Quick Start Guide
Canvas – Help Desk for Instructors

Introduction:
This guide will cover how to access the 24-hours a day/7-days a week Canvas Technical Support Center. While the Office of Distance Learning & Instructional Technology is able to provide assistance, the Canvas Technical Support Center can typically respond more quickly to assistance requests and operates outside of normal business hours.

Getting Started:

1) Login to UNT Dallas Canvas using EUID / Password.

2) From the Left Navigation, click “Help”.

3) Select the method you prefer for speaking with a support representative.

Little lost? Try here first!

Search the Canvas Guides
Find answers to common questions

OTHER RESOURCES

Conference Guides for Remote Classrooms
Get help on how to use and configure conferences in canvas.

Chat with Canvas Support (Students)
Live chat with Canvas Support!

Chat with Canvas Support (Faculty)
Live chat with Canvas Support!

Canvas Support Hotline (Students)
1 833-668-8634

Canvas Support Hotline (Faculty)
1 833-668-8635
Support Limitations:

- Canvas Technical Support can only assist with matters that are directly related to Canvas. This includes functionalities such as quizzes, discussions, assignment submissions, gradebook, announcements, collaborations, conferences, groups, and many more.

- Canvas Technical Support is unable to provide assistance with any 3rd party services (e.g. Pearson myMathLab, Cengage/MindTap, McGraw-Hill, FlipGrid, Microsoft Office 365, Panopto, Turnitin, Respondus LockDown Browser / Monitor, and ZOOM).
  - Pearson myMathLab Support
  - Cengage Support
  - McGraw-Hill Support
  - Turnitin Support (or contact DLIT for assistance)
  - FlipGrid Support (or contact DLIT for assistance)
  - Respondus LockDown Browser / Monitor Support (or contact DLIT for assistance)
  - ZOOM – contact DLIT for assistance
  - Microsoft Office 365 – contact OIT for assistance
  - Panopto – contact DLIT for assistance

- Canvas Technical Support cannot provide assistance with UNT System password resets. Password resets are managed at the UNTS Account Management System, which is managed by UNTS Information Technology Shared Services.