# GETTING STARTED AS A NEW UT STUDENT

LINKS IN THIS VIDEO

- MyUTK: [http://my.utk.edu](https://www.youtube.com/redirect?event=video_description&redir_token=QUFFLUhqa0l3Tl9nQUNIUHJMTXZ0b0hSOWFDVDk3c2htQXxBQ3Jtc0ttUHk1bkJWVktPbGlCQmRZN2VmX21pNUdQTTVVVlZibTZMajkzVkh0Q1RoRnVOLUlPb243OG9iWUp0czJ3TWx4dE96ak11eldkTDR1TGxvYmY4clV6NFJNVmlQalVnQk94dWR6cUpiWTVDVXJVZENtaw&q=http%3A%2F%2Fmy.utk.edu%2F&v=XG1UI5YPBfU)

- Two-Factor Authentication: [http://2fa.utk.edu](https://www.youtube.com/redirect?event=video_description&redir_token=QUFFLUhqbDB4RUM5Qm9Ua0t0dV9GWUtudkpkQnNCMl9RUXxBQ3Jtc0tsRWdwWkFLNWctRVFPNmZoZExiTC1zUndyeDJ0WXhUSjc2Qlo5Zm9sZW9LU2hZUEZpX2ZqblVqTG9iVG04MFBzOS03N1ZqS1JoM29vb2xUaGplQ3JVV3Y3MUJRbzl3NXFweTU5WkdVb3liZ1c2YlBXZw&q=http%3A%2F%2F2fa.utk.edu%2F&v=XG1UI5YPBfU)

- Online@UT (Canvas): [http://online.utk.edu](https://www.youtube.com/redirect?event=video_description&redir_token=QUFFLUhqbmk2YnRIZzdNRzZIRTZ1bGFvV3dxWVZBdVhpUXxBQ3Jtc0ttS2dhdmFZc0Jid3ZnaVA4Z2FGTzJKZGwxc18tdlU4M24ySFhxdlVmN3h4WHBIVVAwamJmUzUyMXBmMG54RFF4VzFhTTgtVnNJdXZ1Uk14UVBYY1RrTVFOeGNTRUpzeFB6Zm53ZWE0aVliaWdTdlVaTQ&q=http%3A%2F%2Fonline.utk.edu%2F&v=XG1UI5YPBfU)

- OIT guides, videos, tutorials: [http://oit.utk.edu/student-resources](https://www.youtube.com/redirect?event=video_description&redir_token=QUFFLUhqa3FtMUo5VERWZi0zeWdBTkZSWDdOR2VkdEdpUXxBQ3Jtc0tsbFc2TGk2ZHJYVUJMQm52anZuS1RlXzQ4dERTQnh0UU1hYl9rSFltdUZmazRSeTEwcWFnZWNJcTMtVlVyV2VzR0ZZM29BeWtRVHBCRU1UaE5YejV4dHN1dlZqUkFiNzdVOWhtaUxWa1JVT0ZibmVGdw&q=http%3A%2F%2Foit.utk.edu%2Fstudent-resources&v=XG1UI5YPBfU)

One Stop Student Services

- Call: 865-974-1111

- Email: [onestop@utk.edu](mailto:onestop@utk.edu)

- Website: [http://onestop.utk.edu](https://www.youtube.com/redirect?event=video_description&redir_token=QUFFLUhqbWVRb1U2MVVDVHAtMTAwZDF6ME1GLWoyMTRuZ3xBQ3Jtc0trUzZ2Tk1RMGNDSUJsQ203SElTUHlkT0NNMzY2WDJBQU14emFCV2VMNTI5UXRkQVhoY25Nd2E0RU5TQXJRYktZaUZfSjhobWRPRlN6MF9XUnhadlFfYVVMZURGOVhMbXdKSGgwZXkwT0ExN2JZSXVlQQ&q=http%3A%2F%2Fonestop.utk.edu%2F&v=XG1UI5YPBfU)

