

# Quick Start Guide

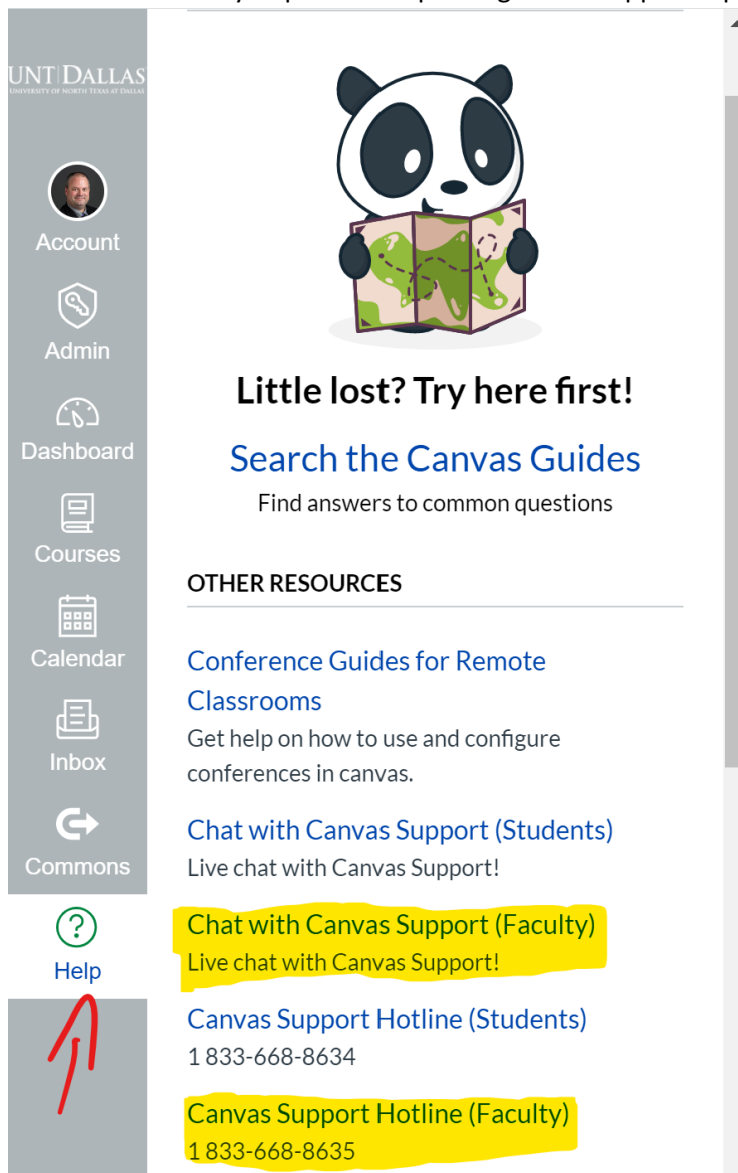
## Canvas – Help Desk for Instructors

### 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.



The screenshot shows the Canvas LMS interface. On the left is a vertical navigation menu with icons and labels for Account, Admin, Dashboard, Courses, Calendar, Inbox, Commons, and Help. A red arrow points to the 'Help' option. The main content area features a cartoon panda holding a globe, the text 'Little lost? Try here first!', and a search bar for 'Search the Canvas Guides'. Below this is a section titled 'OTHER RESOURCES' with several links: 'Conference Guides for Remote Classrooms', 'Chat with Canvas Support (Students)', 'Chat with Canvas Support (Faculty)', 'Canvas Support Hotline (Students)', and 'Canvas Support Hotline (Faculty)'. The 'Chat with Canvas Support (Faculty)' and 'Canvas Support Hotline (Faculty)' links and their descriptions are highlighted in yellow.

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### 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 3<sup>rd</sup> 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.