

# Getting Started As a New UT Student



THE UNIVERSITY OF  
TENNESSEE  
KNOXVILLE

OFFICE OF  
INFORMATION TECHNOLOGY



Find this presentation at [tiny.utk.edu/orientation2020](https://tiny.utk.edu/orientation2020)

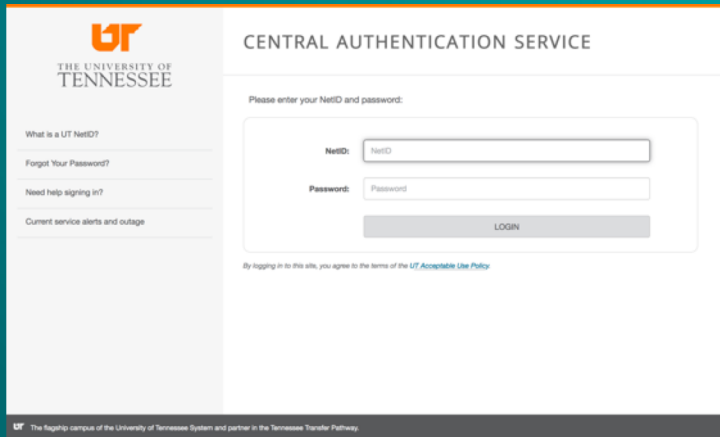
# What is MyUTK?

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:

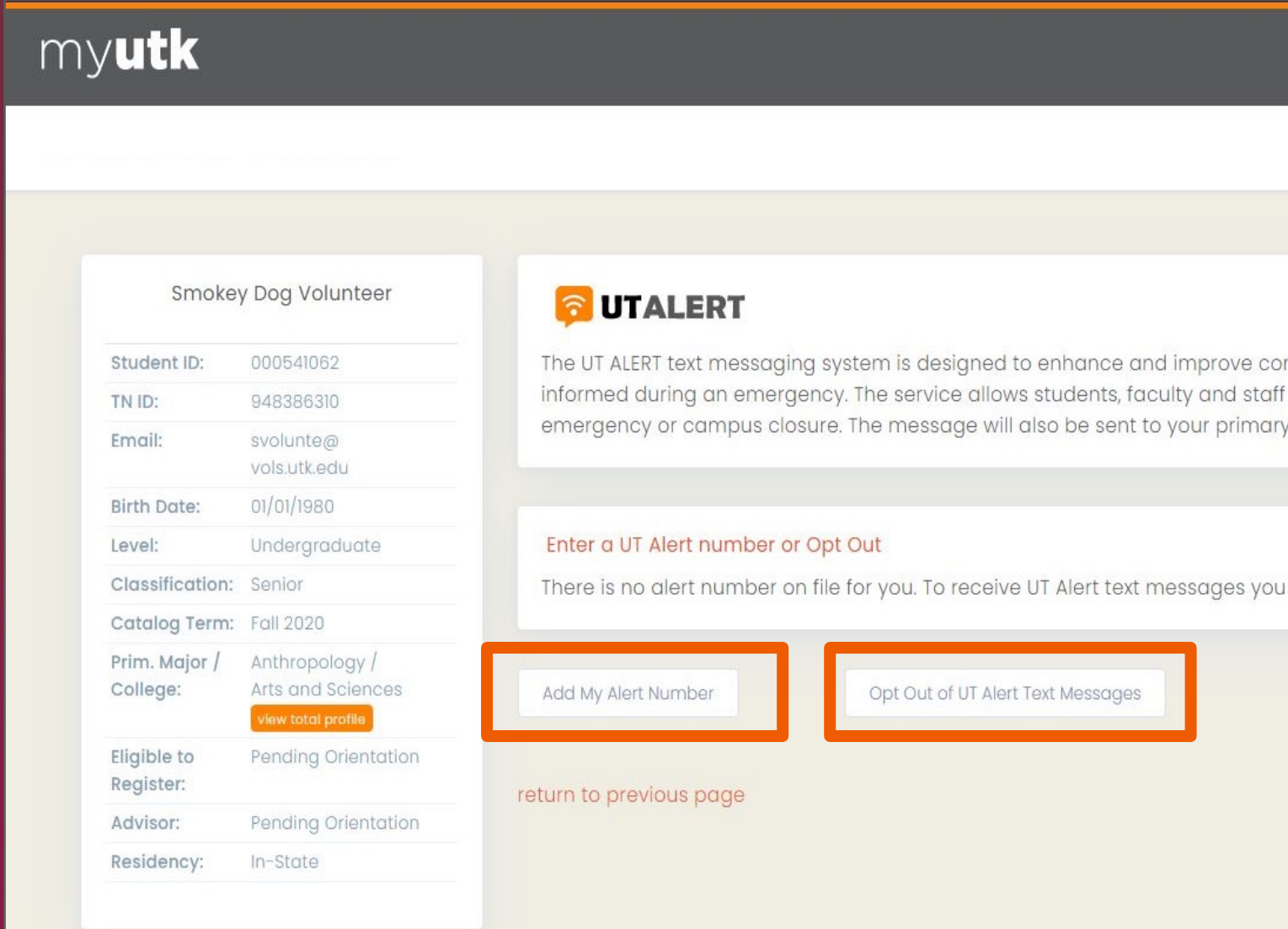
**my.utk.edu**



The screenshot shows the 'CENTRAL AUTHENTICATION SERVICE' login page. 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 area has a heading 'CENTRAL AUTHENTICATION SERVICE' and a prompt 'Please enter your NetID and password:'. Below this are input fields for 'NetID:' and 'Password:', followed by a 'LOGIN' button. At the bottom, a small line of text reads: 'By logging in to this site, you agree to the terms of the [UT Acceptable Use Policy](#)'.



# What is UT Alert?



The screenshot shows the 'myutk' website interface. On the left 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 2020
Prim. Major / College:	Anthropology / Arts and Sciences
	<a href="#">view total profile</a>
Eligible to Register:	Pending Orientation
Advisor:	Pending Orientation
Residency:	In-State

On the right is the 'UTALERT' section. It features the UTALERT logo and a description: '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 email address.' Below this is a heading 'Enter a UT Alert number or Opt Out' and a message: 'There is no alert number on file for you. To receive UT Alert text messages you must enter a phone number or opt out of the service.' At the bottom of this section are two buttons: 'Add My Alert Number' and 'Opt Out of UT Alert Text Messages', both of which are highlighted with orange boxes. A link 'return to previous page' is located at the bottom left of the UTALERT section.

