



# Getting Started As a New UT Student



THE UNIVERSITY OF  
TENNESSEE  
KNOXVILLE

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OFFICE OF INNOVATIVE  
TECHNOLOGIES



Find this presentation at [tiny.utk.edu/orientation2023](https://tiny.utk.edu/orientation2023)

# What is MyUTK?

MyUTK is your portal to many university services.

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

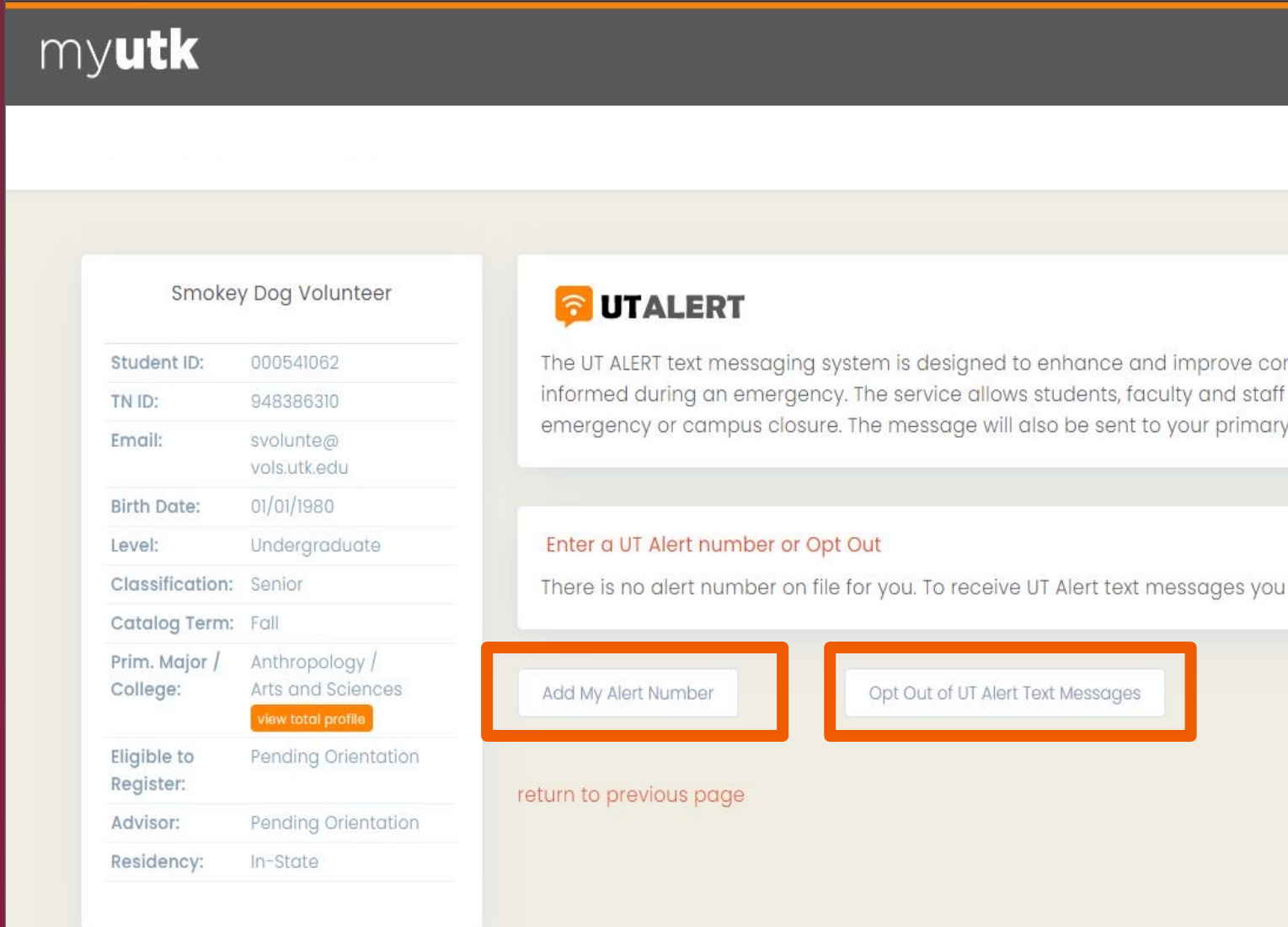
Sign in with your NetID, password, and two-factor:

**my.utk.edu**

A screenshot of the MyUTK Central Authentication Service login page. The page has a white background with a teal header. On the left, there is a sidebar with the University of Tennessee logo and links: "What is a UT NetID?", "Forgot Your Password?", "Need help signing in?", and "Current service alerts and outage". The main content area is titled "CENTRAL AUTHENTICATION SERVICE" and contains a login form. The form has a heading "Please enter your NetID and password:" and two input fields: "NetID:" and "Password:". Below the fields is a "LOGIN" button. At the bottom of the form, there is a small link: "By logging in to this site, you agree to the terms of the UT Acceptable Use Policy".

**Got a New Phone?**  
Add two-factor right away –  
you'll need it for your accounts.  
**2fa.utk.edu**

# What is UT Alert?



The screenshot shows the MyUTK website interface. On the left is a user profile for 'Smokey Dog Volunteer' with fields for Student ID, TN ID, Email, Birth Date, Level, Classification, Catalog Term, Prim. Major / College, Eligible to Register, Advisor, and Residency. On the right is the UTALERT section, which includes a description of the service, a message stating that no alert number is on file, and two buttons: 'Add My Alert Number' and 'Opt Out of UT Alert Text Messages'. Both buttons are highlighted with orange boxes. A 'return to previous page' link is at the bottom.

my**utk**

Smokey Dog Volunteer

|                        |                                    |
|------------------------|------------------------------------|
| Student ID:            | 000541062                          |
| TN ID:                 | 948386310                          |
| Email:                 | svolunte@vols.utk.edu              |
| Birth Date:            | 01/01/1980                         |
| Level:                 | Undergraduate                      |
| Classification:        | Senior                             |
| Catalog Term:          | Fall                               |
| Prim. Major / College: | Anthropology / Arts and Sciences   |
|                        | <a href="#">view total profile</a> |
| Eligible to Register:  | Pending Orientation                |
| Advisor:               | Pending Orientation                |
| Residency:             | In-State                           |

**UTALERT**

The UT ALERT text messaging system is designed to enhance and improve communication during an emergency. The service allows students, faculty and staff to be informed during an emergency. The service allows students, faculty and staff to be informed during an emergency or campus closure. The message will also be sent to your primary contact.

**Enter a UT Alert number or Opt Out**

There is no alert number on file for you. To receive UT Alert text messages you must enter a phone number or opt out.

