

## Where Things Are

### Information Technology - Home Page

<http://www.austincollege.edu/its>

### MyAC Portal Site:

<https://myac.austincollege.edu>

### Web Hopper:

<https://hopper.austincollege.edu>

### Austin College Email:

<https://mail.austincollege.edu>

### Self Service Password Reset:

<https://passwordreset.austincollege.edu>

### File Storage:

<https://sdrive.austincollege.edu/<username>>

### Smart Device Email:

Using a Microsoft Exchange Account

Email address -

[yourusername@austincollege.edu](mailto:yourusername@austincollege.edu)

Server - mail.austincollege.edu

Domain - academic

Username and Password - Austin College

Issued

Use SSL - ON

## How to Get Help

### Check out the IT Self-Service site:

<http://www.austincollege.edu/its>

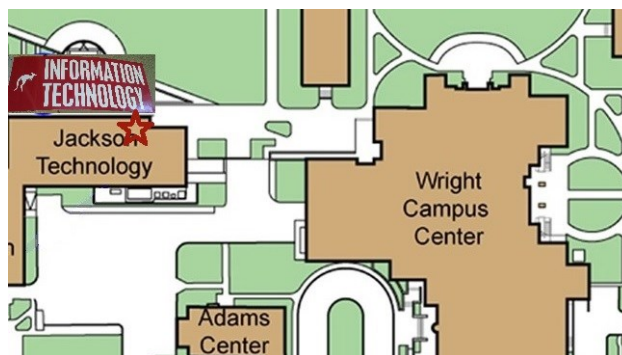
### Contact the I.T. Help Desk:

- Call 903-813-2063

- Email [helpdesk@austincollege.edu](mailto:helpdesk@austincollege.edu)

- Visit the Information Technology Department  
in the east end of the Jackson Technology Center  
(due west of the Wright Campus Center)

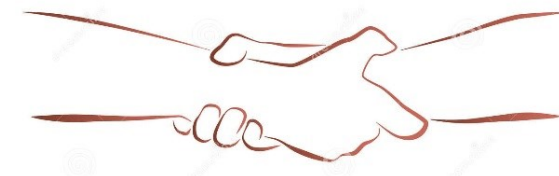
The Help Desk is open Monday through Friday  
8:30 a.m. - 5:00 p.m.



# Information Technology



## What Students Need to Know



**An Austin College network account is necessary  
to access all these services.**

**Never provide your password to anyone, other  
than your authorized parent or guardian.**

### Get Help About:

Audio/Video

Computer Labs

Device Registration

Data Storage

Email

MyAC

Network Connectivity

Resetting Passwords

Web Hopper

Updated July 2018

## Technology to Bring

All students may use computers located in the residence halls and many other buildings. Go to the ITS website for more information on computer labs. <http://www.austincollege.edu/its>

You may also use your own computers, tablets, and other electronic devices on campus as long as they do not generate wireless signals (such as a wireless printer or network hub/router). The college wireless network is compatible with common versions of Windows and iOS-based computers, as well as iOS and Android smartphones and tablets. Many gaming devices are also supported, but not all streaming devices are compatible with our network.

You will always be able to print from your computer or tablet, or from college computers, to printers located in the various computer labs.

## Wireless Registration

Austin College requires registration of all devices connecting to the wireless network.

For computers, phones, and tablets, you will be directed to a registration page automatically upon accessing the Internet. The on-screen instructions will assist you in registering your device.

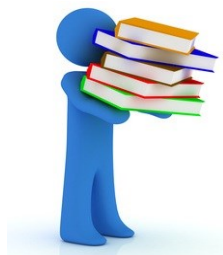


Some devices without a web browser may need their MAC address manually registered at <https://nac.austincollege.edu/device-registration>.

## Network Account & Data Storage

A network account is provided to all members of the Austin College community, granting access to email, grades, class registration, lab computers, and other services.

Austin College provides students with ample email account storage. In addition to email storage, students are provided with 750MB for personal documents and can be accessed through their S:\ drive.



### Access email at:

<https://mail.austincollege.edu>

You may use your Austin College email account until one year after you graduate.

### Access “S Drive” at:

<https://sdrive.austincollege.edu/<user name>>

### Password Security:

At no time will IT ever ask for your password for any reason whatsoever. **NEVER give out your password to any one other than an authorized parent or guardian for any reason. Never means NEVER.**

Any email that comes from IT will have in the subject **IT@AC: followed by topic.**

## Network Access

Austin College provides one wired network port in each residence room in residence halls. The college provides free network cables to freshmen each year during the opening of school.



Wireless network access is available in every residence hall and academic building, as well as most other buildings on campus.

AC\_Wireless - Unencrypted network  
AC\_Secure - Encrypted network. If you have forgotten the password from orientation materials, call the Help Desk.

**IMPORTANT: ALL WIRELESS ROUTERS OR ACCESS POINTS NOT INSTALLED BY THE COLLEGE ARE PROHIBITED ON CAMPUS.**

Devices that generate, or interfere with, wireless networks, such as wireless routers and wireless printers, are prohibited from use on campus.

## Office 365

We offer Microsoft Office 365 to students for FREE. This comes with 1TB of OneDrive cloud storage and the Microsoft Office applications suite. <http://www.austincollege.edu/office365>

This is good for as long as you have an Austin College login account.