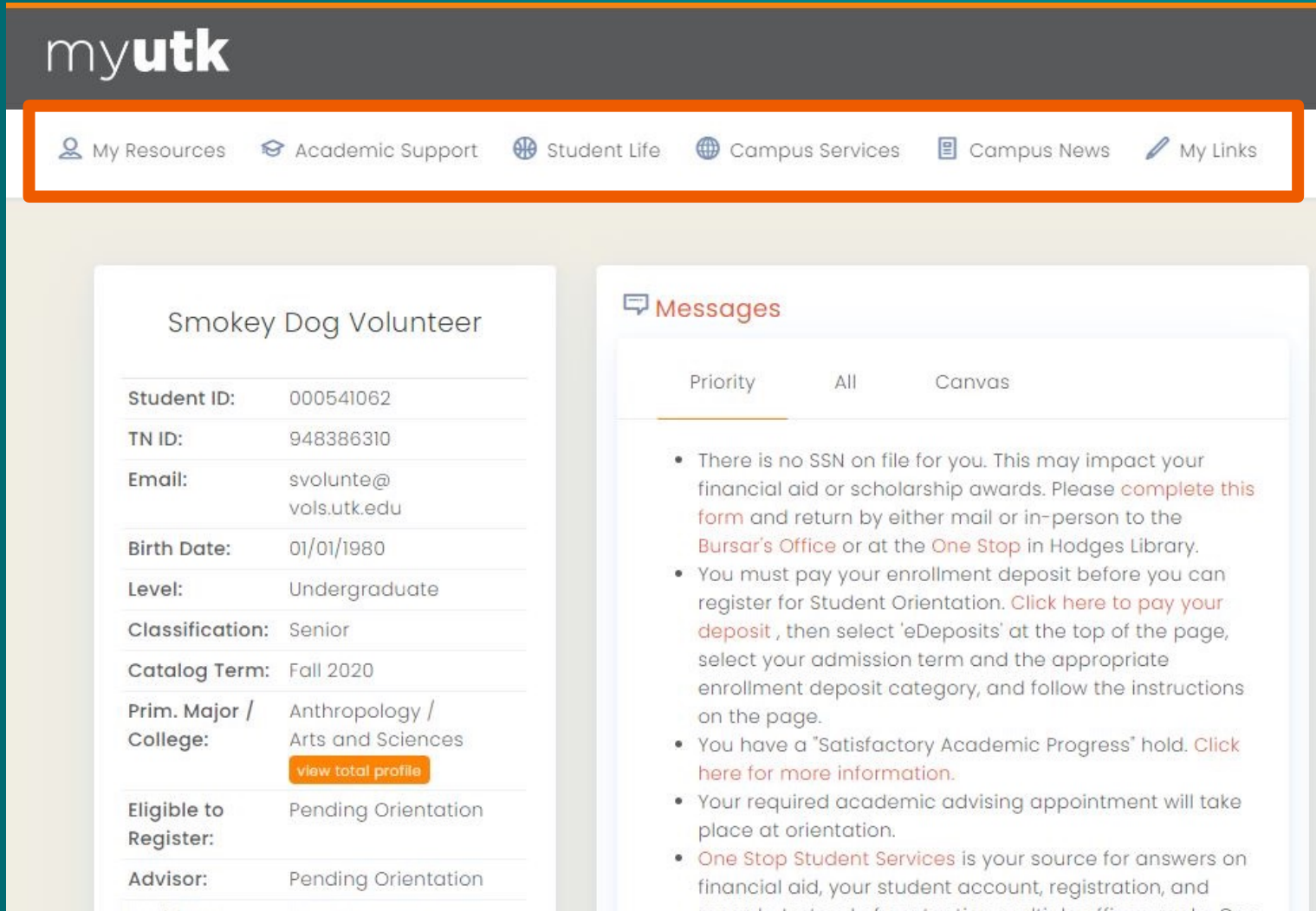
UT Alert is the emergency communications service.

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?



The screenshot shows the MyUTK website interface. At the top, there is a navigation bar with the 'myutk' logo and a menu containing: My Resources, Academic Support, Student Life, Campus Services, Campus News, and My Links. Below the navigation bar, the main content area is divided into two columns. The left column displays a student 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 2020
Prim. Major / College:	Anthropology / Arts and Sciences
Eligible to Register:	Pending Orientation
Advisor:	Pending Orientation

Below the profile details is a button labeled 'view total profile'. The right column displays a 'Messages' section with a list of messages. The first message is a priority message regarding the student's SSN and financial aid.

**Messages**

Priority All Canvas

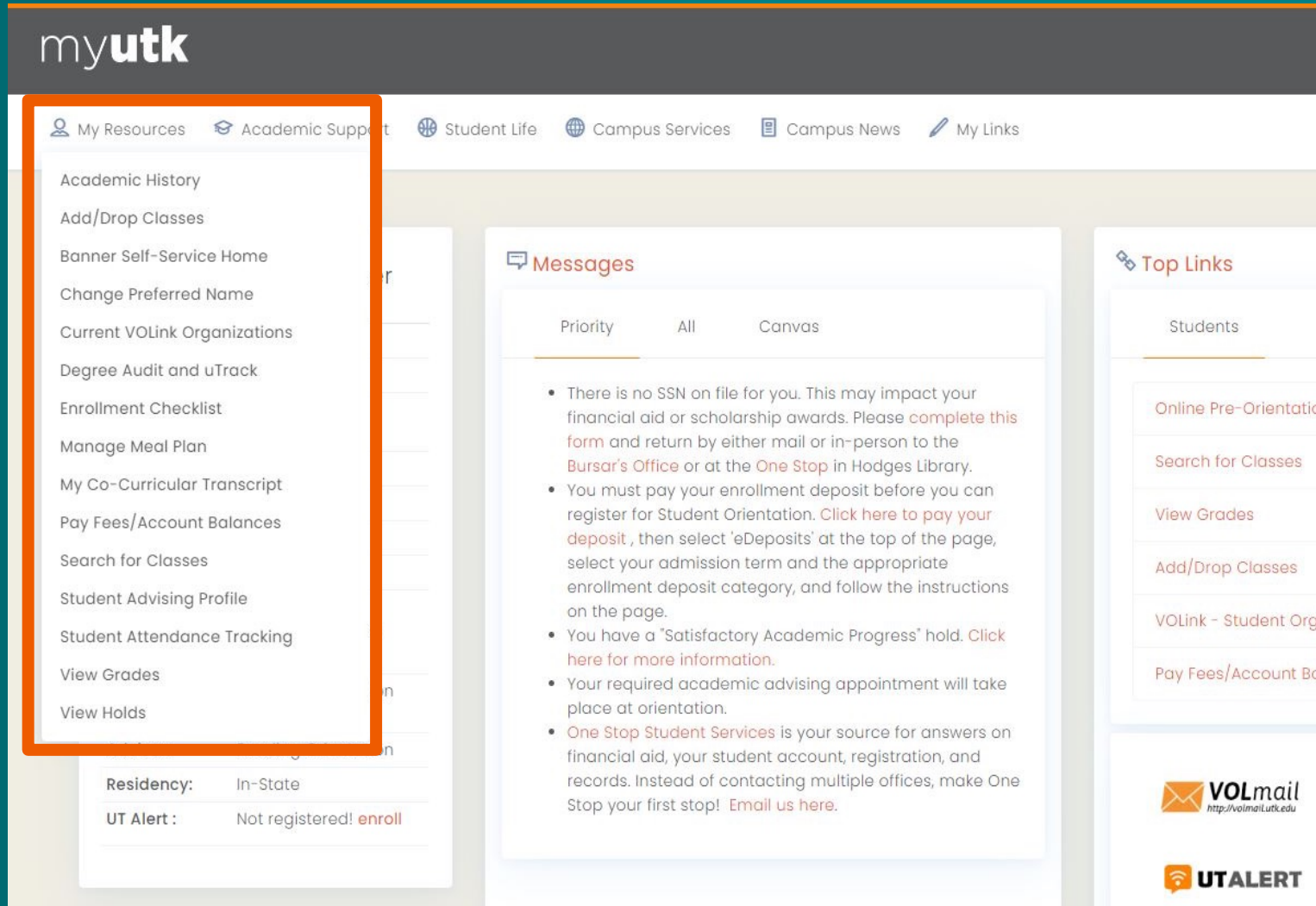
- There is no SSN on file for you. This may impact your financial aid or scholarship awards. Please [complete this form](#) and return by either mail or in-person to the [Bursar's Office](#) or at the [One Stop](#) in Hodges Library.
- You must pay your enrollment deposit before you can register for 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

