

Canvas for UIW Students

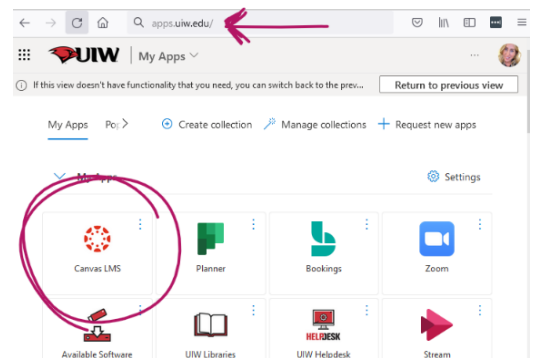
[Canvas Student Guide](#) offers user instructions and the [UIW Canvas webpage](#) has additional resources.

How do I access Canvas at UIW?

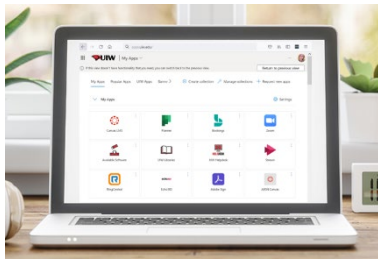
Most technology is accessed via [Cardinal Apps](#) using your UIW credentials. Contact the UIW Help Desk if you are unable to sign in or need to reset your password: 210.829.2721 | [Online Portal](#) | helpdesk@uiwtx.edu

Health Profession students can also call 210.942.4335 to connect with Help Desk and each campus tech from one number.

Note from the UIW Help Desk: Accessing apps through bookmarks or short cuts instead of Cardinal Apps may cause sign in errors.



What if I need help?



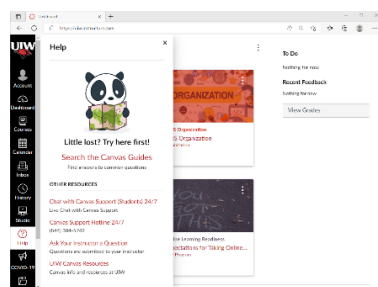
UIW Help Desk and Health Profession School Tech Support

If you need help signing in, setting up your computer, installing a compatible browser, or other general technical help with your computer contact the UIW Help Desk or your campus tech specialist. Tech support can assist you with ensuring your device meets the [minimum Canvas requirements](#). Concerns reported with Canvas to the Help Desk are routed to our Canvas administrator.



Your Course Instructor

Questions about course expectations, content, assignments, quizzes, grades, or any academic information go to your instructor, advisor, or program support roles as indicated by your instructor. Your instructor builds the Canvas course and must publish the course before you can see it on your Canvas Dashboard. Your instructor also manages the course start and end dates for when you can participate. The course can be published but not started, meaning you can look but not take any action yet.



Canvas 24/7/365 Support

If you don't know how to use a Canvas feature, such as post in a discussion, upload an assignment, or you follow the instructions and it does not work correctly: Contact Canvas Support at 844.384.5742, [chat](#), or using the question mark icon in the Canvas Global Navigation menu. Live help has access to our Canvas system to assist you using any feature or to look at what is going wrong. They'll also advise you to contact your instructor or our Canvas administrator as appropriate.

Note: Canvas reps and UIW tech support are unable to change course settings, edit content, give additional attempts, or take any actions in place of your course instructor – you must contact your instructor for these concerns.