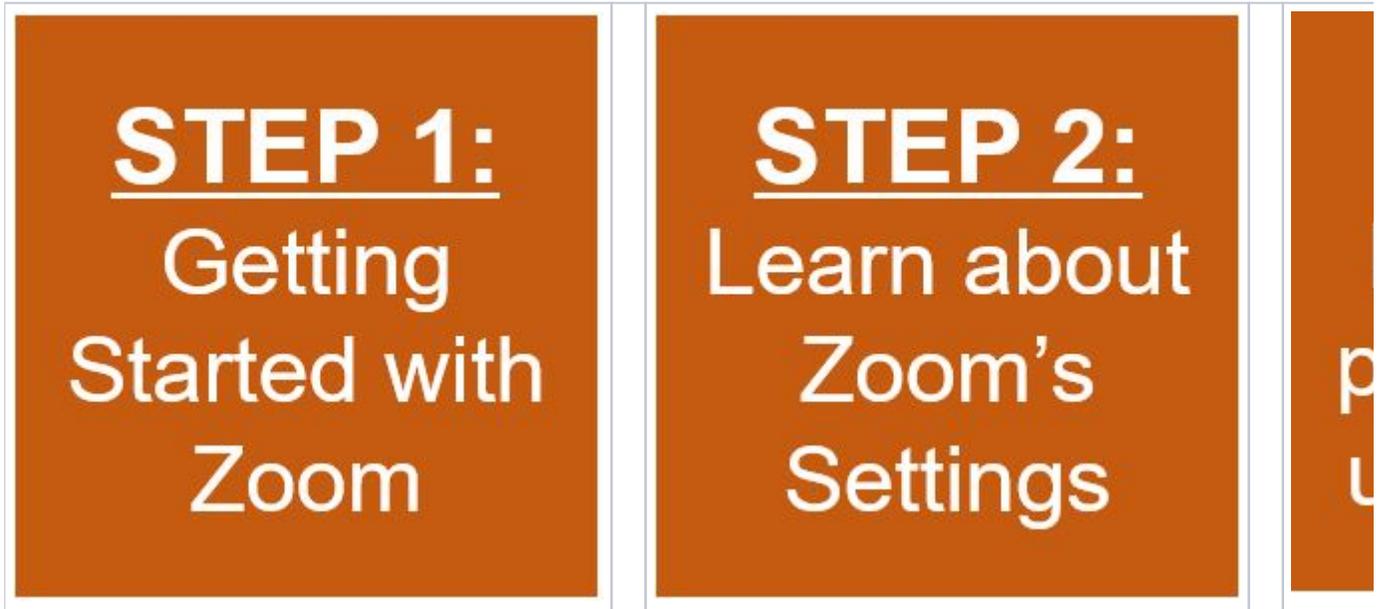# Media services

How to use this wiki: We have designed this wiki to have an online class structure and sets of prescribed steps. Start by clicking on Step 1 below and make sure you've reviewed it completely before moving to Step 2. We would like all teachers to <u>complete all four steps first</u> before emailing questions or asking for 1-on-1 help. Ideally, all of your questions can be answered in this wiki. If not, please email Media Services via the email below so we can address the issue or point you to that training. If additional training needs to be created, we'll do so ASAP and post it on this wiki. Please continue now to Step 1

After you finish all four steps, whats next?

It's time to practice! We recommend you find a faculty buddy, TA, or even a willing student to practice and test things out with you. Remember that you can change a TA's role in Canvas to "student" or add another teacher in Canvas as a "student" to do a more realistic test.

Video Instructions on Connecting to MSB Zoom Rooms

Please watch the video pertaining to the MSB building that your class is located in for a quick tutorial on how to use the Zoom rooms.

UTC: https://utexas.app.box.com/s/i71ad63imv0rfbelisf61ozbwrzike26

RRH: https://www.youtube.com/watch?v=4YzQH7cYp50&list=PL32TobLoKLYoCpg_YiJKwhvfNur32qzN2&index=3&t=0s

CBA: https://www.youtube.com/watch?v=A4xXRzdw12k&list=PL32TobLoKLYoCpg_YiJKwhvfNur32qzN2&index=4&t=0s

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Student Emergency Services

Student Emergency Services provides assistance, intervention, and referrals to support students navigating challenging or unexpected issues that impact their well-being and academic success.

Personal Emergency Situations

In aninstance of family emergency, medical or mental health concern, or academic difficulty due to crisis or an emergency situation please have your students visit:

- https://deanofstudents.utexas.edu/emergency/

UT Student Emergency Services at one point was providing emergency tech support to students who needed a computer, phone, or high-speed internet to access remote classes. If your students need such assistance still, please have them get more details and submit a request at:

- https://deanofstudents.utexas.edu/secure/emergency/fundrequestform.php

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UT Remote Teaching One-on-One Help

If you need one-on-one help, UT is offering remote office hours. Please visit the UT Canvas team Remote Teaching Resources page

- **https://utexas.instructure.com/courses/633028/pages/office-hours-and-workshops**

This site has a large collection of remote teaching tutorials as well as webinar training courses.You may register for UTCanvas team Zoom webinars on topicssuch as GradeScope,Proctorio Remote Proctoring,Zoom User Training, and more

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Remember!

- Bookmark this wiki link for easy access:https://wikis.utexas.edu/display/MSBTech/Media+services

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Still need help?

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

- **Email**VC-Trouble@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