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



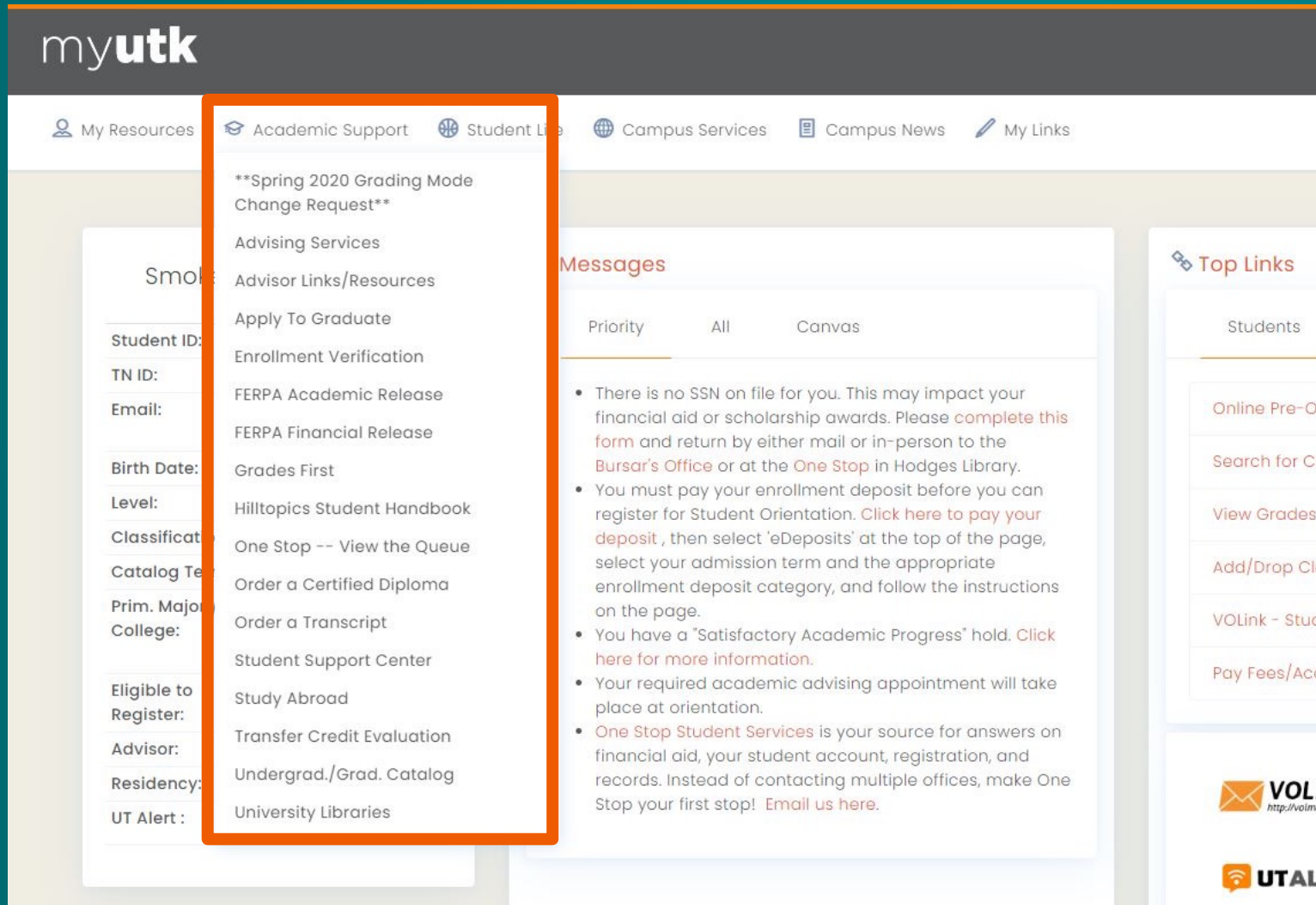
# My Resources



Under My Resources, you'll see:

