

Quick Start Guide

Canvas – Help Desk for Students

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](#) with 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 Help interface. On the left is a navigation menu with icons for Account, Dashboard, Courses, Calendar, Inbox, and Help. The Help icon is highlighted with a red circle and a red arrow points to the search bar in the main content area. The main content area has a header 'Help' with a close button. Below the header is a cartoon panda holding a globe. The text reads 'Little lost? Try here first!' followed by a search bar labeled 'Search the Canvas Guides' with the subtext 'Find answers to common questions'. Below this is a section titled 'OTHER RESOURCES' with two highlighted links: 'Chat with Canvas Support (Students) Live chat with Canvas Support!' and 'Canvas Support Hotline (Students) 1 833-668-8634'.

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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 views, 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 assist with instructional materials or provide tutorial assistance to callers.
- 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.