- Visit: Ground Floor, Hodges Library

OIT HelpDesk

- Call: 865-974-9900

- Chat: [http://oit.utk.edu/chat](https://www.youtube.com/redirect?event=video_description&redir_token=QUFFLUhqbXlLYm1XQUw2RDRaemxXUXU0VEhxWVBxNE5SQXxBQ3Jtc0ttYXNlbThqQm4zUlVGRVdxZDRKekVXRW1kcGtjcjNORUFuQkdSVGZ3U3N4aU9ZTXhGMU8wQVZaaExuU0NVYVYyMGJyYVZhajhCNHZXcXBvOFpGeWtCRXNlUm91R1lHOWZoaFd4SWMyWlNHcUY3VWYwYw&q=http%3A%2F%2Foit.utk.edu%2Fchat&v=XG1UI5YPBfU)

- Online: [http://help.utk.edu](https://www.youtube.com/redirect?event=video_description&redir_token=QUFFLUhqbi1LRlZZZURmSHgzc1pwTWZrTGM2bFIwY3YtUXxBQ3Jtc0ttd1huXzJ3OWd4TnBYWW5HTEZDRXhPOXRUbDdIa0lXMzJLdEc4a20zRGNDX21XLWhONG5uenB4c3JNdVlYYzA4N0NzbjhTUlpKZlVmVWtxZXFMaTFxZzAtNXRkR2lrVjVhX184ME1OUmZqVW96OWVDYw&q=http%3A%2F%2Fhelp.utk.edu%2F&v=XG1UI5YPBfU)

- Visit: Second Floor, Hodges Library

**What is MyUTK?**

MyUTK is your portal to many university services.

Access your tuition information, build your schedules, and even open your email.

Sign in with your NetID, password, and two-factor:

<http://my.utk.edu>

**Got a New Phone?**

Add two-factor right away – you’ll need it for your accounts.

<http://2fa.utk.edu>

**What is UT Alert?**

UT Alert is the emergency communications service.

When you first log into MyUTK, you’ll need to:

- Add your phone number to the UT alert system,

- OR opt out of UT Alert text messages

UT will check with you again every six months.

**How do I get around in MyUTK?**

Along the top of the site, you will see a few menus that contain helpful links. My Resources, Academic Support, Student Life, Campus Services, Campus News, My Links.

**My Resources**

Under My Resources, you’ll see: Academic History, Add/Drop Classes, Manage Meal Plan, Pay Fees/Account Balances, Search for Classes, View Grades.

**Academic Support**

Under Academic Support, look for: Advising Services, FERPA Academic Release, FERPA Financial Release, Order a transcript.

**What's my Student ID Number?**

Here you can see some of your student information. This section displays important information, such as: Your Student ID, Your email address, Your major, Your advisor.

**Messages**

Next to your information, you will see a message box. The message box will display important messages from the University regarding your account, your finances, and even major university events.

**Where can I find my schedule?**

Below your messages, you can view your class schedule.

By default the current term will be selected.

You can click the “Previous Term” and “Next Term” buttons to navigate between past and future semesters.

**Where is my bill?**

Under My Financial Information, view live balances of your tuition, VolCard and meal plan. By clicking the “View/Pay Fees” button, you can pay your tuition and any other fees.

**How do I check my UT email?**

You can also use MyUTK to navigate to websites that you will use daily. By clicking the Volmail icon, you can navigate to the Volmail page, and then your UT Gmail account.

**How do I get to my classes online?**

Canvas is UT’s Learning Management System.

Select the Canvas icon to get to your classes online.

Note: You can also reach Canvas by signing in with your UT NetID, password, and two-factor at: [http://online.utk.edu](https://www.youtube.com/redirect?event=video_description&redir_token=QUFFLUhqbTE4SVpZd0NTUHRGbi10ZWxCT1VIaXdDbXl5UXxBQ3Jtc0ttZFpDM0N3aXNSUVdvOTF4SXpvVzFwTlRWcG44cS1jRngzelRXQ2Jqejd5SDB1YlhNUEsyRm5FeGlBclROMU5TYXR1cy1qLXkwWFRqYWpIRk9FcE9mRzJiOVc3VXI0UTJEUm45aFN2Y1FsbFRoZWhkVQ&q=http%3A%2F%2Fonline.utk.edu%2F&v=XG1UI5YPBfU)

**What is Canvas?**

Canvas is the official Learning Management System (LMS) at UTK. Also known as “Online@UT (Canvas)”.

