

STUDENT SUPPORT AT UCALGARY

There are many resources available to students at UCalgary Continuing Education.

These resources and supports include administrative support, which is related to program and enrollment inquiries, academic support which is related to academic questions and guidance such as writing skills, citations etc. and finally, technical support which is about the applications and technology used to take courses and complete activities and assignments.

Technical support is the focus of this video.

There are certain software applications that are supported by the central technical support team at UCalgary. These are Microsoft Word, Excel, PowerPoint, Outlook, Zoom and D2L. That means you can reach out to technical support and get the help you need if you have any issues when using these applications.

So how do you get technical support? First, you must follow this link to get to the Continuing Education home page: <https://conted.ucalgary.ca/>. Once you are on the home page, click the "Info for Students" on the top hand bar of the page. Next, scroll halfway down this page and click on the yellow box titled "Online Learning: Help for online students". Finally, at the bottom of the page is a section labelled "Guides and Tutorials" where you can find tutorials for D2L and Zoom as well as how to get technical support when you need it.

That concludes our short tutorial on technical support for continuing education students! If you have any further questions, please ask your professor or our IT team!

Thanks for watching!



UNIVERSITY OF CALGARY
CONTINUING EDUCATION

DIGITAL SKILLS FOR LEARNING ONLINE

MY TOOLS FOR ONLINE LEARNING

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