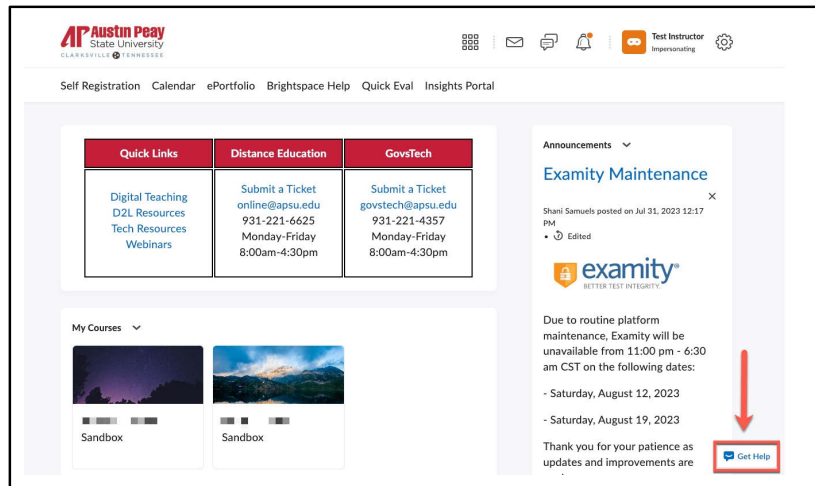# Distance Education

Using the D2L Get Help Button

1. Log in to APSU's D2L Brightspace environment through **OneStop** or by visiting **elearn.apsu.edu** and entering your single sign-on credentials.
2. Access the D2L Need Help button by clicking on the **Get Help** button at the bottom right-hand corner of the page.

3. On the pop-up window, you will see some popular topics to search. Select one of the topics listed, **or** select **I have a different question** to type in your own short body of text related to a course inquiry/concern and select **Send**.
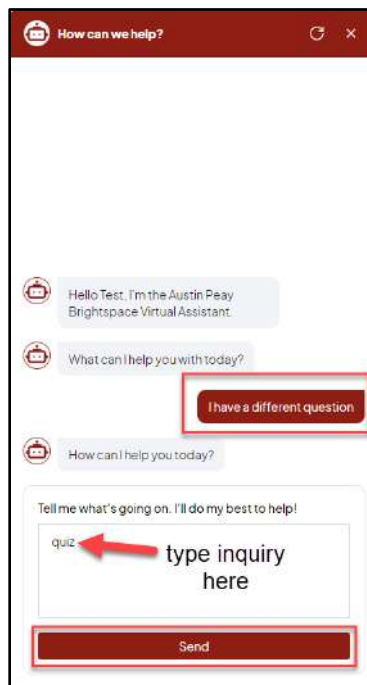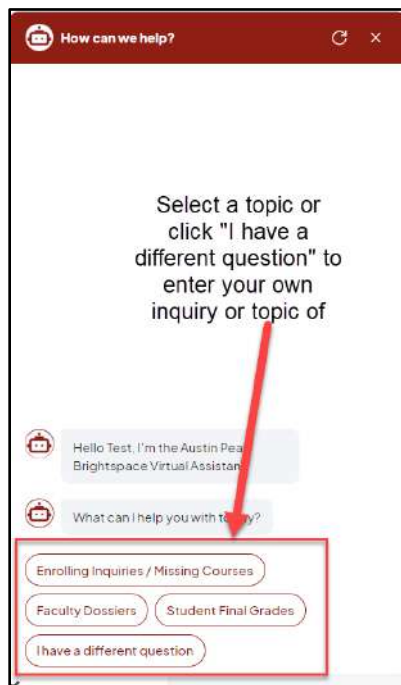
4. The Need Help button will automatically find Brightspace Community articles that are relevant to the inputted search. Click **Read Article** to read information included in the provided resources. When finished with the support article, click the **back arrow** to return to the previous screen.
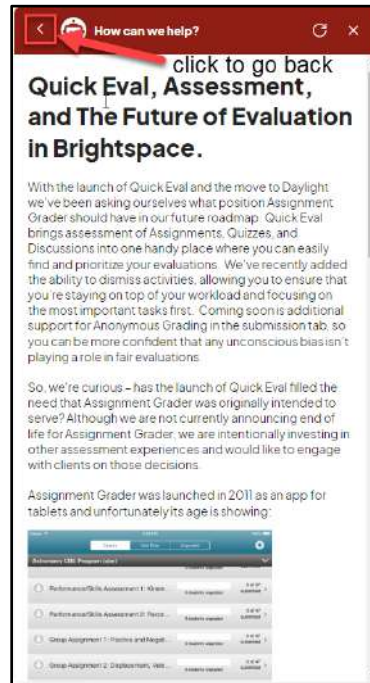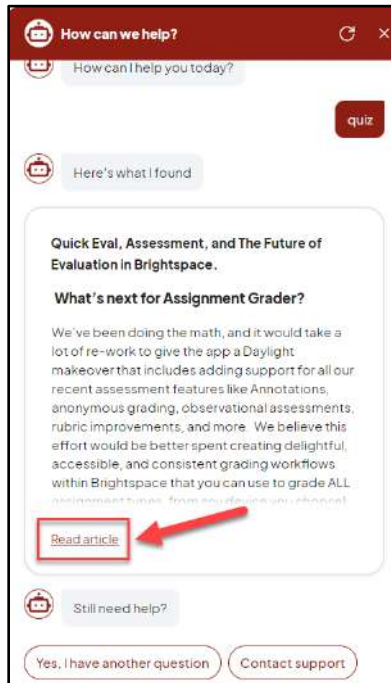
5. If you do not wish to read the articles or the provided resources do not answer inquiry or solve your issue, there are two options:
   a. **Yes, I have another question** will allow you to search a new topic (return to step 3).
   b. **Contact support** will give you the option to connect with a live support agent via email or live chat.