

TECHNICAL SUPPORT PROTOCOLS STUDENT SUPPORT

Computer Support

AskIT is your first line of support for all things technical at UAB. For issues with your BlazerID and password, computer issues, etc., contact the [UAB AskIT](#) team for support.

Canvas Technical Support

[Login to Canvas](#) and select the Help button from the Green Navigation bar in the upper right corner for a list of ways (e.g., Live Chat, Call, Send a Ticket) for getting help.

Cannot login to Canvas? Visit [BlazerID Central](#) for help with your Blazer ID or to change your password.

No problems with BlazerID and still cannot access Canvas? Call Canvas Support Hotline at 855-778-9969.

Academic Technologies

The following list below details the technical support protocol for academic technology applications and tools at UAB. If you are experiencing any issues with either one of these tools within a course— first report it to your instructor. Next, follow the support protocol steps listed below.

Cengage Learning

Visit the [Student Academic Technologies](#) page on the UAB eLPS website.

Click on the [Cengage Learning Technical Support](#) link.

Review the Cengage Support page for a resolution about your issue.

If you are unable to find a resolution using the support page, click on the [Contact Us About Something Else](#) link under the 'Account Login' section and create a support case with Cengage support.

Citrix Support

Citrix GoToMeeting Support

Visit the [Student Academic Technologies](#) page on the UAB eLPS website.

Click on [GoToMeeting Customer Support](#) link.

Search the GoToMeeting knowledge database for a resolution about the issue that you are experiencing.

OR

Call Canvas Support Hotline at 1-888-259-8414 or 1-855-352-9002.

Citrix GoToTraining Support

Visit the [Student Academic Technologies](#) page on the UAB eLPS website.

Click on the [GoToTraining Customer Support](#) link.

Search the GoToTraining knowledge database for a resolution about the issue that you are experiencing.

OR

Call Canvas Support Hotline at 1-888-259-8414 or 1-855-352-9002.

i>clicker Support

Visit the [Student Academic Technologies](#) page on the UAB eLPS website.

Click on the [i>clicker Technical Support](#) link.

OR

Call the i>clicker Technical Support hotline at 1-866-209-5698 or email them at support@iclicker.com.

Instructure Canvas Support

Visit the [Student Academic Technologies](#) page on the UAB eLPS website.

Click on the [Canvas Technical Support](#) link.

OR

Login to Canvas and select the Help button from the Green Navigation bar in the upper right corner for a list of ways (e.g., Live Chat, Call, Send a ticket) for Getting Help.

Cannot login to Canvas? Visit BlazerID Central for help with your Blazer ID or to change your password.

No problems with BlazerID and still cannot access Canvas? Call Canvas Support Hotline at 855-778-9969.

McGraw–Hill Connect

Visit the [Student Academic Technologies](#) page on the UAB eLPS website.

Click the [McGraw-Hill Help Center](#) link and search for a resolution to your issue.

OR

Call McGraw-Hill Help hotline at **1-800-331-5094**, or click on the **'CHAT: Connect Student to chat with support.**

NBC Learn

Visit the [Student Academic Technologies](#) page on the UAB eLPS website.

Click the [NBC Learn Technical Support](#) link and search for a resolution to your issue.

Call NBC Learn Support Hotline at **1-877-NBC-7502.**

Nook Study

Visit the [Student Academic Technologies](#) page on the UAB eLPS website.

Click on the [Nook Study](#) link and enter your question or issue.

OR

Call Customer Service: 1-800-THE-BOOK (1-800-843-2665) or click on the Live Chat option.

Pearson MyLab

Visit the [Student Academic Technologies](#) page on the UAB eLPS website.

Click on the [Pearson MyLab Student Support](#) link and search the knowledge database for a resolution to your issue.

OR

Call Pearson at 1-844-292-7016 or click on the Live Chat option.

ProctorU

Visit the [Student Academic Technologies](#) page on the UAB eLPS website.

Click the [Student ProctorU Guide](#) link.

Refer to the 'Need Live Help?' link on the guide for technical assistance.

OR

Call ProctorU Support Hotline at **1-855-772-8678**.

Respondus Lockdown Browser

Visit the [Student Academic Technologies](#) page on the UAB eLPS website.

Click the [Respondus Technical Support](#) link and search the knowledge database for a resolution to your issue.

OR

Submit a [ticket with Respondus](#) to resolve your issue.

TaskStream

Visit the [Student Academic Technologies](#) page on the UAB eLPS website.

Click the [TaskStream Technical Support](#) link and enter your question or issue in the 'How can we help you' search area.

OR

Call TaskStream Support Hotline at 1-800-311-5656.

Turnitin

Visit the [Student Academic Technologies](#) page on the UAB eLPS website.

Click the [Turnitin Technical Support](#) link.

Search the Student's Help Center for a resolution.

If a resolution cannot be found, create a [Turnitin Support Ticket](#) or call Turnitin Support at 510-764-7600.