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.
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.