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

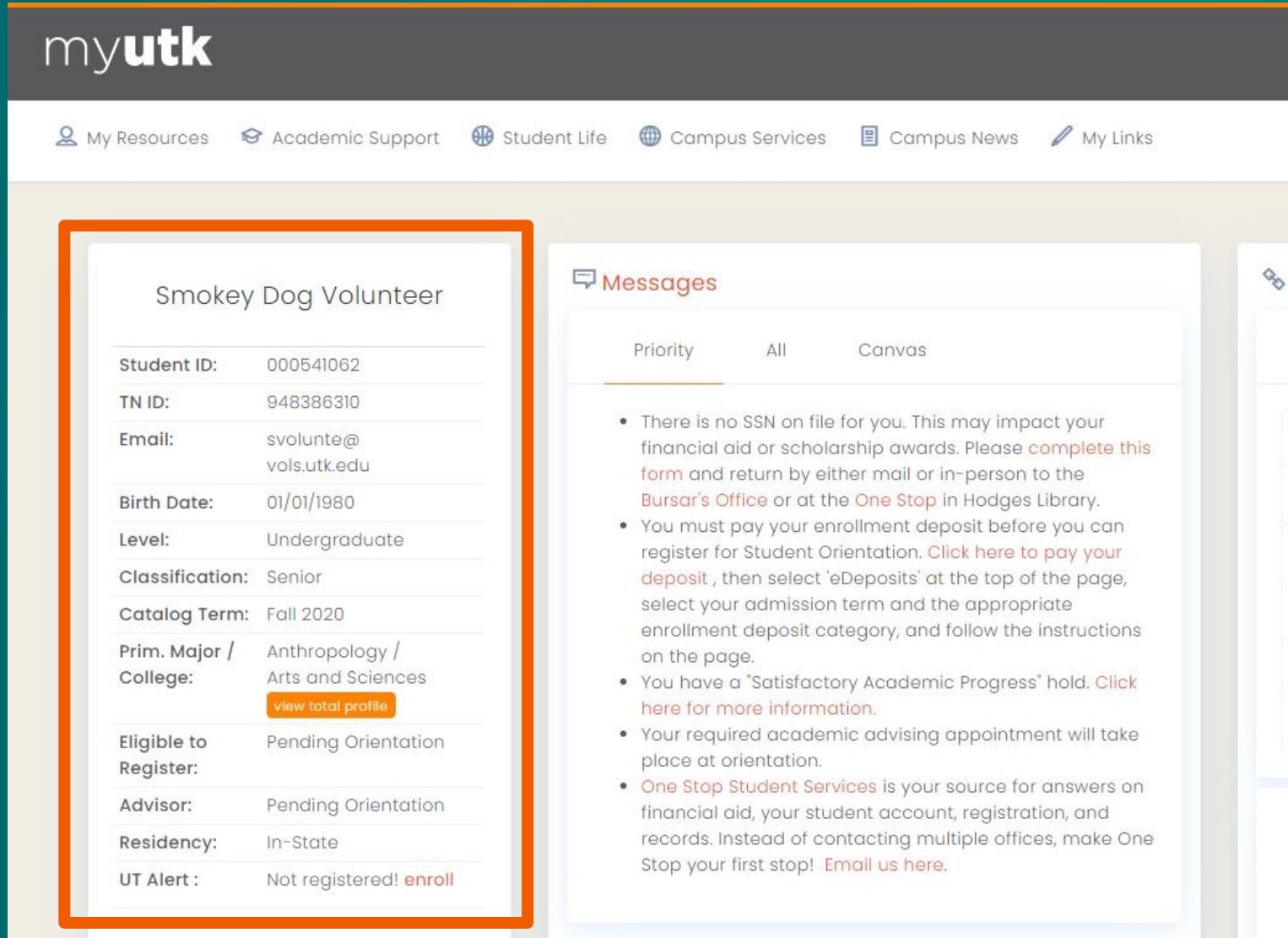
# Academic Support



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 2020
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.
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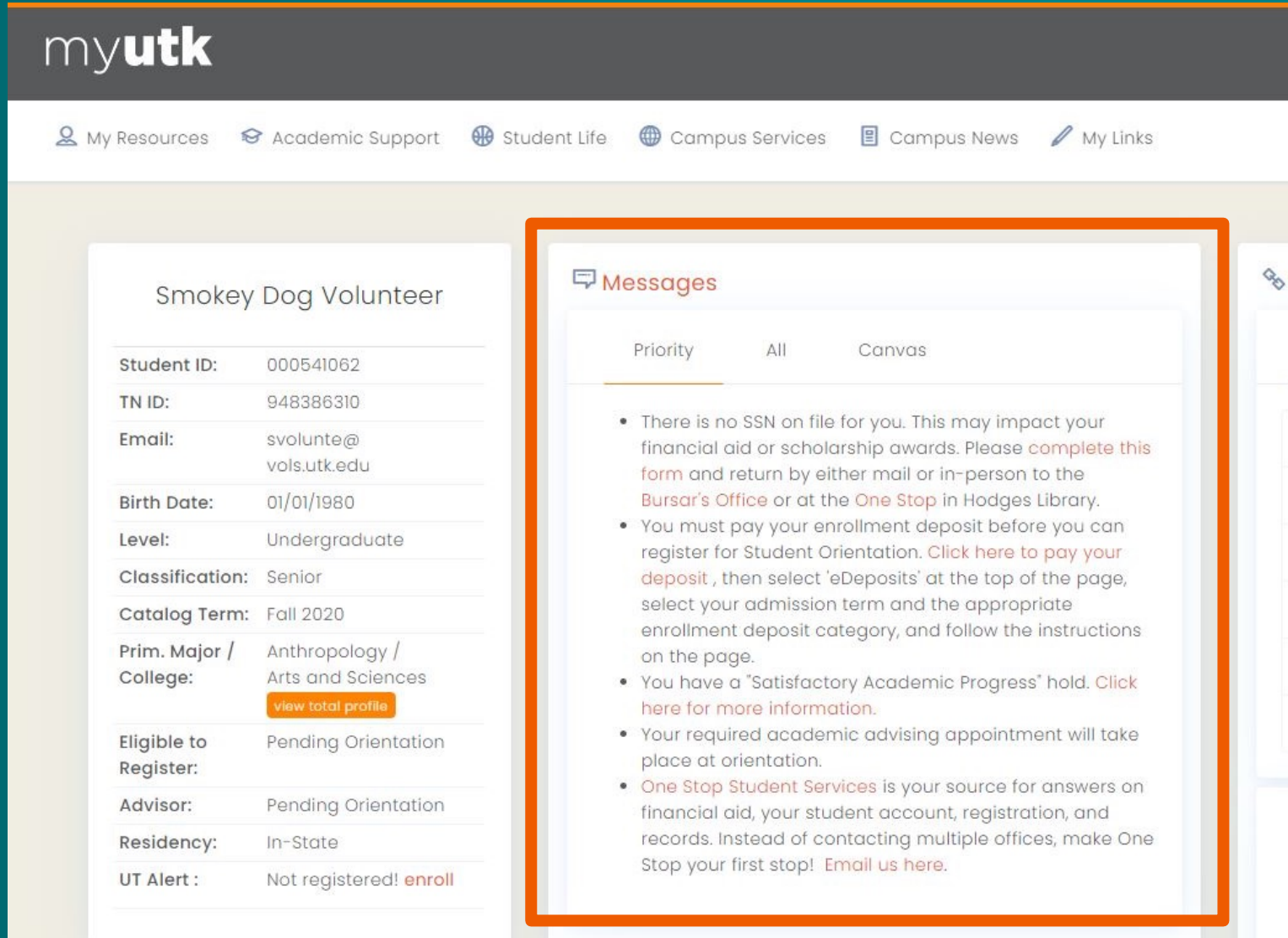
Here you can see some of your student information.

