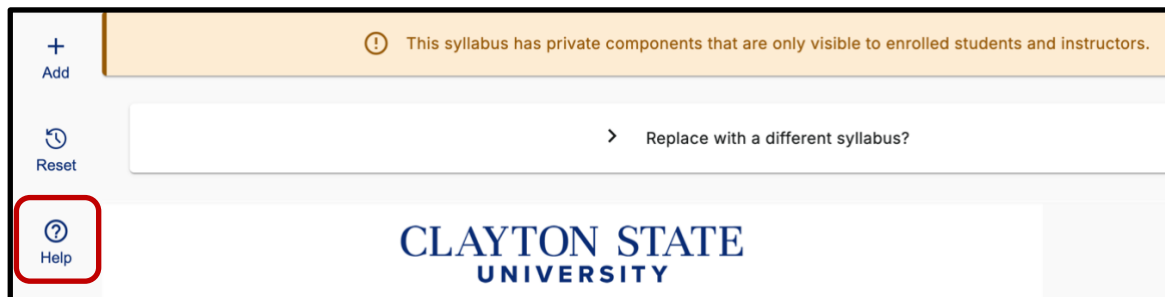
Overview

This guide provides helpful information for finding support and assistance with Simple Syllabus. Whether you have questions about creating or updating a syllabus, encounter an issue with a feature, or need help navigating the platform, this guide will help you identify the appropriate resources and support options available.

Use the information below to find answers, access helpful resources, and connect with Simple Syllabus Support when additional assistance is needed.

1. There are multiple ways to locate the help icon.

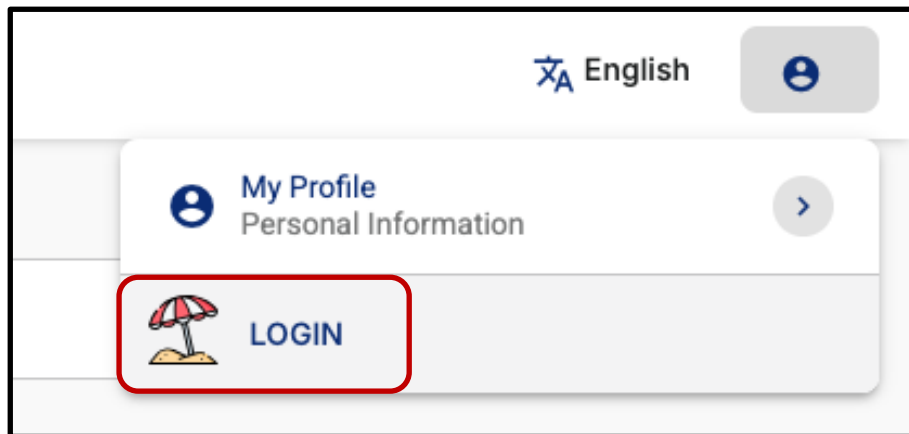
(Option 1) When you're in editing mode for your Syllabus.



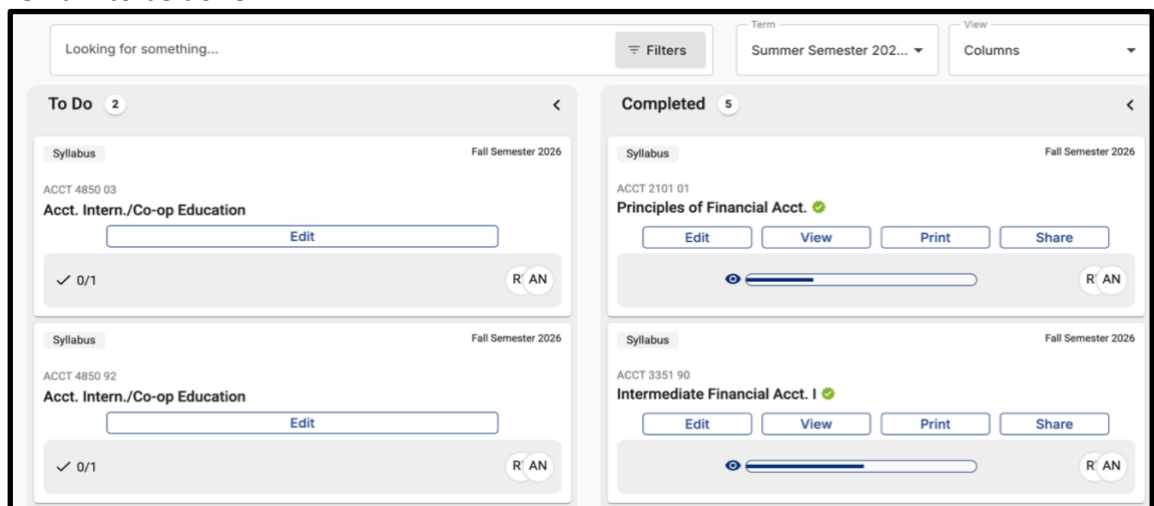
or

(Option 2) Go to the [Simple Syllabus website](#)

- a. Click the account icon in the top right corner and Log In using you CSU Credentials



- b. This brings up your dashboard and shows all syllabi you have completed and those that remain to be done.