The online place for your course materials, assignments, assessments, and communication.

**How do I view my courses?**

Canvas courses are viewed within the Dashboard, which is the first thing you see when you log in to Canvas.

The Card View displays a course card for each of your favorited courses, with icons for easy access to: Assignments, Announcements, Discussions, Files.

**How do I submit Assignments?**

In the Canvas Sidebar within your course:

1. Select the Assignment from the To Do listing. Note: You can also click Assignments in the Course Menu
2. Once you have completed your work, click the Submit Assignment button.

**How do I take quizzes/exams?**

Within your course:

1. Select Quizzes in the Course Menu
2. Look for your quiz/exam and select the title to get started

**How do I view my grades?**

To see your grades in Canvas:

1. Look under your To Do list for the View Grades button.
2. The Grades Page will display your current courses and grades.

Note: Official grades will be posted at the end of the term in MyUTK.

**Can I use a mobile device with Canvas?**

Yes! Download the Canvas Student app to access your courses from anywhere. Learn more about Canvas on OIT's website. Find guides, videos, tutorials, and more at: [http://oit.utk.edu/student-resources](https://www.youtube.com/redirect?event=video_description&redir_token=QUFFLUhqa2h0eHIxNFhYVEpsODQ1T2t0cGxIYnkxVkdjUXxBQ3Jtc0tteTJLXzRXUEU5MDIwbnJySldDTEpuREo2Mk56dkliYUtnQ1dnX1FZRGprOVhJQWtITGZFS1d6bHhNb2hjaHBPMFJRYzYtMmpZT3N0Z2U1clFGVDNTVE0tTmJwZTF5SXBjRThuaXl0WmtURGFGRFhZYw&q=http%3A%2F%2Foit.utk.edu%2Fstudent-resources&v=XG1UI5YPBfU)

**Need Help?**

For MyUTK questions such as class scheduling, paying bills, viewing grades, and advising, contact:

**One Stop Student Services**

Call: 865-974-1111

Email: [onestop@utk.edu](mailto:onestop@utk.edu)

Website: [http://onestop.utk.edu](https://www.youtube.com/redirect?event=video_description&redir_token=QUFFLUhqbEt2eEwxZExFT0F1RF9JUUNtZHZHbzZnYU5oZ3xBQ3Jtc0tsM2lrUHlFM0c3dG9kWGRYZTMwamdOdXliNkVKbjJmRzRDVUYtdVJycHNzejRFX200bmVGNW4xdnk5SUhUR2RFRDA5X1lSVDNaeExJMS10X01kbV9GYkhKSTdDdlBmMlh4aDNyOUFsSElHV0hfSjJWNA&q=http%3A%2F%2Fonestop.utk.edu%2F&v=XG1UI5YPBfU)

Visit: Ground Floor, Hodges Library

For questions about Canvas, Zoom, email, passwords, and other technology, contact:

**OIT HelpDesk**

Call: 865-974-9900

Chat: [http://oit.utk.edu/chat](https://www.youtube.com/redirect?event=video_description&redir_token=QUFFLUhqa3MzN3ZvQWFXeWhoSlprTFhrNXRqV2VvUENQUXxBQ3Jtc0tuUlNhVXJfYUg2anRhQnFidEJPV3NQRVFIQ0hXUnFrZDNoUENzSHBrbmkxTXd0T1hxMjIydWdWelozYU5yZ3luVkJOMXA5bEJUbDd0NFl6cjc0WTdEanJQc2hQNU9zTmJyRjdTTklFbHpxeUhvLUM5aw&q=http%3A%2F%2Foit.utk.edu%2Fchat&v=XG1UI5YPBfU)

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