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:

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TN ID:	948386310
Email:	svolunte@vols.utk.edu
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Catalog Term:	Fall 2020
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.
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- [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 the myutk website interface. At the top, there's a navigation bar with links: My Resources, Academic Support, Student Life, Campus Services, Campus News, and My Links. Below this, a student's profile is displayed with fields like Level (Undergraduate), Classification (Senior), Catalog Term (Fall 2020), Prim. Major / College (Anthropology / Arts and Sciences), Eligible to Register (Pending Orientation), Advisor (Pending Orientation), Residency (In-State), and UT Alert (Not registered! enroll). A central box contains a list of instructions for registration. To the right, there are links for View Grades, Add/Drop Classes, VOLink - Student O, and Pay Fees/Account B. Below the profile, a 'Calendar of Events' section shows two events: 'Student Engagement Forum for Faculty' and 'Conducting Human Subjects Research Virtually'. The main focus is on the 'My Schedule For Summer 2020' section, which is highlighted with an orange border. It shows a table with columns for Class, Days, Time, and Place. Below the table, it states 'You are not registered for any credit classes for Summer 2020.' At the bottom of this section, there are two buttons: '« previous term' and 'next term »', which are also highlighted with an orange border.

myutk

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

Level: Undergraduate  
Classification: Senior  
Catalog Term: Fall 2020  
Prim. Major / College: Anthropology / Arts and Sciences  
[view total profile](#)  
Eligible to Register: Pending Orientation  
Advisor: Pending Orientation  
Residency: In-State  
UT Alert : Not registered! [enroll](#)

- 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.](#)
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- [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.](#)

[View Grades](#)  
[Add/Drop Classes](#)  
[VOLink - Student O](#)  
[Pay Fees/Account B](#)

[VOLmail](#)  
[http://volmail.utk.edu](#)

[UTALERT](#)

Calendar of Events

Student Engagement Forum for Faculty  
🕒 8/4 2pm  
📍 None

Conducting Human Subjects Research Virtually

[My Schedule For Summer 2020](#)

Class	Days	Time	Place
You are not registered for any credit classes for Summer 2020.			

[« previous term](#) [next term »](#)

[My Financial Info](#)

Account  
Enrollment Deposit - [pay](#)  
Balance - [view/pay fees](#)  
VolCard Account [add fu](#)

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?

My Financial Information

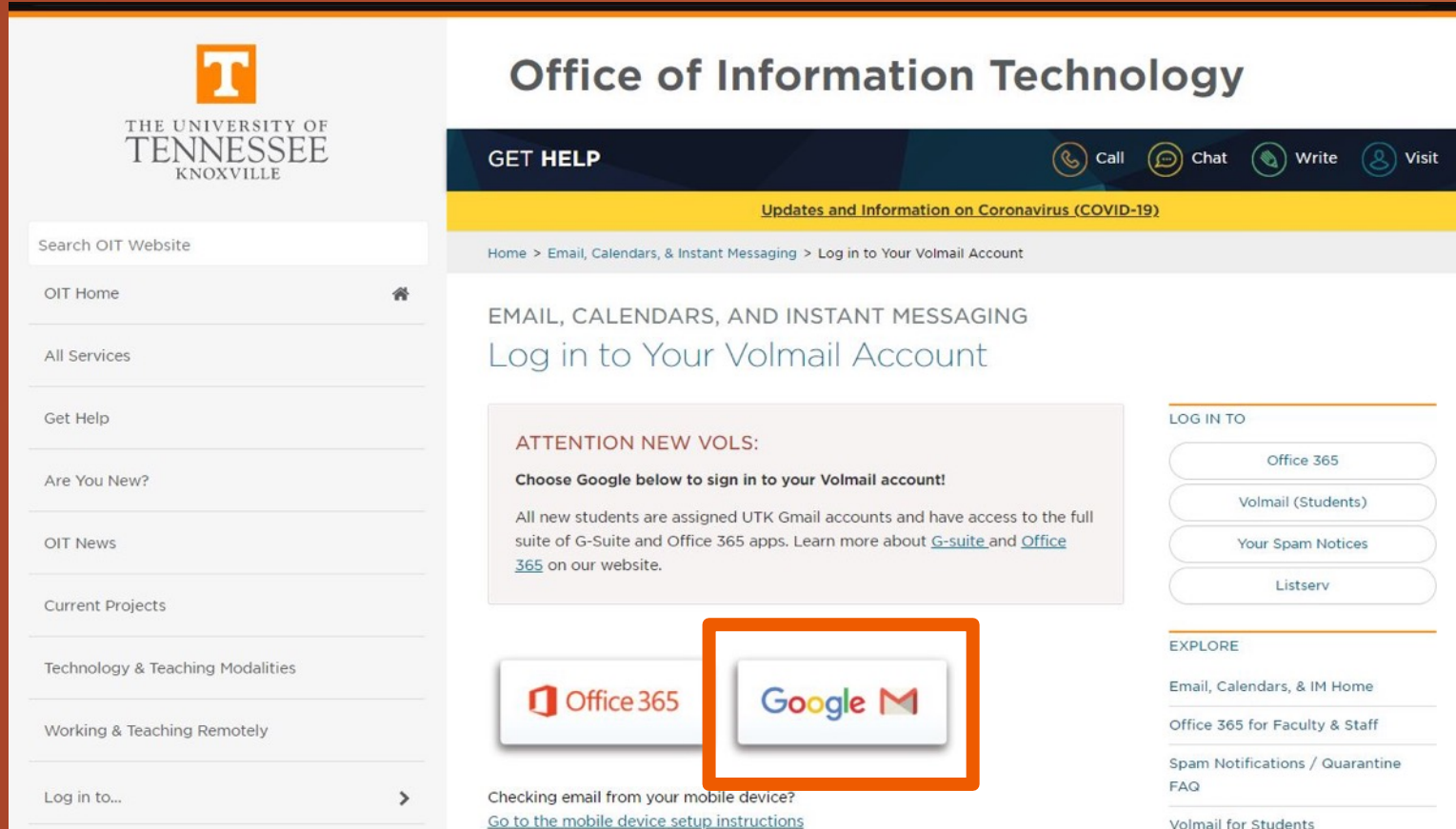
Account	Balance
Enrollment	\$250.00
Balance	\$4,383.00
VolCard	\$0.00

