Student Guide: Request Help

Do you have a question about your class or are you unsure of where to go to get a question answered? Use the Request Help feature within Starfish and you will receive a response from a UC Expert within 24 business hours (or up to 48 business hours during heavy request times).

1. Go to canopy.uc.edu and log-in with your UC username and password.
2. Under Tools on the left-side of the page, click Starfish.
3. Click Request Help.
4. Click the blue Help Me button.
5. In the box that pops up, select the appropriate **Type** based on your question.
6. Select a course (if you have a question about your course).
7. Enter your question in **Details**.
8. Click **Submit**.
9. You will receive a confirmation email that your question was submitted.

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