[Add My Alert Number](#) [Opt Out of UT Alert Text Messages](#)

[return to previous page](#)

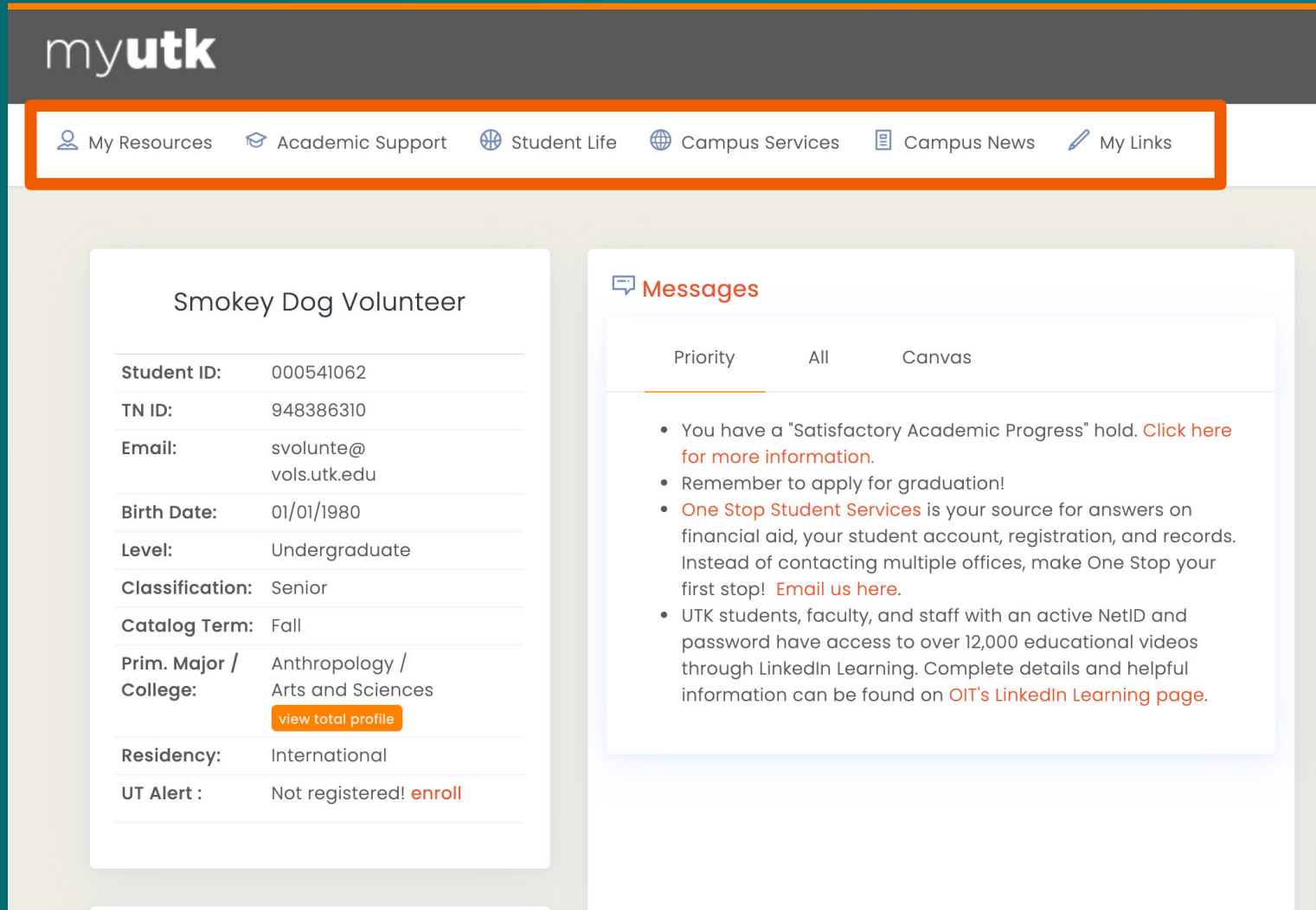
UT Alert is the emergency communications service.

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?

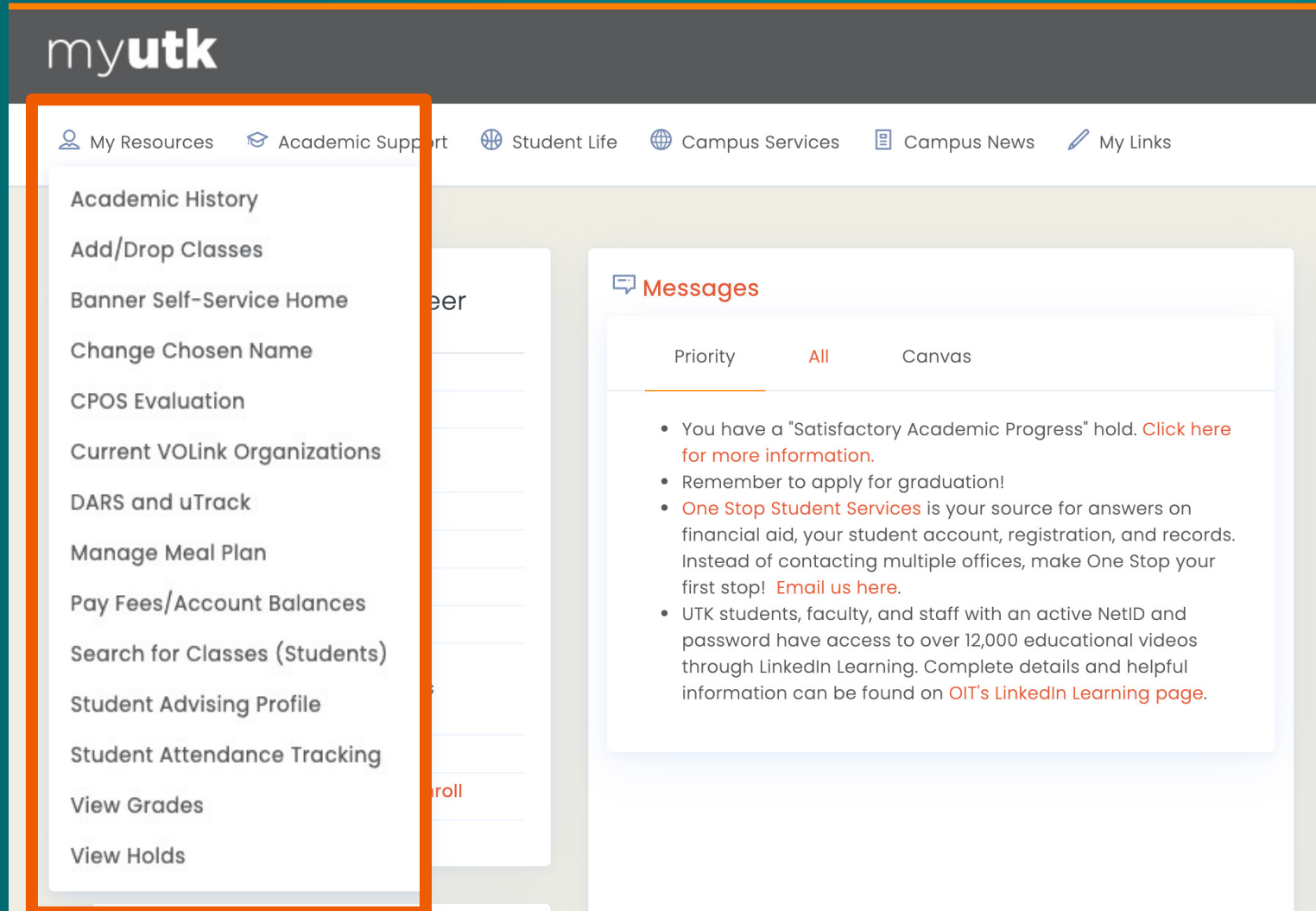


Along the top of the site, you will see a few menus that contain helpful links.

