Preparing Your Computer

BEFORE the term starts, please follow these steps to prepare your computer.

1. To be able to view all documents and create documents for your class, you need to have a few additional programs installed on your computer. Most computers have Adobe Acrobat Reader on them. If you don't already have this program, you can download it for free from this website: http://www.adobe.com/products/reader/.   If you don't have Word, Excel and PowerPoint programs on your computer, you should click the Office 365 link in TECHweb.

2. Before you log into Canvas for the first time, view the information to verify your computer meets the basic requirements. Here are what browsers are supported and how to adjust their settings. (Please do not use Internet Explorer or Edge with Canvas. Even though Canvas officially supports them according to this document, people have reported that do not work as well.)

3. Shortly after you registered for an online class, your Canvas username was sent to you by email. If you are unable to find that email message, your username is usually in the format of firstname.lastname. Note that there is a period between your names, but no spaces. Your default password is set to Hootie and then the last four digits of your OIT student id number. (For example, Hootie1234.)

4. You will NOT be able to access your classes until the first day of the term, but you should login to Canvas ahead of time to ensure your account is set up correctly. Open a browser, such as Firefox, and go to TECHweb. Click the Canvas icon. Type your username and password. Remember: Your classes might not even be **listed** in your account until the first day of the term. Before the term starts you could have a message in Canvas saying you aren't enrolled in any classes even though you really are enrolled in classes but they just haven't started yet.

5. For help with any Canvas technical issues or questions, click the Help icon in the bottom left corner of Canvas. You can chat, call or send an email to Canvas Support to get assistance with technical Canvas questions. (If you can't log into Canvas, please see #7 for the ITS service desk. They can help you with logging into any of your Oregon Tech accounts including Canvas.)

6. If you have questions about due dates in your class or other course content questions, please contact your instructor by sending an email message using the Inbox in Canvas. There is also a "Ask Your Instructor a Question" link listed in the Help icon in the bottom left corner of Canvas.

7. If you have other computer issues besides ones related to Canvas, please contact the ITS service desk at 541-885-1470 or email helpdesk@oit.edu.

8. Please call the Oregon Tech Online office at 866-497-0008 if you have general questions about online classes such as how to enroll in an online class.

9. To view Canvas help documents, please go to the Canvas Student Guides.

10. Finally some classes may require that you use Respondus Lockdown Browser to take a quiz/test/exam in Canvas. Here is where you can download Respondus Lockdown Browser. Here is where you can view more information about the Lockdown browser.