Buttons: deposit now, view/pay fees, report lost/stolen, pdf statement, volcard transfer

Under My Financial Information, view live balances of your tuition, VolCard and 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 Information Technology website. The header includes the university logo and the text "Office of Information Technology". Below the header is a "GET HELP" section with icons for Call, Chat, Write, and Visit. A yellow banner below that reads "Updates and Information on Coronavirus (COVID-19)". The main content area is titled "EMAIL, CALENDARS, AND INSTANT MESSAGING" and "Log in to Your Volmail Account". It features a "LOG IN TO" section with buttons for Office 365, Volmail (Students), Your Spam Notices, and Listserv. Below this is an "EXPLORE" section with links to Email, Calendars, & IM Home, Office 365 for Faculty & Staff, Spam Notifications / Quarantine FAQ, and Volmail for Students. A central box titled "ATTENTION NEW VOLS:" instructs users to "Choose Google below to sign in to your Volmail account!" and provides information about UTK Gmail accounts. At the bottom of this box are two buttons: "Office 365" and "Google M". The "Google M" button is highlighted with an orange border. A link at the bottom of the page reads "Checking email from your mobile device? Go to the mobile device setup instructions".

**Office of Information Technology**

**GET HELP** Call Chat Write Visit

**Updates and Information on Coronavirus (COVID-19)**

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

**EMAIL, CALENDARS, AND INSTANT MESSAGING**  
Log in to Your Volmail Account

**ATTENTION NEW VOLS:**  
**Choose Google below to sign in to your Volmail account!**  
All new students are assigned UTK Gmail accounts and have access to the full suite of G-Suite and Office 365 apps. Learn more about [G-suite](#) and [Office 365](#) on our website.

**LOG IN TO**

- Office 365
- Volmail (Students)
- Your Spam Notices
- Listserv

**EXPLORE**

- Email, Calendars, & IM Home
- Office 365 for Faculty & Staff
- Spam Notifications / Quarantine FAQ
- Volmail for Students

Office 365 Google M

Checking email from your mobile device?  
[Go to the mobile device setup instructions](#)

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?

The screenshot shows the myutk website interface. At the top, there's a navigation bar with links: My Resources, Academic Support, Student Life, Campus Services, Campus News, and My Links. Below this, the main content area is divided into several sections. On the left, there's a sidebar with student information: Level (Undergraduate), Classification (Senior), Catalog Term (Fall 2020), Prim. Major / College (Anthropology / Arts and Sciences), Eligible to Register (Pending Orientation), Advisor (Pending Orientation), Residency (In-State), and UT Alert (Not registered! enroll). In the center, there's a list of important notices. On the right, there's a section with links: View Grades, Add/Drop Classes, VOLink - Student Organizations, and Pay Fees/Account Balances. Below these links, there are icons for VOLmail, UTALERT, and the Canvas logo, which is highlighted with an orange rectangle. At the bottom, there are sections for Calendar of Events, My Schedule For Summer 2020, and My Financial Information.

myutk

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

Level: Undergraduate  
Classification: Senior  
Catalog Term: Fall 2020  
Prim. Major / College: Anthropology / Arts and Sciences  
Eligible to Register: Pending Orientation  
Advisor: Pending Orientation  
Residency: In-State  
UT Alert: Not registered! enroll

Calendar of Events

Student Engagement Forum for Faculty  
8/4 2pm  
None

Conducting Human Subjects Research Virtually  
8/5 1pm

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.

View Grades  
Add/Drop Classes  
VOLink - Student Organizations  
Pay Fees/Account Balances

VOLmail  
UTALERT  
canvas

My Schedule For Summer 2020

Class	Days	Time	Place
You are not registered for any credit classes for Summer 2020.			

My Financial Information

Account	Balance
Enrollment Deposit - pay deposit now	\$250.00
Balance - view/pay fees	\$4,383.00
VolCard Account add funds report lost/stolen	\$0.00

pdf statement volcard transfer

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?



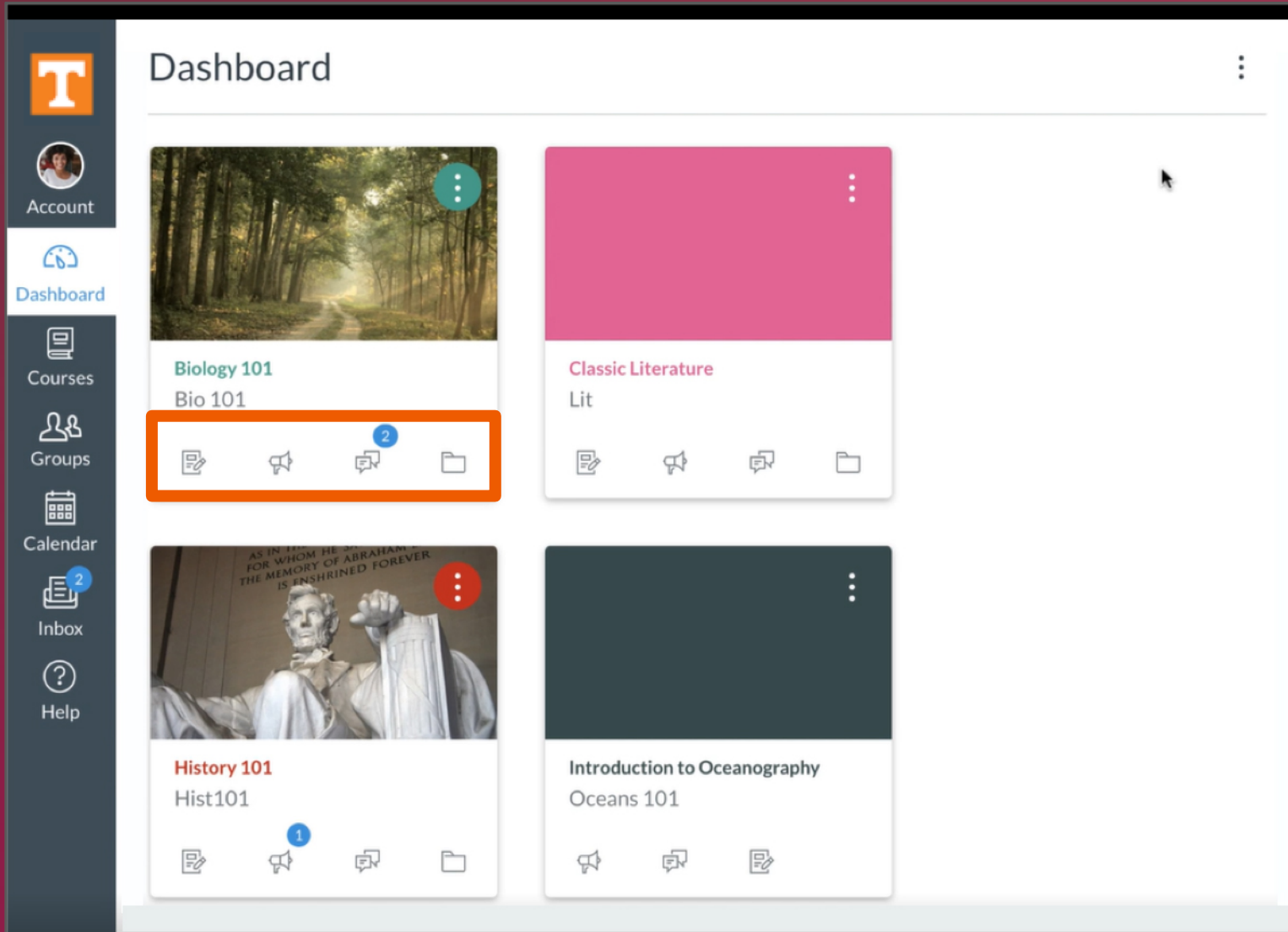
## Canvas is . . .

