Frequently Asked Questions	Digital Learning Support UAL	Learning tech. services	IT Service desk	Prog. admin team	CSM Digital learning team
Access issues:					
I can't logon to Canvas/ Moodle. My username and password don't work.			IT		
I need **access** to other courses on Moodle.				Admin.	
Online and blended teaching:					
Where can I get **bespoke training/support** for me and/or my team?					CSM DL
How can I arrange a **student induction** on Moodle (or another platform)?					CSM DL
I need a **how-to guide** for the learning platforms and examples of **good practice**.	DLS				CSM DL
Technical issues:					
I need to ask a **quick, technical question** about a UAL teaching platform.					CSM DL
Workflow is too slow to load.					CSM DL
How do I set up a **Collaborate Ultra session** on Moodle?					CSM DL
I can't get the **printers** to work.			IT		
I need a new **email account** setting up			IT		
I can't find the **recording** of my Collaborate Ultra session.				Admin.	CSM DL
How do I set up an **Online Feedback** area for formative submissions?				Admin.	
I've checked all the settings and my **microphone** isn't working.	DLS				
I can't see my course on **Moodle** / The blocks are displaced.	DLS				
I've got a problem with **Turnitin** / I can't download submissions.	DLS				
In our buildings:					
The **computer** in my teaching room doesn't work (NB Computer issues are not LTS, even when attached to an AV device).			IT		
The **AV equipment** in my teaching room doesn't work / There is a **cable missing.**		LTS*			
I need to deliver a 'blended' class. How do I know what **facilities** there are in the room?		LTS			
What sort of mic captures the best sound when I am on site?		LTS			

*Replacement cables from course specific areas will be billed to your Course Team

For more support, visit our websites: CSM Digital Learning (staff) and Student DL website