- My Resources
- Academic Support
- Student Life
- Campus Services
- Campus News
- My Links



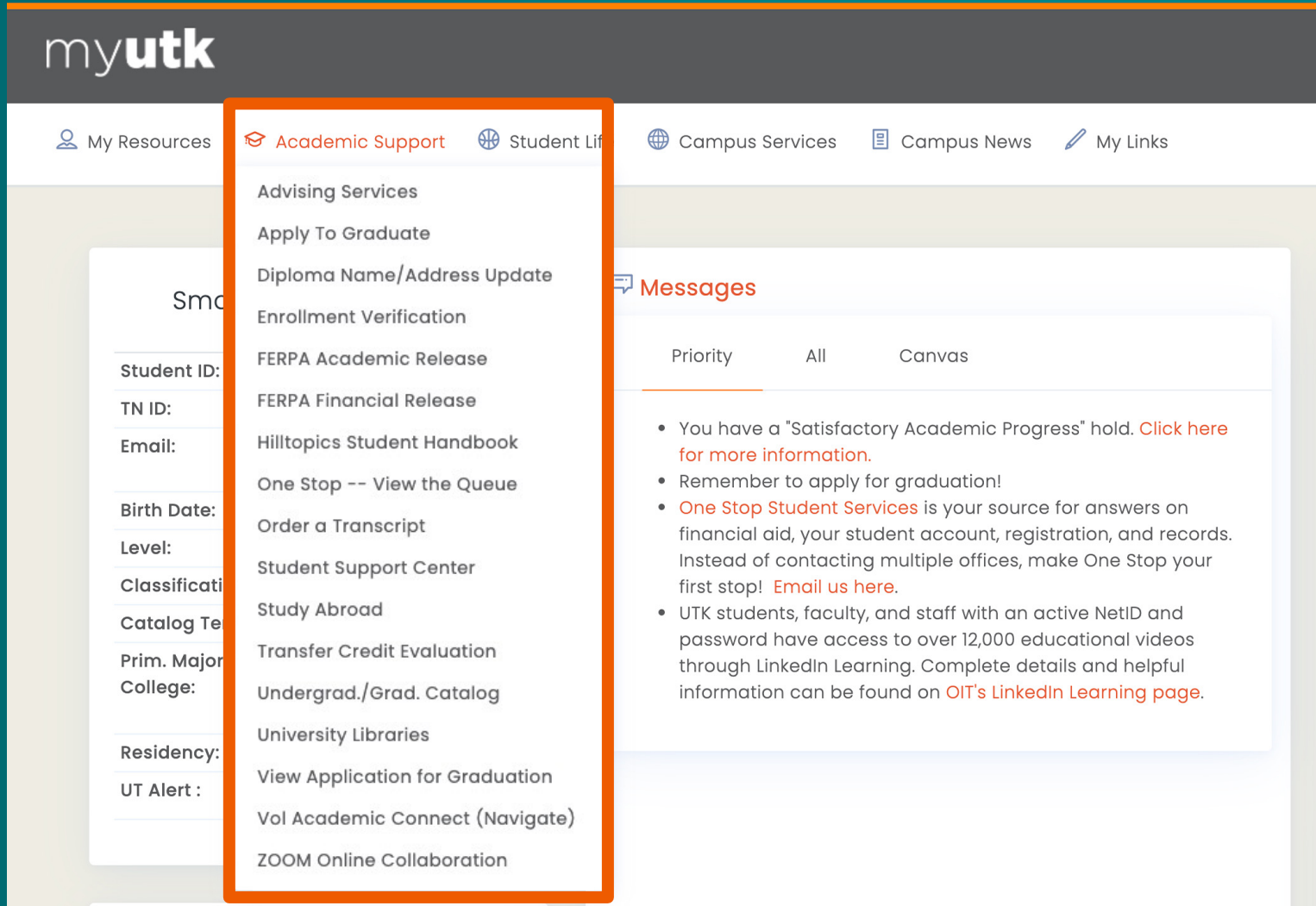
# My Resources



Under My Resources, you'll see:

- Academic History
- Add/Drop Classes
- Manage Meal Plan
- Pay Fees/Account Balances
- Search for Classes
- View Grades

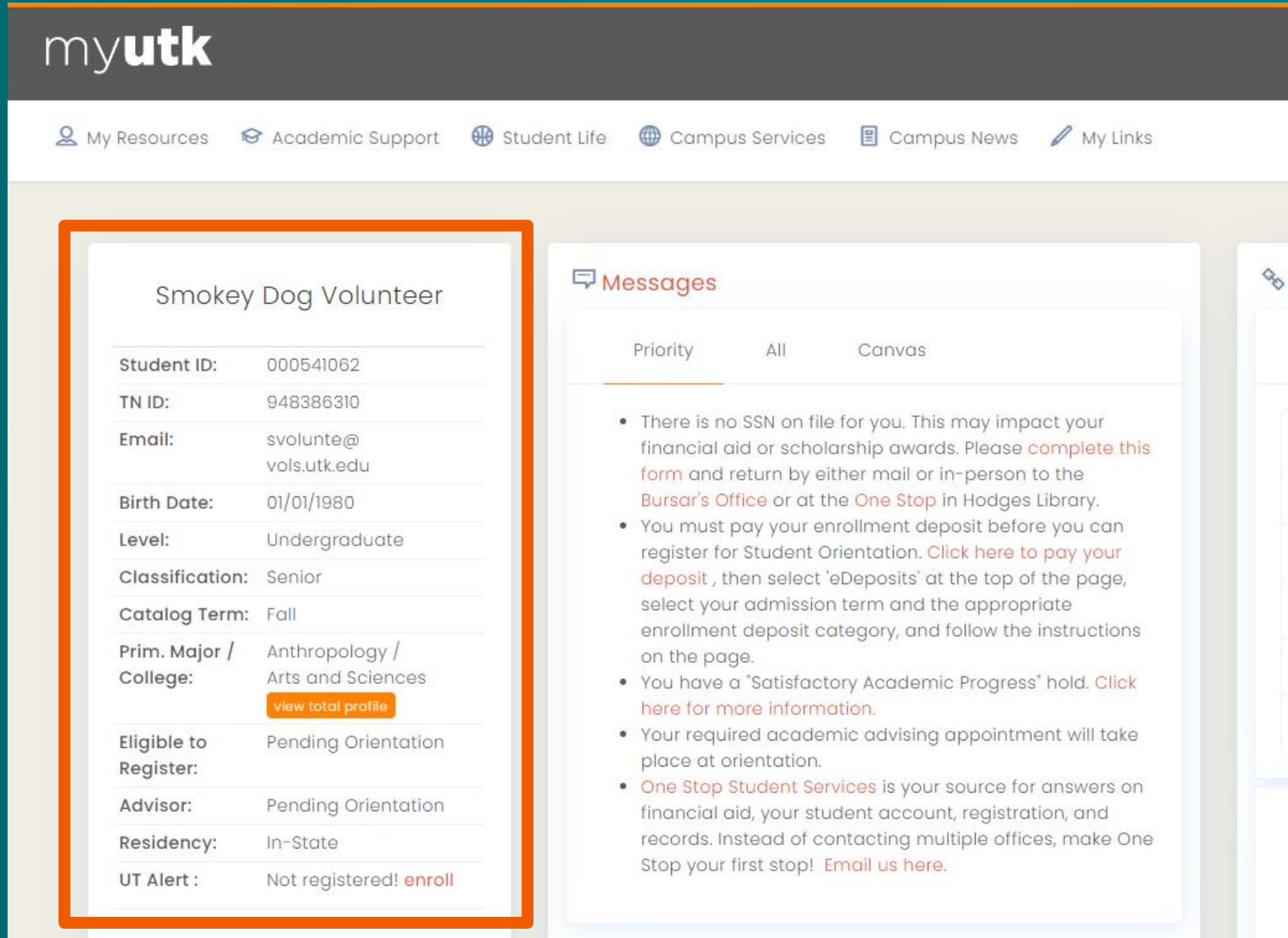
# Academic Support



Under Academic Support, look for:

- Advising Services
- FERPA Academic Release
- FERPA Financial Release
- Order a transcript

# What's my Student ID Number?



The screenshot shows the myutk website interface. The top navigation bar includes links for My Resources, Academic Support, Student Life, Campus Services, Campus News, and My Links. The main content area is divided into two sections. The left section, titled 'Smokey Dog Volunteer', contains a table of student information. The right section, titled 'Messages', displays a list of messages with a 'Priority' filter selected.

