

Help Desk Tips

The ITS Help Desk provides support for Yeshiva students, faculty, and staff, and can be reached by phone (1-646-592-4357) or email (helpdesk@yu.edu). Here are some additional tips to ensure that you receive timely and appropriate support for your technical issues:



- If you need immediate assistance, please **CALL**, do not email. If you do prefer to email, make sure you're using your YU email address.
- If you are faculty and are experiencing an issue while you are teaching, press **1**. You do not need to wait for the message to be played.
- The help desk is available 24 hours a day, 7 days a week. Call any time!
- If calling from a campus phone, you can simply dial 4357 to reach the help desk.
- You can check on the status of your case by going to <https://yeshiva.service-now.com>.

What's New

Updated Logon Credentials

ITS has updated most applications to use Microsoft Authentication for logon. This includes office.com, Canvas, Banner (insidetrack.yu.edu), and the library systems.

- Students use your student YU email address and your Active Directory password. This is not your Gmail password.
- Employees use your YU email address and your Active Directory password. You may be prompted for multi-factor authentication (MFA) when you logon so have your phone available.

YUWireless, YU computers, and ServiceNow (<https://yeshiva.service-now.com>) have also been updated to use Email Address and YUAD password, use your same information as above at the logon screen.

Self-Service Password Reset

Did you forget your password? You can reset it yourself by going to:

<https://passwordreset.microsoftonline.com>.



New Student and Faculty Self-Service Interface

During the upcoming Fall 2022 semester, Students and Faculty will experience a new "look and feel" in self-service. Self-Service will be easily accessible from <https://insidetrack.yu.edu>. New and exciting changes will be happening across the university for all Self-Service applications this year.

Important ITS links

ITS portal (<http://www.yu.edu/itsportal>)

The ITS portal is the important source for IT information. It contains important announcements regarding system status, ITS policies, student, and employee specific information, and links to discounts for computers and software.

ServiceNow request portal (<https://yeshiva.service-now.com/sp>)

Use the ServiceNow request portal to request items such as laptop, cell phone, access to your canvas course, multimedia/presentation equipment for a scheduled event, cell phone, or evisions access.

InsideTrack (<https://insidetrack.yu.edu>)

InsideTrack is our online portal where students, faculty, and staff can access all university resources and systems.

All About Canvas

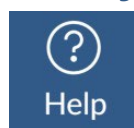
Canvas is Yeshiva's online classroom environment that supports a deep focus on teaching and learning. The robust features of Canvas help to enhance teaching and learning beyond the physical classroom. Every class taught at YU has an associated Canvas course. Courses are automatically loaded into Canvas 45 days before the semester begins for Wurzweiler and 30 days for the rest of the YU.

How do I log in?

There are multiple ways to logon.

- Go to yu.instructure.com. You'll need your YU email address and your Active Directory (AD) username and password to log in to Canvas. If you don't know what yours is, you can retrieve it at <http://yu.edu/findid>.
- From insidetrack.yu.edu, click on the Employee on the left, and under Employee Tools and Systems, click on Canvas.

Faculty Focused Canvas Support



Faculty and staff who use Canvas may have more complex questions than students do regarding the features and function of Canvas. To better support our faculty, ITS and Canvas have dedicated senior support staff to address specifically those questions that faculty and staff may face.

ITS provides daily Canvas/Zoom office hours for faculty where faculty can receive assistance. Hours and additional information can be found in the [Canvas@YU Instructor Resource course](#). ITS resolves issues specific to Yeshiva, for instance, adding users to their course, Zoom issues in their classroom, or gradebook help.

Canvas also supplies support assistance for general questions/issues with Canvas. They are available 24/7. To request help within Canvas, click on the Help icon in the navigation bar on the left of your screen.

Help



[Search the Canvas Guides](#)

Find answers to common questions

[Report a Problem](#)

If Canvas misbehaves, tell us about it

[Ask Your Instructor a Question](#)

Questions are submitted to your instructor

[Canvas Support Hotline \(Students\)](#)

+1-844-747-4611

[Canvas Support Hotline \(Faculty\)](#)

+1-833-770-2854

[Chat with Canvas Support \(Faculty\)](#)

Live chat with Canvas Support!

[Chat with Canvas Support \(Students\)](#)

Live chat with Canvas Support!

Granting Access to Your Canvas Course

Only the instructor is granted rights in a Canvas course. Additional rights may be requested but this needs to be approved due to FERPA regulations. [Complete this form](#) on the ITS ServiceNow portal to begin the process.

Zoom Recordings

At the end of each semester, ITS will delete Zoom recordings for each course. ITS will send a broadcast with the specific deletion date so you can save your recordings if desired. To save your recordings, please [download them into your device](#).



Did you know about the Canvas Teacher App?

The Canvas Teacher app offers more functionality directed specifically at teachers, particularly quick access to Announcements, Assignments, Discussions, and Quizzes. To access, search your App Store or Google Play for Canvas Teacher. For more information on this app, check out this link: [Canvas App](#)

Learn about classroom technology

Keep up with our cutting-edge technology. Learn how to use the classroom AV technology including our Meeting Owl Tier 1 and 2 rooms. Click the [link to schedule a meeting](#) with one of our experienced technicians.