Additional Virtual Classroom Resources

More UT Resources

Due to the campus closure, you may need to move components of your courses online. The links below provide information/resources to help continue teaching using Canvas and other technology tools.

- If you need **one-on-one** help, UT is offering remote office hours. Please visit the UT Canvas team Remote Teaching Resources page
- Continue Teaching During Campus Closures (UT’s Faculty Innovation Center)
- Creating a Teaching Back-up Plan (UT’s Canvas team)
- Got Canvas-specific questions? You can email the Canvas team at canvas@utlists.utexas.edu or visit the Canvas Training Center.
- Mary Crawford (mary.crawford@utexas.edu) can help with course redesign and planning how to adjust learning activities and assessments.
- For more info like these links above visit: Instructional Design and Program Management

More Zoom Resources (by Zoom)

**Zoom has its own online resources and tutorials which we've listed below**

- Step-by-step page to get started **Getting started on Mac and PC**
- There is a collection of **video tutorials** that cover basic and advanced Zoom features
- There are daily **Live Training Webinars** available that you may register to attend. These webinars demonstrate Zoom’s abilities and give you a picture of what a student in an online class would experience. **Previously recorded webinars** are also available if you would like to watch them without participating
- Zoom has an **extensive FAQ** section where you may find answers to specific questions and the Zoom search field is very powerful on their support site
- If Zoom does not seem to be working correctly you can check the **Zoom Service Status** page. This page will give you information about whether the service is experiencing disruptions. Due to the sudden load on Zoom from the many colleges and businesses shifting to online collaboration, there may be occasional outages
- For more advanced users there are **virtual break-out rooms** that you can utilize during class.
- If all this fails you can check out [https://support.zoom.us/hc/en-us](https://support.zoom.us/hc/en-us)

**Features not accessible or grayed out?**

If you encounter settings or features that are grayed out or get a “No permission. (number)” message, UT has not yet configured that feature for our site license. You may email **VC-Trouble@mccombs.utexas.edu** to have your issue brought up for consideration by UT. However, do not expect an immediate fix as feature requests can take some time to activate or implement

Still need help?

**For McCombs faculty**, please contact Media Services via email or phone:

- **Email** ZoomHelp@mccombs.utexas.edu
- **Call** 512-232-6679 (GSB/CBA) and 512-232-4646 (RRH)

**For all other UT faculty**, please contact your respective college or school