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
- 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.

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

NEVER PROVIDE YOUR PASSWORD TO ANYONE
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.

Access email at:
https://outlook.office.com

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

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_VISITOR - 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 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.