| Smokey Dog Volunteer   |  |
|------------------------|--|
| Student ID:            | 000541062                              |
| TN ID:                 | 948386310                              |
| Email:                 | svolunte@vols.utk.edu                  |
| Birth Date:            | 01/01/1980                             |
| Level:                 | Undergraduate                          |
| Classification:        | Senior                                 |
| Catalog Term:          | Fall                                   |
| Prim. Major / College: | Anthropology / Arts and Sciences       |
|                        | <a href="#">view total profile</a>     |
| Eligible to Register:  | Pending Orientation                    |
| Advisor:               | Pending Orientation                    |
| Residency:             | In-State                               |
| UT Alert :             | Not registered! <a href="#">enroll</a> |

**Messages**

Priority All Canvas

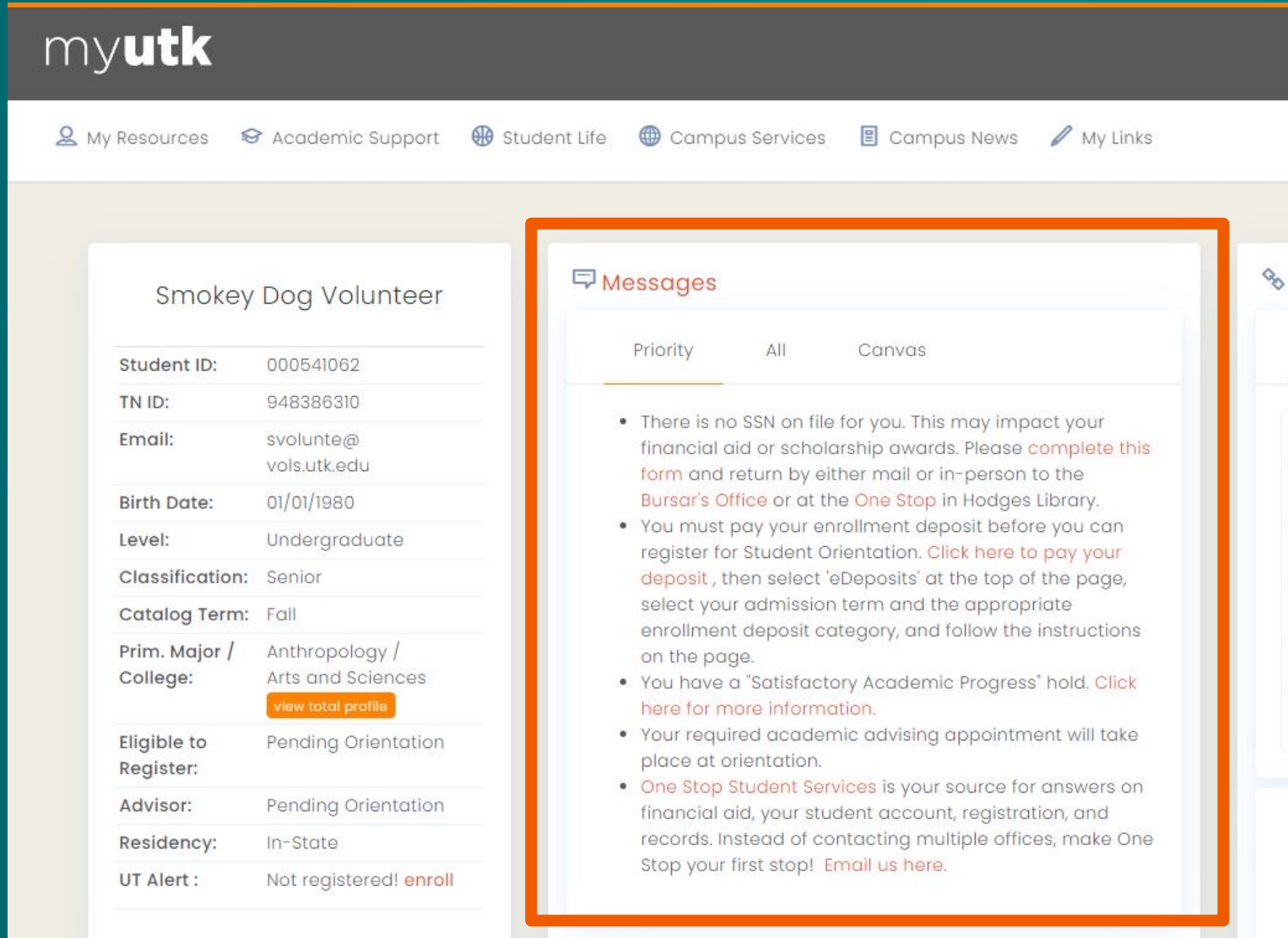
- There is no SSN on file for you. This may impact your financial aid or scholarship awards. Please [complete this form](#) and return by either mail or in-person to the [Bursar's Office](#) or at the [One Stop](#) in Hodges Library.
- You must pay your enrollment deposit before you can register for Student Orientation. [Click here to pay your deposit](#), then select 'eDeposits' at the top of the page, select your admission term and the appropriate enrollment deposit category, and follow the instructions on the page.
- You have a "Satisfactory Academic Progress" hold. [Click here for more information.](#)
- Your required academic advising appointment will take place at orientation.
- [One Stop Student Services](#) is your source for answers on financial aid, your student account, registration, and records. Instead of contacting multiple offices, make One Stop your first stop! [Email us here.](#)

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



The screenshot shows the myutk website interface. On the left, there is a user profile for 'Smokey Dog Volunteer' with the following details:

|                        |  |
|------------------------|--|
| Student ID:            | 000541062                              |
| TN ID:                 | 948386310                              |
| Email:                 | svolunte@vols.utk.edu                  |
| Birth Date:            | 01/01/1980                             |
| Level:                 | Undergraduate                          |
| Classification:        | Senior                                 |
| Catalog Term:          | Fall                                   |
| Prim. Major / College: | Anthropology / Arts and Sciences       |
|                        | <a href="#">view total profile</a>     |
| Eligible to Register:  | Pending Orientation                    |
| Advisor:               | Pending Orientation                    |
| Residency:             | In-State                               |
| UT Alert :             | Not registered! <a href="#">enroll</a> |

On the right, a 'Messages' box is highlighted with an orange border. It contains a list of messages:

**Messages**

Priority All Canvas

- There is no SSN on file for you. This may impact your financial aid or scholarship awards. Please [complete this form](#) and return by either mail or in-person to the [Bursar's Office](#) or at the [One Stop](#) in Hodges Library.
- You must pay your enrollment deposit before you can register for Student Orientation. [Click here to pay your deposit](#), then select 'eDeposits' at the top of the page, select your admission term and the appropriate enrollment deposit category, and follow the instructions on the page.
- You have a "Satisfactory Academic Progress" hold. [Click here for more information.](#)
- Your required academic advising appointment will take place at orientation.
- [One Stop Student Services](#) is your source for answers on financial aid, your student account, registration, and records. Instead of contacting multiple offices, make One Stop your first stop! [Email us here.](#)

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?

The screenshot shows a student portal dashboard with a dark teal header. The main content area is divided into several sections. A red rectangular box highlights the 'My Schedule For Fall' section, which contains a table with columns for Class, Days, Time, and Place. Below the table, it states 'You are not registered for any credit classes'. At the bottom right of this section, there are two buttons: '« previous term' and 'next term »'. Other sections visible include 'Pay Fees/Account Balances', 'VOLmail', 'UTALERT', 'My Financial Information', 'My Addresses', 'Student Success', and 'Student Life'.

| Class   | Days | Time | Place |
|---|------|------|-------|
| You are not registered for any credit classes |      |      |       |

« previous term   next term »

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?

