

# SPRING 2023

## ITS CLASSROOM SEMESTER NEWSLETTER

Provided by UVA Information Technology Services and the Office of the Provost



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## **Classroom Updates:**

### **UVACanvas is live!**

Approximately 60% of the classes will be using the new LMS (Learning Management System), UVACanvas, beginning this semester. If you have an issue using Canvas, please reach out to the LTS-Support team by writing [LTS-support@virginia.edu](mailto:LTS-support@virginia.edu) (Formerly, Collab-support). You can also check the Canvas web support files at [Training & Resources | Canvas \(virginia.edu\)](#).

Please review the [FAQ](#) for an important note about using PowerPoint in the classroom from Canvas!

### **Standard Software and Special Software Requests – THIS IS A CHANGE FROM LAST YEAR \_ PLEASE READ**

Every ITS-supported classroom comes with a suite of standard software. Specialized software must be requested each semester to be installed in your assigned rooms. The standard software available in all rooms is listed below.

- *Browsers and Instructional Tools*

Chrome, Edge, Firefox ESR, Adobe Reader, iClicker Cloud, Panopto Recorder, PDF Annotator, Poll Everywhere, Zoom

- *Microsoft Office 365* (Office login is required to access OneDrive files)

Access, Excel, OneDrive, OneNote, PowerPoint, Publisher, Teams, Whiteboard

- *Other General Titles*

7-Zip, ArcGIS 108.8 Suite, ArcGIS 2.8 Pro, Ghostscript 9, Google Earth Pro, Gsview 5, SecureCRT, VLC Media Player

If you require a software title not listed, please submit a software request immediately.  
<https://classrooms.its.virginia.edu/software>

### ***Home Directory - How Do I Get to My Files?***

If you store files on the Home Directory, you will need to manually map the drive to your profile on the classroom computer. View Instructions at [How to map a home directory \(virginia.edu\)](#).

### ***Special Furniture Reminder***

- No furniture may be removed from a classroom.
- Podiums and equipment racks are not moveable. Do not relocate or rearrange any equipment.

The University reserves the right to assess charges for damage or changes to equipment, furnishings, or rooms.

## **Before Coming to Class:**

### **Take a Self-Guided TOUR**

Classrooms are open for a self-guided tour beginning January 4th, 2023. We strongly encourage faculty to come and explore the technology at their own pace. Logging into the computer before your first class will reduce first-day stress and decrease in-class setup time! Please check the classroom schedules – we have J-TERM classes starting this date as well.

If you need help with the technology, you can call (434) 982-4586 or email [classrooms@virginia.edu](mailto:classrooms@virginia.edu) for an appointment between 8 AM and 10 PM M-F. When classes are in session, technical support time is limited due to the high number of calls. We must shift our focus to resolving issues rather than training. This allows us to serve as many instructors as possible.

### **Login Credentials are Required for Classroom Computers**

Your UVA email or Workday account is required for logging into classroom computers. You can test your account at <https://its.virginia.edu>. Select LOGIN from the menu.

The ITS Help Desk can assist with all account issues. They can be reached by calling (434) 924-4357 or at <https://in.virginia.edu/helpdesk>

### **Use of Two Factor Authentication, or DUO**

Although not required to log in to the computer, DUO is a required two-factor authentication application for some accounts you may use, such as Canvas, Collab, or Office 365. We strongly recommend you install the app on your phone, configured with Eduroam Wi-Fi access. This allows you to receive the notification and sign in when your cell signal is not available. More info: <https://in.virginia.edu/2stepfaq/>

### **Using Personal Devices in the Classroom, i.e., Laptops, Phones, and Tablets**

Classroom support technicians are not able to assist in configuring any devices for Wi-Fi connection. For assistance contact the Help Desk at (434) 982-4357 or go here: <https://in.virginia.edu/helpdesk> . Alternatively, your department LSP ( [LSP Search by Department](#) ) can assist.

For more information on Wi-Fi connection, see here: <https://in.virginia.edu/about-eduroam>

If you plan to use the classroom AV (Audio Visual) system, you will need to connect to a standard HDMI cable, provided on the podium. If your device does not have an HDMI port, it will be your responsibility to provide an adapter.

### **Prepare for Using Dual Monitors and Wacom Annotation Tablets**

Step by Step instructional videos here: <https://classrooms.its.virginia.edu/tutorial-videos>

## [Need Help?](#)

### **Classroom Support is Available to Assist**

- Call the classroom hot-line at (434) 982-4586 for immediate help from 8 a.m. - 10 p.m. M-F
- For non-urgent assistance, you can email us at [classrooms@virginia.edu](mailto:classrooms@virginia.edu)
- Web Site: <https://classrooms.its.virginia.edu>

### **Other Support Resources**

**Pedagogy:** If you need in-depth help with how best to use technology for teaching with the challenges of online and hybrid formats, or just general pedagogy, please check out the following:

- Arts and Sciences' Learning, Design and Technology team: <https://learningdesign.as.virginia.edu>
- Center for Teaching Excellence (CTE) <https://cte.virginia.edu>

**Personal devices:** For help with your personal or departmental devices, accounts, or software issues, please get in touch with the following:

- The ITS Help Desk at (434) 924-4357 <https://its.virginia.edu/helpdesk>
- Departmental LSP (Local Support Partner) LSP listing by department: [LSP Search by Department](#)