

## 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://outlook.office.com>

### Self Service Password Reset:

<https://passwordreset.austincollege.edu>

### Smart Device Email:

Setup using Office 365  
or Exchange using your AC  
email address and password.

## How to Get Help

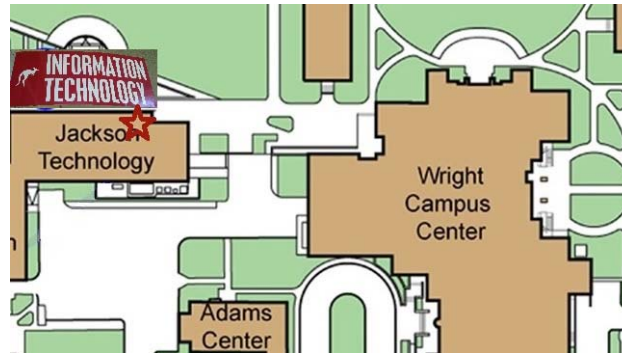
### Check out the IT Self-Service site:

<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.



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

**NEVER PROVIDE YOUR  
PASSWORD TO ANYONE**

### Get Help About:

Audio/Video	MyAC
Computer Labs	Network Connectivity
Device Registration	Resetting Passwords
Data Storage	Web Hopper
Email	

# Information Technology



## What Students Need to Know



Updated August 2021

## 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 networks (such as a wireless printer or network hub/router). The college does not restrict the type of devices that can connect to the campus wireless network. However, some devices are designed to be used at a residence and have difficulty with our enterprise wireless network. 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

## 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.

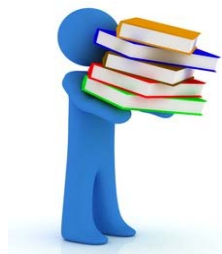


Some devices without a web browser may need their MAC address manually registered at <https://nac.austincollege.edu/device-registration>.

## 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.



### 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.