The screenshot shows a student portal dashboard. At the top, there's a navigation bar with a search icon, a help icon, and a user profile icon. Below this, the dashboard is divided into several sections. On the left, there's a 'My Schedule For Fall' section with a table that has columns for 'Class', 'Days', 'Time', and 'Place'. Below the table, it says 'You are not registered for any credit classes'. To the right of the schedule section is a 'My Financial Information' section, which is highlighted with a red box. Inside this section, there's a table with columns for 'Account' and 'Balance'. The first row shows 'Balance' with a value of '\$0.00'. The second row shows 'VolCard Account' with a value of '\$0.00'. A red box highlights the 'view/pay fees' button next to the 'Balance' row. Below the table, there are buttons for 'add funds', 'report lost/stolen', 'view statement', 'volcard transfer', and 'international payments'. To the left of the financial information section is a 'My Addresses' section with 'Billing' and 'Mailing' addresses. To the right of the financial information section is a 'Student Success' section with a list of advisors and a 'Student Life' section with a message about distress.

Pay Fees/Account Balances

**VOLmail**  
http://volmail.utk.edu

**CANVAS**

**UTALERT**

**My Schedule For Fall**

| Class   | Days | Time | Place |
|---|------|------|-------|
| You are not registered for any credit classes |      |      |       |

« previous term   next term »

**My Financial Information**

| Account         | Balance |
|-----------------|---------|
| Balance         | \$0.00  |
| VolCard Account | \$0.00  |

view/pay fees

add funds   report lost/stolen

view statement   volcard transfer   international payments

**My Addresses**

**Billing:** ✎  
Ut Bursar's Office, Second Floor,  
Knoxville, TN 37996

**Mailing:** ✎  
1000 Neyland Dr Apt 456, Knoxville,  
TN 37916

**Student Success**

Abbott, Katherine - Secondary Advisor ✉

Jones, Karen - Secondary Advisor ✉

**STUDENT SUCCESS**

**Student Life**

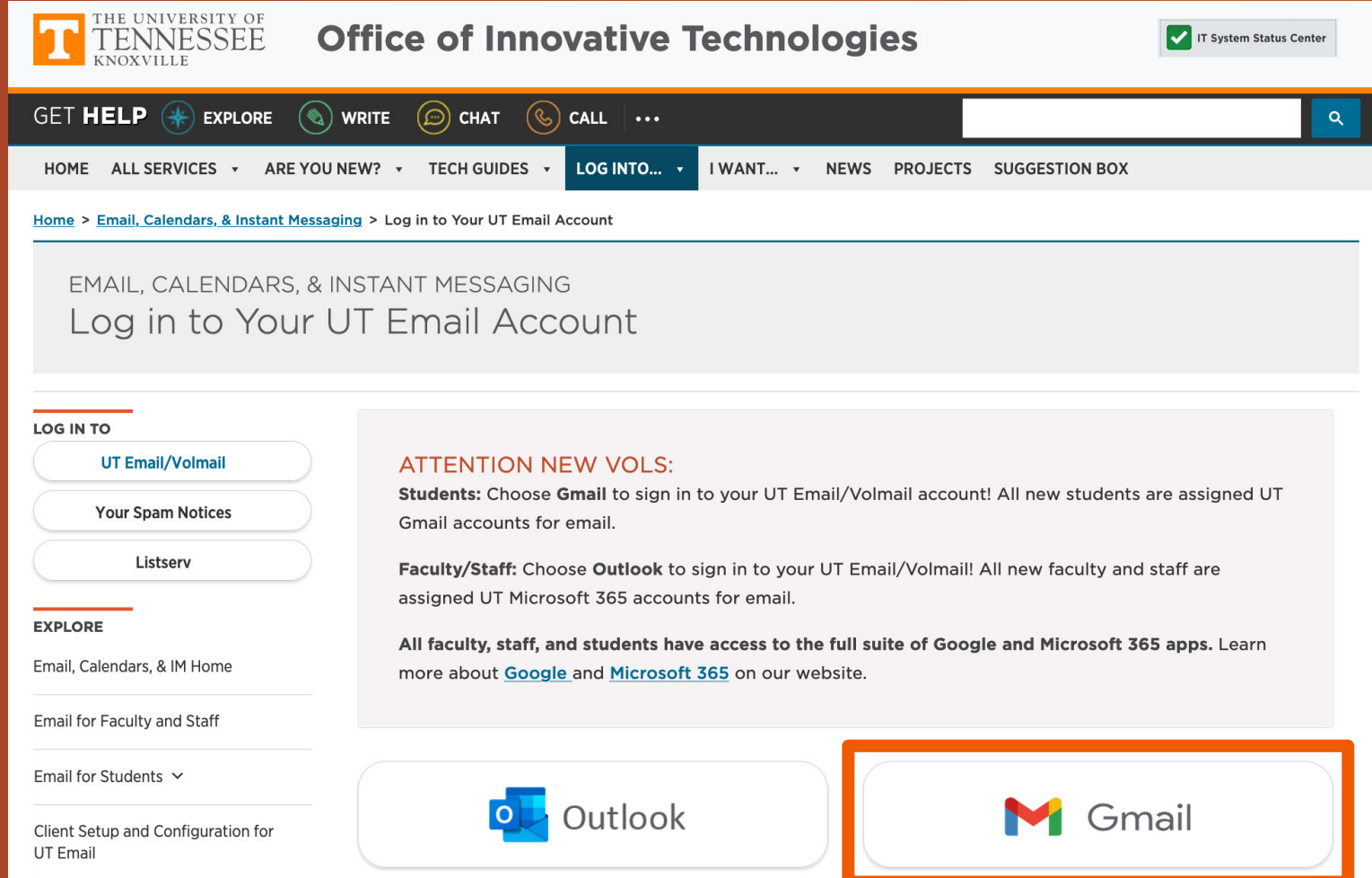
Are you or a fellow Vol in distress?

Under My Financial Information, view live balances of:

- your tuition
- VolCard
- 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?



The screenshot shows the University of Tennessee Office of Innovative Technologies website. The header includes the university logo and the text "Office of Innovative Technologies". A navigation bar contains links like "GET HELP", "EXPLORE", "WRITE", "CHAT", "CALL", and a search bar. Below this is a secondary navigation bar with links like "HOME", "ALL SERVICES", "ARE YOU NEW?", "TECH GUIDES", "LOG INTO...", "I WANT...", "NEWS", "PROJECTS", and "SUGGESTION BOX". The main content area is titled "EMAIL, CALENDARS, & INSTANT MESSAGING" and "Log in to Your UT Email Account". On the left, there is a "LOG IN TO" section with buttons for "UT Email/Volmail", "Your Spam Notices", and "Listserv". Below this is an "EXPLORE" section with links for "Email, Calendars, & IM Home", "Email for Faculty and Staff", "Email for Students", and "Client Setup and Configuration for UT Email". In the center, there is a large box with the heading "ATTENTION NEW VOLS:" and instructions for students and faculty/staff on how to sign in to their UT Email/Volmail accounts. At the bottom, there are two buttons: "Outlook" and "Gmail". The "Gmail" button is highlighted with an orange border.

THE UNIVERSITY OF  
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Office of Innovative Technologies

IT System Status Center

GET HELP EXPLORE WRITE CHAT CALL ...

HOME ALL SERVICES ARE YOU NEW? TECH GUIDES LOG INTO... I WANT... NEWS PROJECTS SUGGESTION BOX

Home > Email, Calendars, & Instant Messaging > Log in to Your UT Email Account

EMAIL, CALENDARS, & INSTANT MESSAGING  
Log in to Your UT Email Account

LOG IN TO

UT Email/Volmail

Your Spam Notices

Listserv

EXPLORE

Email, Calendars, & IM Home

Email for Faculty and Staff

Email for Students

Client Setup and Configuration for UT Email

ATTENTION NEW VOLS:

**Students:** Choose **Gmail** to sign in to your UT Email/Volmail account! All new students are assigned UT Gmail accounts for email.