- 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

Note: Changes to your schedule are synced daily – expect to see updates in Canvas the day after you add/drop a course.



# How do I view my courses?

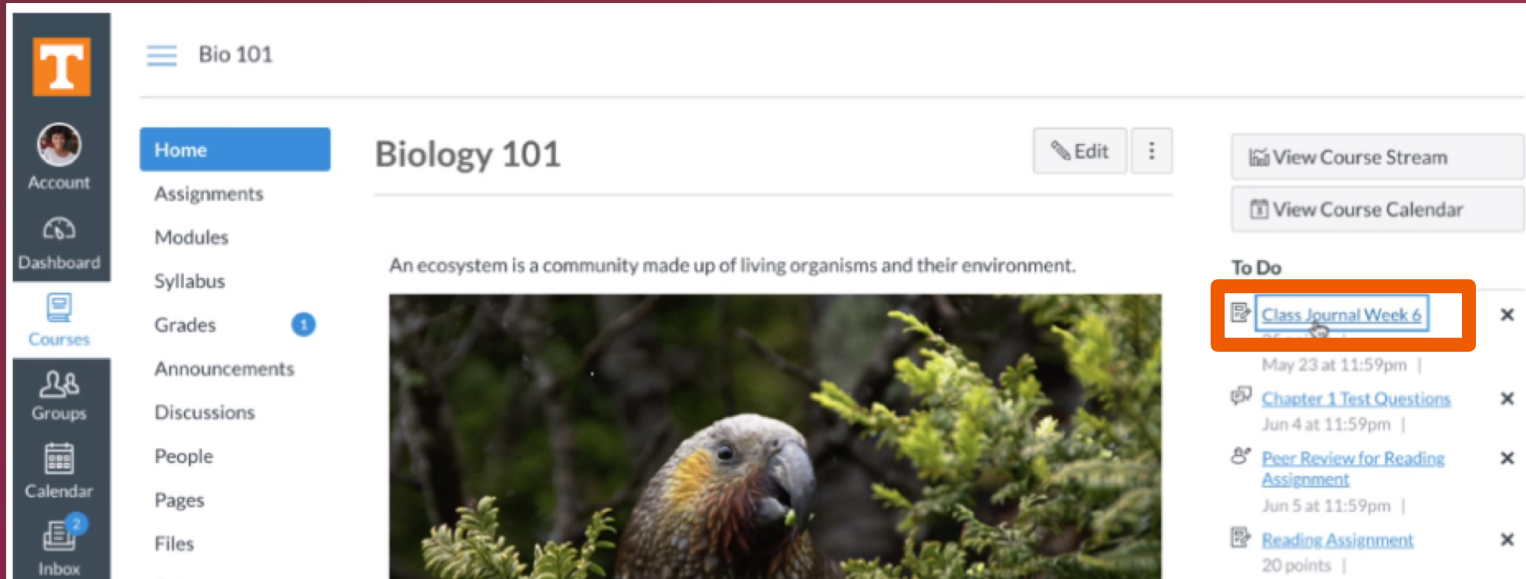


Canvas courses are viewed within the **Dashboard**, which is the first thing you see when you log in to Canvas.

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?

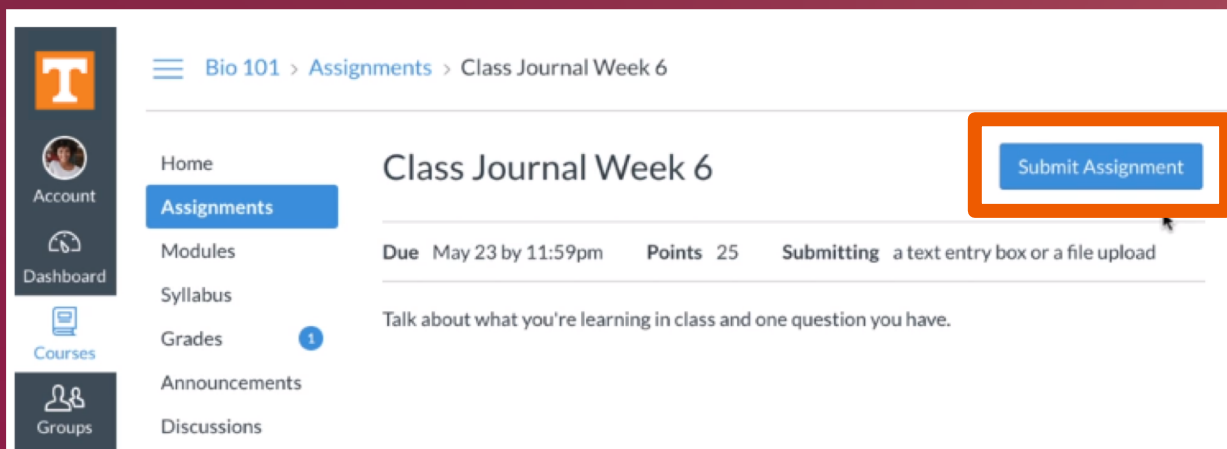


In the Canvas Sidebar within your course:

