

## Campus Support Resources

The University of Nebraska-Lincoln is committed to helping you succeed here as a student. There are a number of resources available on campus to help support you through a wide variety of challenges.

- [Counseling and Psychological Services \(CAPS\)](#)[Links to an external site.](#)
- [Student Affairs](#):[Links to an external site.](#) Provides links to a wide variety of support services
- Forward to Fall: [Resources for COVID-19](#)[Links to an external site.](#)
- Food Insecurity: [Husker Pantry](#)[Links to an external site.](#)
- [Services for Students with Disabilities](#)[Links to an external site.](#)
- [OASIS](#):[Links to an external site.](#) Office of Academic Success and Intercultural Services
- [Career Services](#):[Links to an external site.](#) Start preparing for your career after graduation now!
- [Trio Services](#)[Links to an external site.](#)
- [Center for Advocacy, Response, and Education](#) [Links to an external site.](#): offers support for victim/survivors of interpersonal violence and other crimes
- [Center for Academic Success and Transition](#)[Links to an external site.](#): This center is completely dedicated toward student academic success, providing workshops and resources to help you manage your time, develop study skills, work with an academic coach as needed, and much more!

## Technology Resources

### Canvas Resources

Canvas is the University of Nebraska Learning Management System. All of your course materials, assignment submissions, and communication will happen within this Canvas. Below, please find some important resources if you are just getting familiar with Canvas:

- Be sure to bookmark the login URL for Canvas: [my.unl.edu](https://my.unl.edu)[Links to an external site.](#)
- Use the help button to get [Canvas Help \(Links to an external site.\)](#) - the live chat system works great!
- Be sure to install the Mobile App: [Apple \(Links to an external site.\)](#) or [Android \(Links to an external site.\)](#)
- Be sure to [set up your profile \(Links to an external site.\)](#)
- Be sure to [set your notification settings \(Links to an external site.\)](#)
- Remember to click the courses icon to [set what courses show on the dashboard](#)

We will be using Canvas extensively in this course. To assist you in this, here are some resources on how to use some of the specific features in Canvas that we will use in this course:

- [Short Videos by Specific Canvas Functions](#)
- [Using Canvas Calendar \(Links to an external site.\)](#)
- [How to View Annotated Feedback From My Instructor In Canvas \(Links to an external site.\)](#)
- Canvas Teams: You will work with your peer learning groups in teams, and you will have your own set of resources to work together throughout the semester.
  - Discussion Boards:
  - [Collaborations \(Links to an external site.\)](#) These are online collaborative documents that your team can work on together. I recommend using Microsoft 365 documents. Any time you need to create something together, just begin a new collaboration in your team!
  - [Conferences \(Links to an external site.\)](#) There will be times over the course of this semester that your team will need to meet together in a virtual meeting space, particularly as you begin working on your team project. If you or any member of your team has difficulty accessing these conferences, please reach out to your instructor ASAP to identify alternative methods of meeting outside of class.
- Uploading Video to Canvas as an Assignment Submission

### **Zoom Resources**

This course will rely heavily on Zoom virtual meeting space. We will come together as a class each week via this virtual space, with some of you in person and others meeting virtually every week. Your semester peer learning groups will also use this platform to meet together as a group outside of class. All University of Nebraska-Lincoln faculty, staff, and students have access to a Zoom Pro license. For more information, [visit the UNL ITS page](#), or login to <https://unl.zoom.us/> with your university email address and password. Below, please find some targeted resources to help you with this platform:



- [Joining a Zoom Meeting Room \(Links to an external site.\)](#)
- [Detailed Guide for Using Zoom \(Links to an external site.\)](#)
- [Other Help Guides for Zoom \(Links to an external site.\)](#)

### **Desktop Access**

Select the Zoom link that was provided by your instructor.

If you have never joined a Zoom session on the computer you're using, you will be prompted to download the Zoom desktop client.

You may want to review [Getting Started on PC and Mac](#) from Zoom.

## Mobile Access

Select the Zoom link that was provided by your instructor.

If you have never joined a Zoom session on the mobile device you're using, you will be prompted to download the Zoom app.

You may want to review this Getting Started documentation from Zoom:

- [Getting Started with iOS](#)
- [Getting Started with Android](#)
- [Getting Started with Blackberry](#)

## Telephone Only Access

If you're having trouble with the computer audio, or you're temporarily somewhere that you don't have access to data, you can also dial in to the Zoom session using a telephone. Toll charges may be associated with this call.

1. Use one of the following dial-in numbers:  
+1 646 876 9923  
+1 669 900 6833  
+1 408 638 0968
2. Enter the 9-digit meeting code provided by your instructor.

For complete instructions, including a list of international call-in numbers, check the [Join by Telephone](#) article from Zoom.

## System Status and Support



If you are experiencing issues with Zoom, first check the [Zoom status page](#) to see if there are known system outages.



For immediate assistance call the University technical support team at 402-472-3970 (or toll-free at 866-472-3970). Or you can email technical support at [mysupport@unl.edu](mailto:mysupport@unl.edu).

[Zoom's privacy policy](#) is available through this link.

## General Support

All students have the capability of submitting assignments through Canvas. If you have difficulty with this, it is likely due to a small compatibility issue that can be easily addressed. Please make note of the following simple troubleshooting steps if you encounter problems--these alleviate nearly all issues that students experience:

- First, log out of Canvas and log back in again. Then try to submit it a second time.
- Clear your [cache](#) /[cookies](#)  (Please click the hyperlinked words for specific directions on how to do this)

- Disable your [Pop Up Blockers](#)  (Please click hyperlinked words for specific directions on how to do this)
- [Enable Java](#) - (Please click hyperlinked words for specific directions on how to do this)
- If all of this checks out and you still have problems, please switch browsers...if you are using FireFox, switch to Internet Explorer or Safari (and vice versa)
- If all else fails, please contact the appropriate tech support: Canvas Tech Support at 472-3970