- c. On the left side at the bottom, you will see a blue circle with a white question mark. Click on the question mark.



2. Once the icon is selected you'll see on the right of your screen a Simple Higher Ed Help window appears prefilled with your name and email address. There are 3 options provided for receiving support:

- **Support Desk:** On the first option showing, you can submit a Help Request by completing the section that ask for details including images, etc and you can also upload files here for them to review to provide assistance. The more specific evidence you can provide, the better chance of providing meaningful assistance.

Support Desk AI Chat Knowledge Base

Simple Higher Ed Help

Need help? Fill out the form below and a team member will reach out.

Name*
Sample Name

Email*
SampleName@clayton.edu

Subject*
Simple Higher Ed Help Request

B *i* U **A** **≡** **≡** **≡** **≡** **≡** **≡**

How can we help? Please include any helpful details, including images and videos as needed.

*Required

Send Cancel

- **AI Chat:** The second option shown on the top tabs is an experimental AI chat. You can type in your questions and determine if the AI assistant can be of help.

Support Desk AI Chat Knowledge Base

Experimental AI Chat

What can I help you with?

Why am I seeing the sit tight message?
When will students see my document?

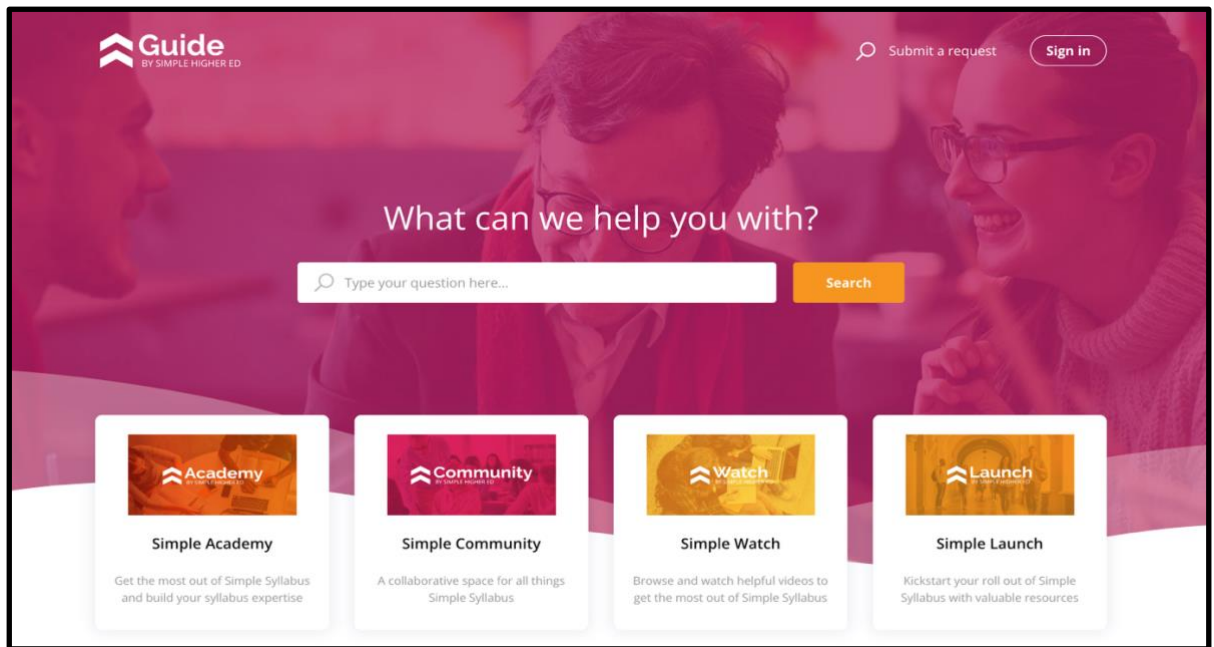
Type your question here...

Characters : 0/750

Send Cancel Powered by OpenAI

- **Knowledge Base:** The final option is to be linked to the Simple Higher Ed knowledge base to search to see if anyone else has experienced your issue to learn of the resolution that was provided.

[Simple Syllabus Knowledge Base](#)



If you are unable to resolve an issue submitting a Support Desk request is the best way to receive additional assistance. Be sure to include as much detail as possible, along with screenshots or files that may help explain the issue. Providing complete information will help the Simple Higher Ed support team better understand your situation and work toward a resolution.