

TechCircle Policies

Zoom

If you would like to set up a Zoom meeting with your fellow group members, you can set the rooms up in Canvas in your group. To do so, you can follow these steps:

- Click “Zoom” on the left-hand menu.
- Click the blue button reading “Open in New Tab.”
- Sign in using your Buzz In information.
- Click “Schedule a Meeting.”
- Select the time for your meeting and click the bottom button reading “Schedule.”
- By selecting the “Use Personal Meeting ID” option under “Meeting Options,” you can send invitations to other people to join your meeting.

Troubleshooting Requests

Allow at least **one business day** for our office to respond to your requests.

Our office is open weekdays and we adhere to the university schedule. Please be aware that a request sent to us over the weekend or during a university holiday may not be addressed until the next working day.

Open Office Hours

Our office hours vary but we strive to be open weekdays from 9am-5pm CT. We adhere to the university schedule and are not available during University holidays.

Face-to-face or over-the-phone help is available during these times on a FIRST-COME FIRST-SERVE basis. If you anticipate needing assistance it is best to schedule ahead of time via e-mail as our open office hours may vary.

Contact Information

William Allen White Library
Room 319 E

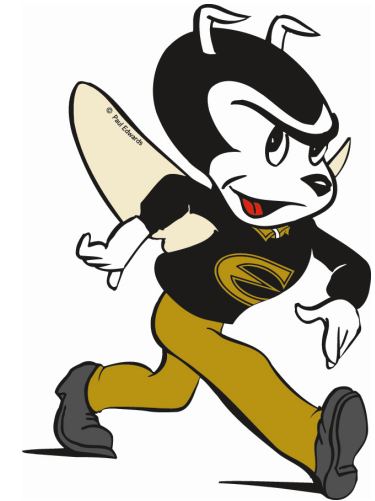
620-341-5235

Toll-Free: 1-800-552-4770, ext. 5235

slimhelp@emporia.edu

EMPORIA STATE
UNIVERSITY

■ School of LIBRARY &
INFORMATION MANAGEMENT



Student Tech Support

Office Hours:

Monday—Friday

9 am-5 pm CT





Services

The SLIM TechCircle support staff is available for assisting SLIM faculty and students with technical issues related to SLIM Canvas courses and other ESU technology resources. Our services are available in person, on the phone, or via e-mail.

Requests Handled by Our Office

- Canvas questions
- Zoom questions
- General computer or technology questions

Requests Handled by University IT

1-877-341-5555

helpdesk@emporia.edu

- Log-In Problems (Canvas, Email, Buzz-In)
- Canvas Access to add-ins (Panopto, etc.)
- ESU Webpage access issues

Troubleshooting

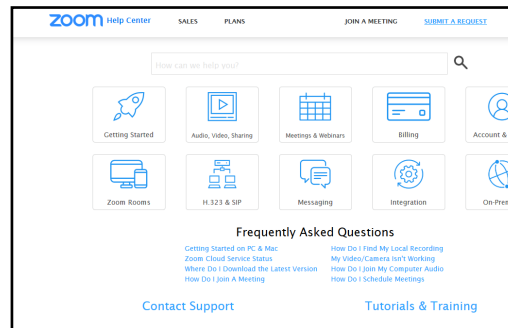
SLIM TechCircle Student Support Page

<http://www.emporia.edu/slim/studentresources/slimtechsupport.html>



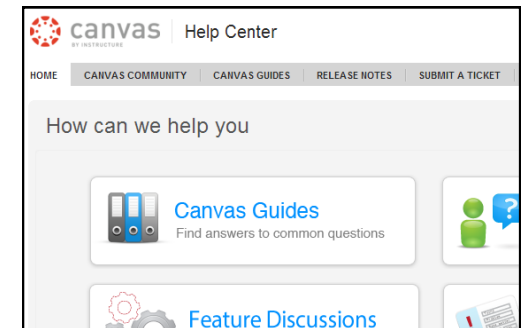
Zoom Support Page

<https://support.zoom.us/hc/en-us>



Canvas Help Links

<http://guides.instructure.com/>



University IT Services Page

<http://www.emporia.edu/it>

