**Quick Guide for Where to Begin Searching**

**for Help or Answers for Faculty:**



Don’t be this guy!

**You have computer or internet issues.**

[HUIT for GSAS](https://harvard.service-now.com/ithelp)

 Browse articles for how to troubleshoot problems and [submit a ticket.](https://harvard.service-now.com/ithelp?id=submit_ticket&sys_id=3f1dd0320a0a0b99000a53f7604a2ef9) You can also call them **617-495-7777.**

**You have a question about teaching and technology.**

[Daily Office Hours](https://atg.fas.harvard.edu/event/online-office-hours-fas?delta=48) with HUIT Academic Technology, the Bok Center for Teaching and Learning, and Harvard Library from 10:30AM–11:30AM.

[Media and Technology Services (MTS) Office Hours](https://ims.fas.harvard.edu/covid-19-teaching-and-event-support) on Mondays and Wednesdays from 10:00AM–12:00PM.

[Panopto Office Hours](https://atg.fas.harvard.edu/event/panopto-office-hours) with HUIT Academic Technology

[Weekly Workshops for Canvas](https://atg.fas.harvard.edu/technology-categories/synchronous-training), Zoom, and Panopto with HUIT Academic Technology

[Watch Video Workshops for Zoom or Canvas](https://atg.fas.harvard.edu/technology-categories/asynchronous-training)

[Get help recording and producing video and other course media](https://ims.fas.harvard.edu/covid-19-teaching-and-event-support) from Instructional Media Services (IMS)

Go to the [HUIT Slack forum](https://teachremotely.harvard.edu/get-help) to ask questions and share tips with other teachers around the University.

[HUIT for GSAS](https://harvard.service-now.com/ithelp)

 Browse articles for how to troubleshoot problems and [submit a ticket.](https://harvard.service-now.com/ithelp?id=submit_ticket&sys_id=3f1dd0320a0a0b99000a53f7604a2ef9) You can also call them **617-495-7777.**

Contact Leah Justin-Jinich, the EALC Media and Design Fellow.

 She can help you find creative solutions to your problems or get you in touch with experienced members of the [Bok Center Learning Lab](https://bokcenter.harvard.edu/learning-lab) to work through a problem.

**You don’t know which technology to use to record and edit video lectures or do online activities with students:**

Use this [HUIT Academic Technology Chart](https://atg.fas.harvard.edu/supported-technologies) and/or [this comparison matrix](https://atg.fas.harvard.edu/contingency-planning#matrix) to match a potential classroom activity with the technological tools to carry it out.

In general, read through this [comprehensive article](https://teachremotely.harvard.edu/video-and-audio#anchor1) on teaching remotely from Harvard’s Teach Remotely page…

…or specifically use [this list](https://teachremotely.harvard.edu/video-and-audio#anchor3) that explains what kind of programs you can use to do video editing and whiteboarding.

 It also explains the drawbacks for each program.

Contact Leah Justin-Jinich, the EALC Media and Design Fellow.

 She can help you find the best program to record your video lectures to suit your needs. She is also happy to edit your videos for you so you can focus on other stuff!

[Request a Media Tutorial](https://airtable.com/shrTvxaEPbet2j9Bj) for how to use a program from the Bok Center Learning Lab.

**You are feeling worried about doing your course on Zoom successfully.**

[Schedule a Consultation](https://bokcenter.harvard.edu/remote-where-begin#widget-3) with the Bok Center's Senior Staff.

[Register for a One-Hour Practice Teaching Session](https://teachingremotely.as.me/schedule.php) with the Bok Center’s Senior Staff to get a handle on how to use the technology.

[Request in-class support](https://docs.google.com/forms/d/e/1FAIpQLSc7Ws_3sPEWdvDXiDdX0i7zPsKHDYEhWG_RMk9xR2m6be9_9w/viewform) for your first Zoom meeting.

**In general, you just want to know where to look for help.**

[Academic Technology for FAS](https://atg.fas.harvard.edu/)

[Bok Center Guide for Teaching Remotely](https://bokcenter.harvard.edu/teaching-remotely)

[Office of Undergraduate Education Remote Teaching Resources](https://oue.fas.harvard.edu/resources-faculty)

[Media and Technology Services (FAS)](https://ims.fas.harvard.edu/covid-19-teaching-and-event-support)

[Teaching Remotely with Harvard Library](https://library.harvard.edu/how-to/teach-remotely-harvard-library)

Contact Leah Justin-Jinich, the EALC Media and Design Fellow.