

Remote Instruction Support

Santa Monica College

1) COVID-19 Information Pages

- a. Main Page: <http://www.smc.edu/NewsRoom/coronavirus/Pages/default.aspx>

Read up and be familiar with this page.

- b. Student FAQ: <http://www.smc.edu/NewsRoom/coronavirus/Pages/Student-FAQ.aspx>

c. **Instructional Continuity**

<http://www.smc.edu/Academics/AcademicDepartments/Pages/Instructional-Continuity.aspx>

- d. **Student Remote Instruction:** Canvas, Microsoft, Google, Zoom

<http://www.smc.edu/Academics/AcademicDepartments/Pages/Student-Remote-Instruction.aspx>

2) Canvas Support

- a. Canvas Support

- i. Canvas website:

<http://www.smc.edu/ACG/DistanceEducation/Canvas/Pages/Login.aspx>

- ii. Canvas Help Line - Faculty #: (833) 462-8716

- iii. Canvas Help Line – Student #: (844) 303-0352

- iv. SMC Canvas email for Faculty help: distance_ed_inquiry@smc.edu

- v. SMC Canvas email for Student help: smconlineinquiry@smc.edu

3) Zoom Support

- i. Zoom Info

<https://cctechconnect.zendesk.com/hc/en-us/sections/360003213453-Canvas-Student-Guide-for-ConferZoom>

- ii. Zoom Support URL:

<https://cctechconnect.zendesk.com/hc/en-us/requests/new>

Click on Submit a request (on Top right of screen)

4) Distance ED Office – Going to Remote Work

- a. They are not answering calls from office extension

- b. Only email support

- i. Common Inbox using folders for issues

5) Student – Remote Instruction Support

- a. Create a separate email for Student Help (StudentITHelp@smc.edu)