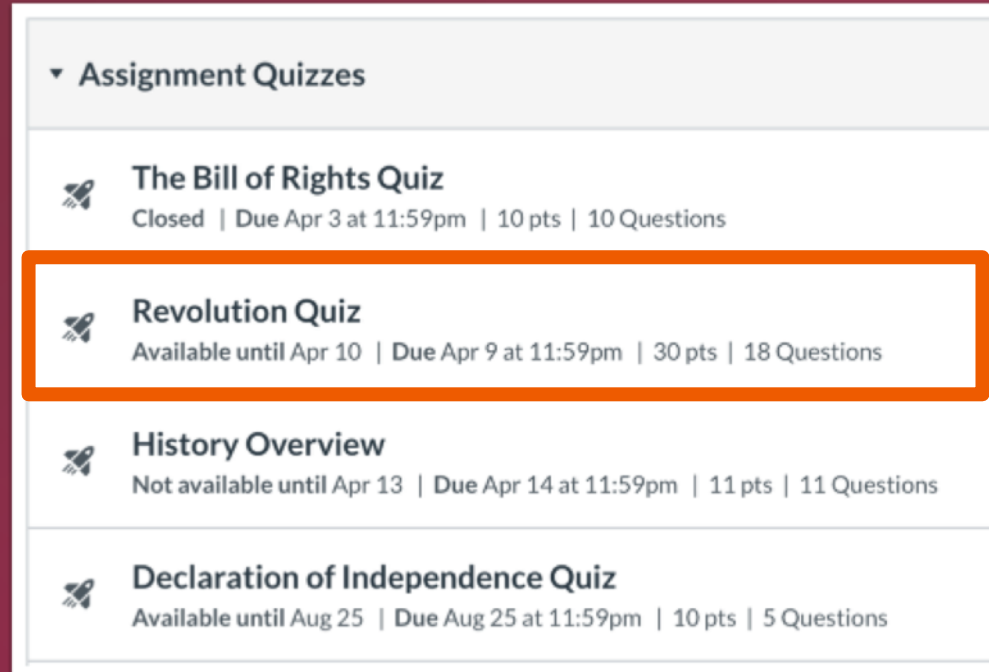
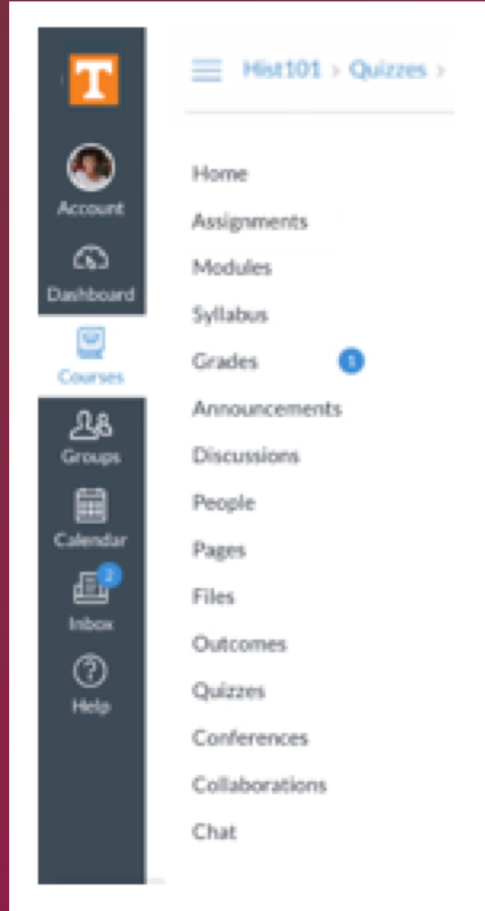
1. Select the Assignment from the To Do listing.

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 area shows the 'Grades' page for 'Bio 101', which is also highlighted with an orange box. The page includes a sidebar with navigation links (Home, Assignments, Modules, Syllabus, Grades, Announcements, Discussions, People, Pages, Files, Outcomes, Quizzes, Conferences, Collaborations, Chat) and a main content area with a table of grades.

**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](#)

**Bio 101 > 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.



# Learn more about Canvas on OIT's website

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

The screenshot displays the OIT website interface. On the left is a sidebar with the University of Tennessee Knoxville logo and a search bar. The main content area features the OIT logo, a 'GET HELP' section with icons for Call, Chat, Write, and Visit, and a yellow banner for COVID-19 updates. Below this is a breadcrumb trail: Home > Teaching Tools > Online@UT (Canvas) > Online@UT (Canvas) Resources for Students. The main heading is 'TEACHING TOOLS Online@UT (Canvas) Resources for Students'. A section titled 'STUDENTS: LOOKING FOR HELP WITH CANVAS?' lists four steps: 1. Search the Canvas Student Guide (updated every three weeks). 2. Explore Getting Started with Canvas to familiarize yourself with using Canvas as a student. 3. 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. 4. Contact the OIT HelpDesk online or at 865-974-9900 to request help with nearly any issue you are having with Canvas. To the right of this list is a screenshot of the Canvas global navigation menu with the 'Help' link highlighted. On the far right, there are sections for 'LOG IN TO:' with buttons for Online@UT (Canvas) and LiveOnline@UT (Zoom), and an 'EXPLORE' section with links to Teaching Tools Home, Digital Media Services, Exam Scanning and Scoring (Akindi), Lecture Recording Equipment, LiveOnline@UT (Zoom), Getting Started, and Instructors - Getting Started.

**Office of Information Technology**

**GET HELP** Call Chat Write Visit

**Updates and Information on Coronavirus (COVID-19)**

Home > Teaching Tools > Online@UT (Canvas) > Online@UT (Canvas) Resources for Students

## TEACHING TOOLS

### Online@UT (Canvas) Resources for Students

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

- Search the [Canvas Student Guide](#) (updated every three weeks).
- Explore [Getting Started with Canvas](#) to familiarize yourself with using Canvas as a student.
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- [Contact the OIT HelpDesk online](#) 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

**LOG IN TO:**

Online@UT (Canvas)

LiveOnline@UT (Zoom)

**EXPLORE**

Teaching Tools Home

Digital Media Services

Exam Scanning and Scoring (Akindi)

Lecture Recording Equipment

LiveOnline@UT (Zoom)

Getting Started

Instructors - Getting Started

# 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)

**Website:** [onestop.utk.edu](http://onestop.utk.edu)

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)

**Write:** [help.utk.edu](http://help.utk.edu)

**Visit:** Second Floor, Hodges Library

**Check the OIT Knowledge Base:**  
[oit.utk.edu](http://oit.utk.edu)



# Questions?