**Faculty/Staff:** Choose **Outlook** to sign in to your UT Email/Volmail! All new faculty and staff are assigned UT Microsoft 365 accounts for email.

**All faculty, staff, and students have access to the full suite of Google and Microsoft 365 apps.** Learn more about [Google](#) and [Microsoft 365](#) on our website.

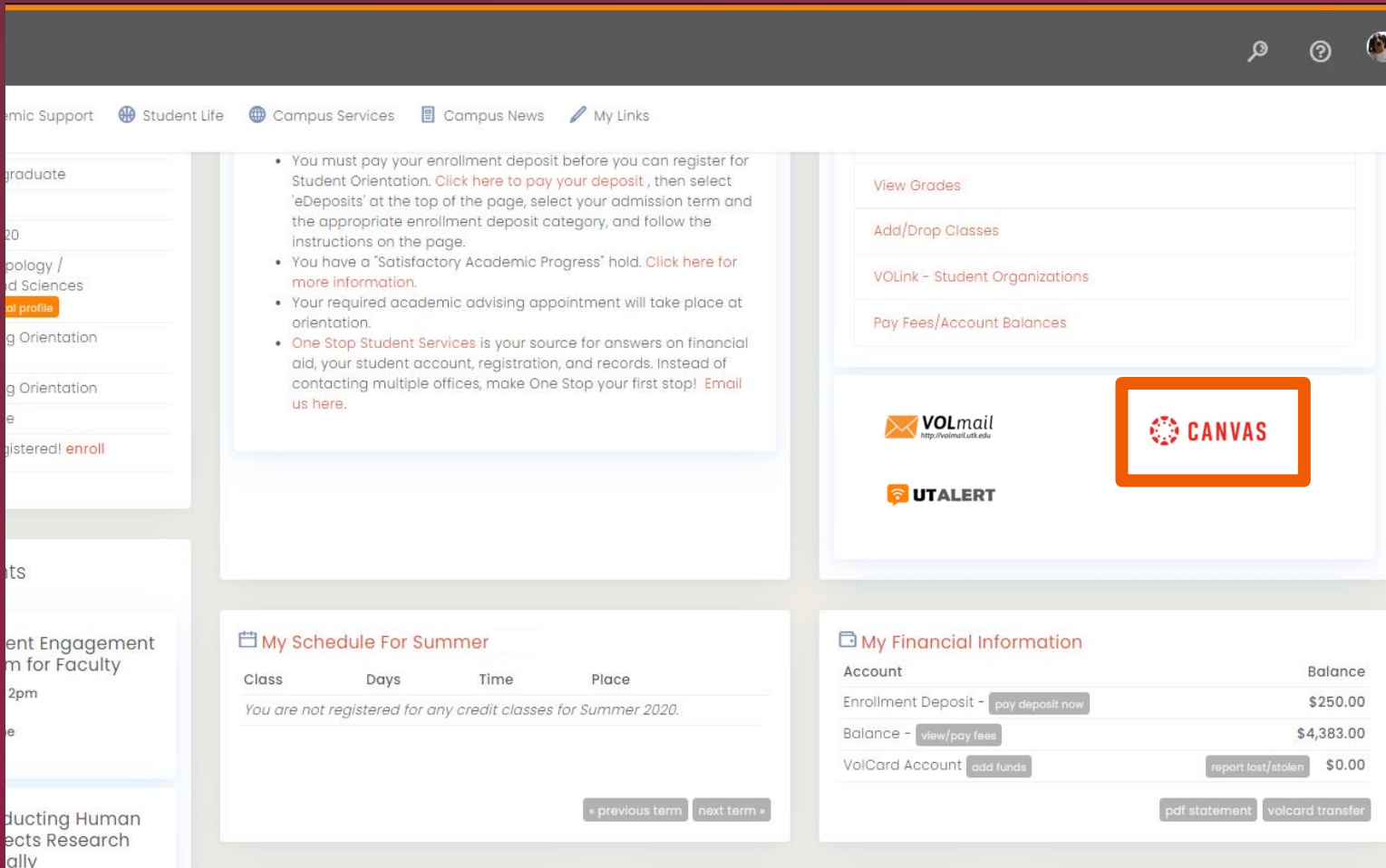
Outlook

Gmail

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:

**online.utk.edu**

# What is Canvas?



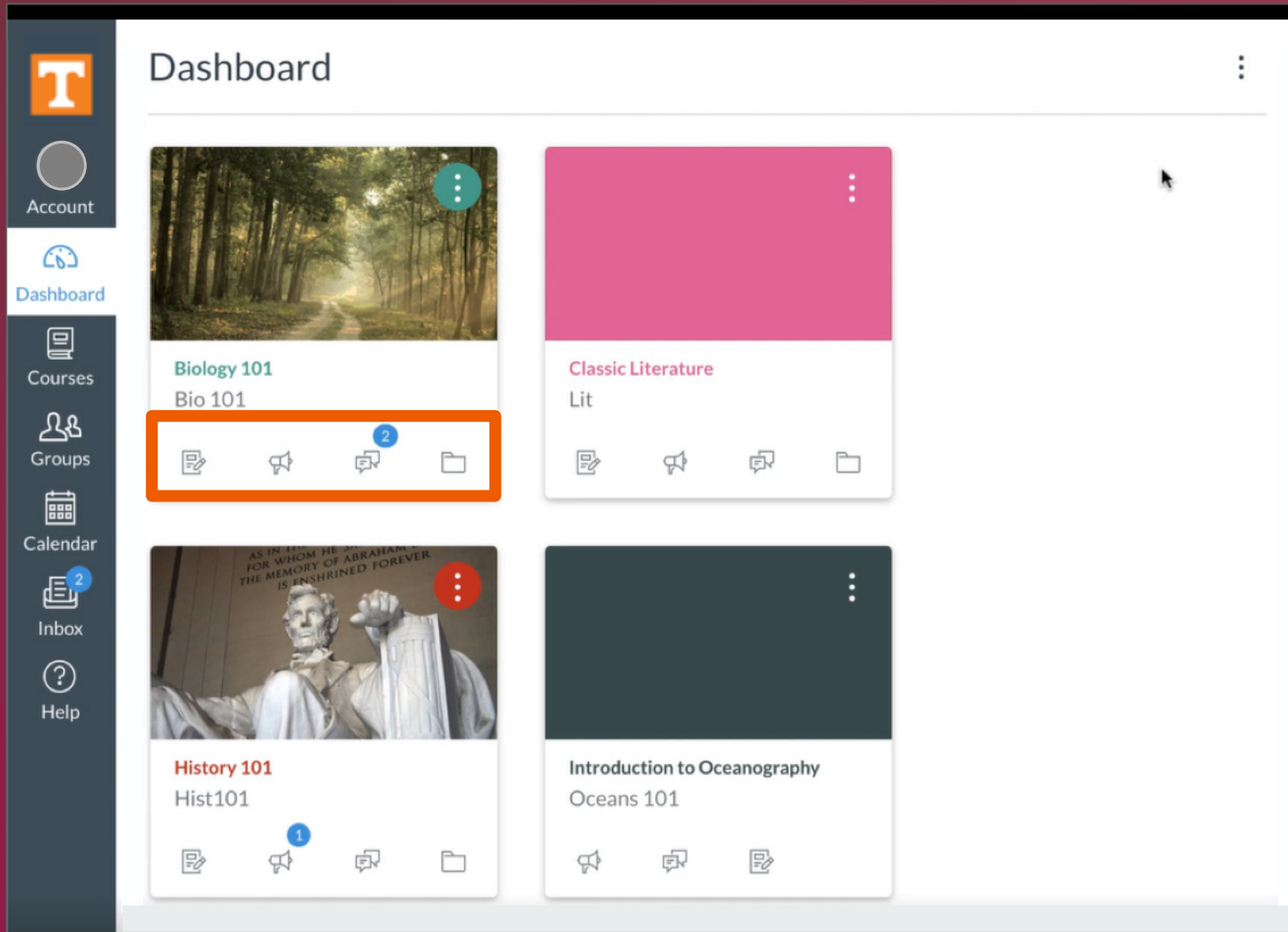
Canvas is . . .

