packback

Laredo College
Faculty Support Guide

Faculty Support Guide:

If the request is...

| related to a technical question/issue (*i.e integrations, password/account questions, gradebook sync troubleshooting, etc.*) |

| extremely time-sensitive. |

| an inquiry for more information about Packback, a platform demonstration, or a course set-up/consultation. |

Direct faculty member to...

| **help@packback.co** & provide them with the link to our **Educator Support Desk**. |

| Laredo's Curriculum Consultant, **Katie Horin** at **katie.horin@packback.co**. |

Packback's Support Resources:

For Packback Community Setup:

- How do I get started on Packback?
  - How to finish setting up a new community
- How do I add Packback to my Canvas Page? (Also includes information on gradebook sync)
- What is Packback Questions? What is Packback Instruct? What is Packback Deep Dives?
- Why am I receiving this error: 400 "Enable Cookies"?

For Gradebook Questions:

- Why are my grades not showing in Canvas?
  - *Note: grades do not sync until after the current deadline closes.*
  - *Ensure gradebook sync is turned on*
- Why do I have duplicate gradebook columns for Packback assignments?
  - *Packback will create gradebook items for each of the assignments, Faculty members should delete any columns manually created.*

Packback's General Educator Support Page can be accessed here.