Technology Resources

Technology Help

[IU Knowledge Base](#)

A comprehensive database for all technology questions at IU.

[UITS Support Center](#) - available 24/7

Phone: 812-855-6789 | Email: ithelp@iu.edu | Chat: [ithelplive.iu.edu](#)

Canvas Resources

- Visit the **[Keep Learning website](#)** for information about learning in Canvas.
- Enroll in the [Keep Learning Canvas site](#) for information about the most widely-used technologies for Canvas courses at Indiana University. (Requires you to enroll in the Canvas site through Expand, the portal that IU uses for a variety of student and staff training resources.)
- **[Canvas Student Guide:](#)** Detailed instructions for using Canvas as a student.

You can also check out these short Canvas videos to help you with tasks in Canvas:

- Setting your Canvas notifications: **[Video](#)** and [Canvas Guide](#)
- Setting your Canvas profile picture: **[Video](#)** and [Canvas Guide](#)
- Keep track of your assignments' due dates: **[Video](#)** and [Canvas Guide](#)
- Submit your assignments: **[Video](#)** and [Canvas Guide](#)
- Check your grades: **[Video](#)** and **[Canvas Guide](#)**

Accessing Canvas on a Mobile Device

Canvas on Mobile Browsers

Canvas does not officially support mobile browsers (e.g., iOS Safari, Chrome App, Firefox App). However, in some cases, using the mobile browser may provide a better experience than the official app. It is suggested that you try both methods to find which works best for your device and situation.

Canvas iOS and Android Apps

Canvas recommends using the Canvas by Instructure app. The app is compatible with the following mobile operating systems, on both tablets and mobile phones:

- iOS 9.0+
- Android 4.2+

The app can be downloaded through the Play Store on Android, or the App Store on iOS devices. Search for "Canvas by Instructure" and install. For more information and a link to the mobile guides from Canvas, visit [Accessing Canvas via Mobile Apps](#) on the IU Knowledge Base.

When logging in for the first time, the Canvas app will ask for your institution's url. Enter **iu.instructure.com** in this field. From there, you will be taken to Central Authentication Service, where you should enter your IU username address and passphrase to log in.

IT / General Tech Support

O'Neill Bloomington IT Services

The O'Neill IT team is available for O'Neill Bloomington students, faculty, and staff, from 8 a.m.-5 p.m., Monday through Friday, via the following methods:

- oneillit@indiana.edu
- (812) 855-6544
- SPEA building, room 314

Zoom Assistance

- Look through the **IU Knowledge Base articles on Zoom.**
- The **Zoom Help Center** provides articles on common issues, video demonstrations, and access to customer support.
- **IT at IU support** is available 24/7 by email, phone, or chat

Access IU STC Labs

Use IUanyWare to access Windows computers in the STC (Student Technology Centers)s from anywhere. This remote access allows you to access IU-licensed software not usually included on personal laptops or other individual devices. STC Mac labs are not available via IUanyWare.

The IU Knowledge Base article will walk you through how to set up and use IUanyWare.