- 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



**Changes to your schedule**  
are synced **THE NEXT DAY**  
by 9:30am ET – expect to see  
updates in Canvas the day after you  
add/drop a course.

# How do I view my courses?



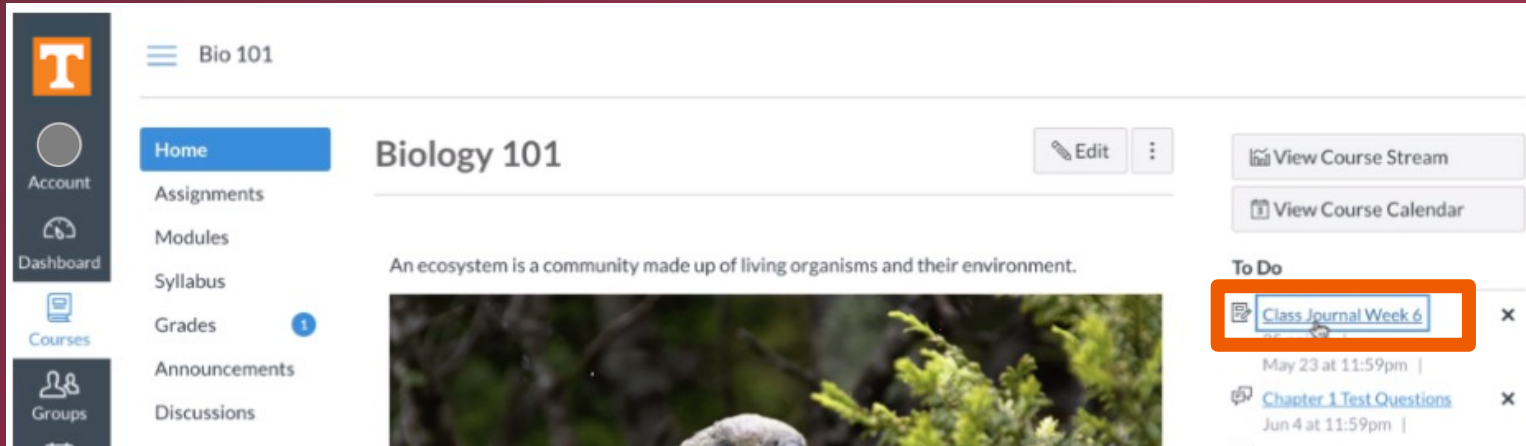
Canvas courses are viewed within the **Dashboard**, which is the first thing you see when you log in to Canvas.

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?

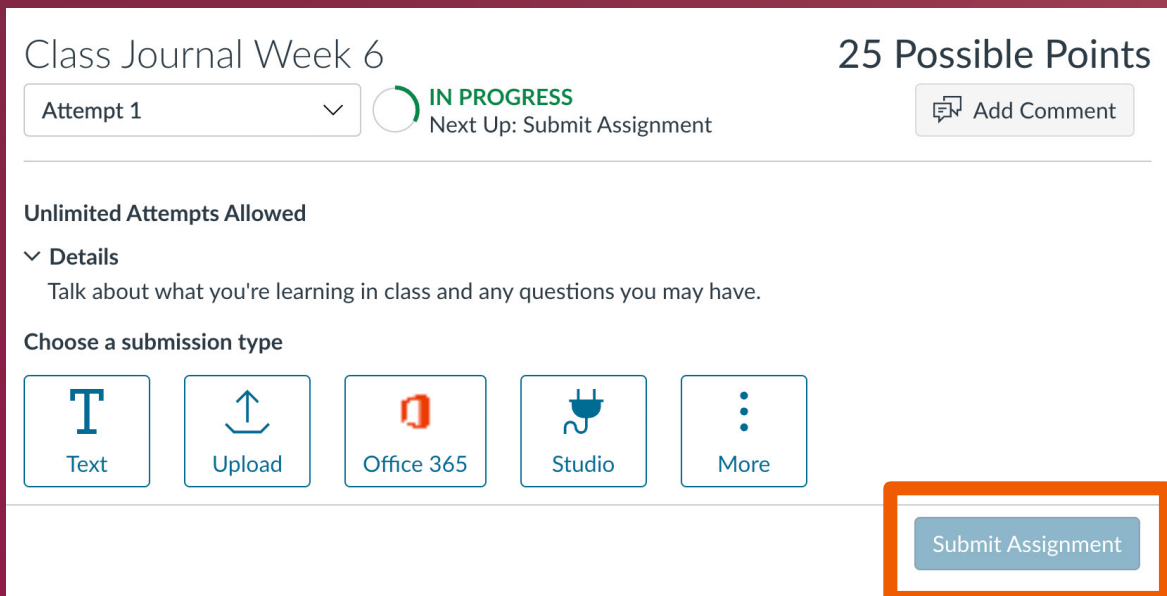


In the Canvas Sidebar within your course:

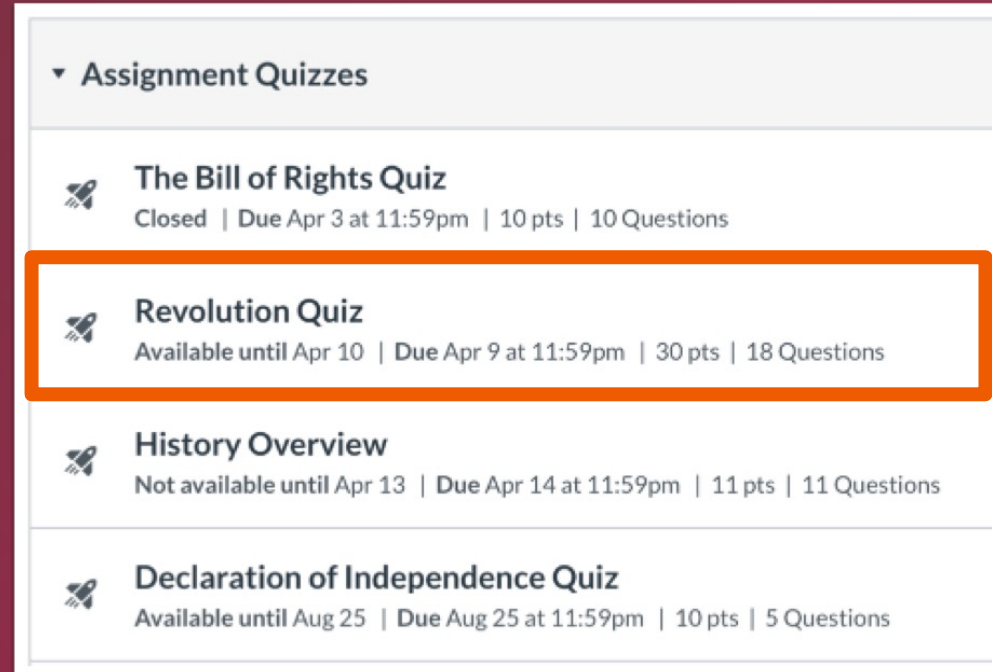
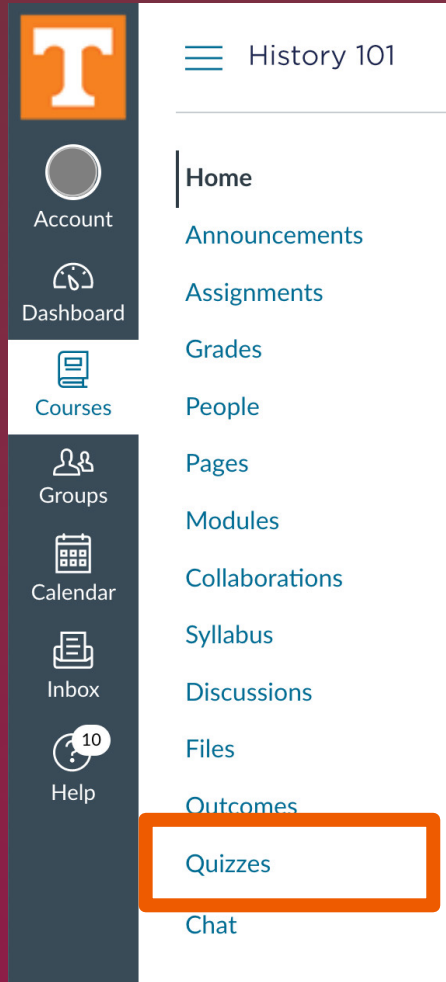
1. Select the Assignment from the To Do listing.

