

# E-mail and Canvas Information Sheet

## ***E-Mail, Internet, and Canvas Access***

SON students have access to e-mail and Canvas (course management system) accounts that are provided by the University. We strongly recommend that students connecting from home to the Internet use a high speed connection (DSL or Cable Modem), especially if using Canvas and/or video streaming. Different SON and UTHealth applications work differently depending upon which browser is used to access them. It is recommended students install the latest of Internet Explorer, Google Chrome, and Mozilla Firefox., There are computer labs available to access these services as well. The normal business hours for the computer labs are Monday through Friday from 7:30 am - 4:30pm, rooms 312, and 320.

## ***Accessing E-mail Off-Campus***

Two-factor authentication is required to connect to Outlook on the Web outside of the UTHealth network. You will **NOT** be able to access your UTHealth email account via webmail unless you have an application called Duo on your phone.

### On Campus Registration

1. Access our [Two-Factor Login](#) page.
2. Log in with your existing UTHealth credentials.
3. If you have never enrolled, you will be prompted to enroll with enrollment instructions for your device.

### Off Campus Registration

1. Contact the UTHealth Help Desk at (713) 486-4848. The Help Desk operational hours are Monday through Friday from 7:00 a.m. to 11:00 p.m. and from 8 a.m. to 5:00 p.m. on weekends.

## ***Help Desk -- Where to get help***

The UTHealth helpdesk is available to support students with passwords, Canvas, and e-mail. The helpdesk number is (713) 486-4848. Currently, the helpdesk hours are Monday - Friday, 7am - 5pm. If you do not have access to webmail or Canvas, call the helpdesk for username and password assistance.

## ***Accessing UTHealth Resources***

**EMAIL**-Students can access email on the Internet by accessing the UT-Houston web mail website:

SON home page: <https://nursing.uth.edu/>

UTHealth Webmail: <http://webmail.uth.tmc.edu/>

Canvas: <https://www.uth.edu/canvas/login.htm>

Canvas Information site: <https://www.uth.edu/canvas/login.htm> (See helpful information on the left menu)

\*\*\*\* bookmark these URLs

## ***Change/Reset Password***

<https://apps.uth.tmc.edu/useradmin/faces/index.jsp>

## ***Canvas/Webmail***

UTHealth User ID:

UTHealth Email:

Password:

E-Mail/Canvas Password = Contact the helpdesk @ 713-486-4848

## ***Canvas Online Resources***

Login to access the SON Student Orientation and Online Resources under your list of courses. You can also access the site using this URL: <https://uth.instructure.com/courses/11053>

If this course does not appear under your course list in Canvas contact The UTHealth Help Desk @ [helpdesk@uth.tmc.edu](mailto:helpdesk@uth.tmc.edu) or 713-486-4848