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?

The screenshot shows the Canvas LMS interface. On the left, the 'To Do' list includes items like 'Class Journal Week 6', 'Office Hours', 'Ecosystem Diagram', and 'Final Test Notice!'. A 'View Grades' button is highlighted with an orange box. The main content area shows the 'Grades' page for 'Bio 101'. The 'Grades' page has a sidebar with links to Home, Assignments, Modules, Syllabus, and Grades (which is highlighted). The main area displays a table of grades with columns for Name, Due, Status, Score, and Out of. The table lists items like 'Biology 101', 'Biome travel guide (brochure or video)', 'Current Events', 'Chapter 1 Discussion', and 'Debunking the Paranormal'. The 'Chapter 1 Discussion' item has a 'MISSING' status.

**To Do**

- [Class Journal Week 6](#) (Biology 101, 25 points, May 23 at 11:59pm)
- [Office Hours](#) (Zoology 101, May 24 at 4:30pm)
- [Ecosystem Diagram](#) (Zoology 101, May 29 at 11:59pm)
- [Final Test Notice!](#) (History 101, Jun 4 at 10:13am)

[Show All](#)

**Recent Feedback**

- [Biology Overview](#) (Good job on this! It looks like you need to review the section on Cell Biology again. Let me know if you have any que...)

[View Grades](#)

**Grades**

Course: [Biology 101](#) Arrange By: [Due Date](#) [Apply](#)

[Assignments](#) [Learning Mastery](#)

| Name   | Due               | Status  | Score | Out of |
|--|-------------------|---------|-------|--------|
| <a href="#">Biology 101</a>                            | Jan 22 by 11:59pm |         | 35    | 50     |
| <a href="#">Biome travel guide (brochure or video)</a> | Mar 12 by 11:59pm |         | -     | 100    |
| <a href="#">Current Events</a>                         | Mar 26 by 11:59pm |         | ✓     | 10     |
| <a href="#">Chapter 1 Discussion</a>                   | Mar 26 by 11:59pm | MISSING | 0     | 0      |
| <a href="#">Debunking the Paranormal</a>               | Mar 28 by 11:59pm |         | -     | 60     |

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.



Download on the  
**App Store**



GET IT ON  
**Google Play**

# Learn more about Canvas on OIT's website

The screenshot shows the OIT website header with the University of Tennessee Knoxville logo and the title "Office of Innovative Technologies". A navigation bar includes links like "GET HELP", "EXPLORE", "WRITE", "CHAT", and "CALL". Below this is a breadcrumb trail: "Home > Teaching & Learning Technologies > Online@UT (Canvas) > Canvas for Students". The main content area features a "NEW SUPPORT RESOURCE AVAILABLE" section for "Canvas Training for Students", which is a self-paced workshop for UTK students. It includes a link to "Enroll in Online Workshop". To the left, there's a sidebar with "LOG IN TO" buttons for "Online@UT (Canvas)" and "LiveOnline@UT (Zoom)", and an "EXPLORE" section with links to "Teaching Tools Home", "Online@UT (Canvas)", "Canvas Administration", "Canvas for Instructors", "Canvas for Students" (highlighted), "Canvas Studio", "Course Access Calendar", "LiveOnline@UT (Zoom)", "Microsoft 365", "Digital Media Services", and "Exam Scanning and Scoring (Akindi)". A "STUDENTS: LOOKING FOR HELP WITH CANVAS?" section lists steps to find help, including searching the Canvas Student Guide, exploring getting started resources, clicking the Help link in the navigation menu, and contacting UTK Canvas Support. An "ONLINE ASSESSMENTS" section mentions taking Canvas Quizzes. A "CANVAS STUDENT MOBILE APP" section provides download links for the App Store and Google Play. A small "IT System Status Center" badge is visible in the top right corner.

THE UNIVERSITY OF  
TENNESSEE  
KNOXVILLE

Office of Innovative Technologies

IT System Status Center

GET HELP EXPLORE WRITE CHAT CALL ...

HOME ALL SERVICES ARE YOU NEW? TECH GUIDES LOG INTO... I WANT... NEWS PROJECTS SUGGESTION BOX

Home > Teaching & Learning Technologies > Online@UT (Canvas) > Canvas for Students

TEACHING TOOLS  
Canvas for Students

**CANVAS**

LOG IN TO

Online@UT (Canvas)

LiveOnline@UT (Zoom)

EXPLORE

Teaching Tools Home

Online@UT (Canvas) ▾

Canvas Administration

Canvas for Instructors

Canvas for Students

Canvas Studio

Course Access Calendar

LiveOnline@UT (Zoom) ▾

Microsoft 365

Digital Media Services

Exam Scanning and Scoring (Akindi)

NEW SUPPORT RESOURCE AVAILABLE

**Canvas Training for Students** – A self-paced, asynchronous workshop for UTK students to learn about Canvas and get comfortable with its environment. The workshop provides essential training to students new to Canvas, students needing a Canvas refresher, or students wishing to stay updated with Canvas changes.

[Enroll in Online Workshop](#)

**STUDENTS: LOOKING FOR HELP WITH CANVAS?**

- Search the [Canvas Student Guide](#).
- Explore [Getting Started with Canvas](#) to familiarize yourself with using Canvas as a student.
- Click on the **Help** link at the bottom left of the global navigation menu to search the Canvas Guides for quick answers to common questions.
- [Contact UTK Canvas Support](#) or at 865-974-9900 to request help with nearly any issue you are having with Canvas.

**ONLINE ASSESSMENTS**

At some point or another during your time as a UTK student, you'll likely need to take a Canvas Quiz. Make sure things go smoothly with these [Tips for Canvas Quizzes](#).

**CANVAS STUDENT MOBILE APP**

Available for download free from the Apple® App Store or Google Play.

Available on the App Store

ANDROID APP ON Google Play

Find guides, videos, tutorials, and more at:  
[oit.utk.edu/student-resources](https://oit.utk.edu/student-resources)

Looking for UT-specific Canvas info? Check out the Canvas Training for Students online workshop



# 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)

Online: [onestop.utk.edu](http://onestop.utk.edu)

Visit: Ground Floor, Hodges Library

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

## **OIT HelpDesk**

Call: 865-974-9900

Chat: [oit.utk.edu/chat](http://oit.utk.edu/chat)

Online: [help.utk.edu](http://help.utk.edu)

Visit: Second Floor, Hodges Library

# Questions?

