



# TECH GUIDE 2022

## Table of Contents:

Introduction .....	2
CTX Alert Setup .....	3
Password Reset—Enrollment.....	5
Password Reset—Reset/Change .....	7
Microsoft 365 Terms of Service .....	9
Microsoft 365 —Getting In.....	10
Tech Essentials.....	12



## Introduction

This is info about your tech resources here at CTX.

You'll probably want to read this someday.

If you're wondering what sort of online and other technology-related resources you have here at CTX, this guide should get you started. A lot has changed this year, so expect this guide to change quite a bit as well. You can always find a fresh copy online at the Helpdesk website.

Speaking of which, you probably want to know how to contact the Helpdesk:

### Personal Support Center

<https://www.concordia.edu/resources/helpdesk/>

512-313-HELP (4357)

[ctxhelp@personalsupportcenter.com](mailto:ctxhelp@personalsupportcenter.com)

Austin - Building D, Room 112

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## Getting Started

The best place to start is the next page. It explains how to update your emergency contact info for CTX Alert.

If you don't know how to get into MyInfo to update your CTX Alert contact information, then flip to the back page. It's the "cheat sheet" for how to get into all of your services here.

You'll want to catch the legal info about Microsoft 365 for CTX on page nine.

As you read through the rest of things, pay attention to these symbols:



A red circle means this is what you should look for during that step of the instructions.



A yellow star means more info is included about another feature of the product later in the instructions. Look for the big purple star at the end.



## CTX Alert

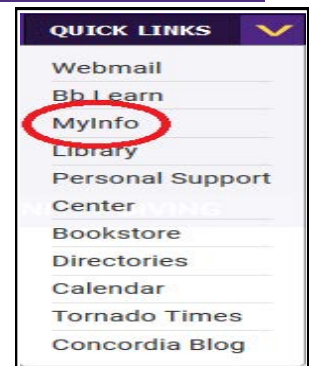
CTX Alert is the university's  
Emergency Notification System.

For this system to be effective, we need  
important information from YOU!

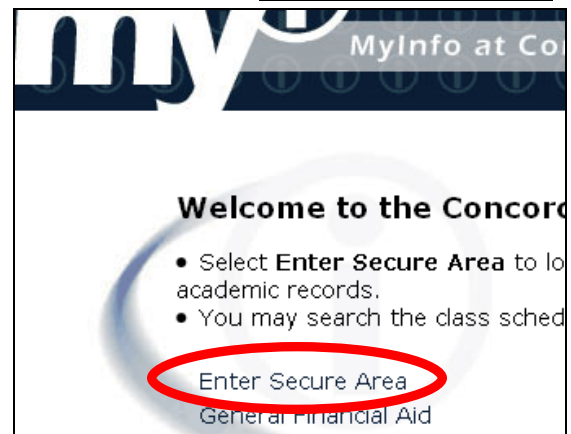
In the event of an emergency, Concordia University Texas will notify you via phone and/or email with information and instructions. This includes, but is not limited to events which require evacuation, create a dangerous situation, or require the closing of a campus and/or the canceling of classes.

**Please maintain updated emergency contact information in MyInfo!**

- 1 On the upper right-hand side of the Concordia Home Page, click on Quick Links and then and then click *MyInfo*.



- 2 Click *Enter Secure Area*.

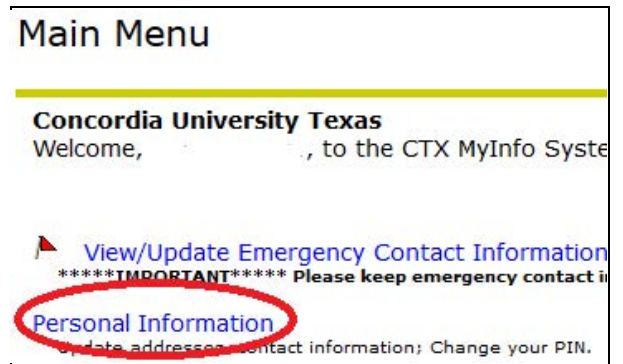


- 3 Enter your CTX ID as the User ID (B00XXXXXX). Enter your 6 digit PIN and click *Login*.

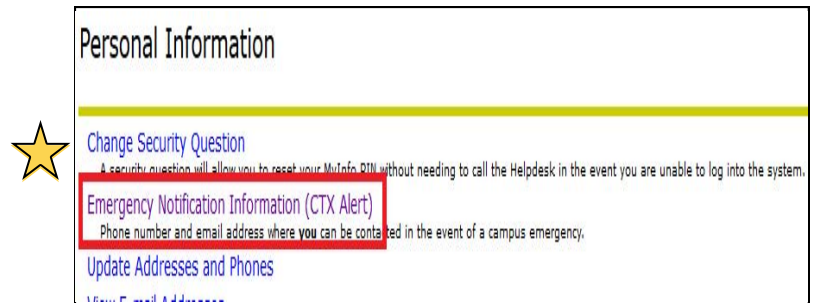
User ID:

PIN:

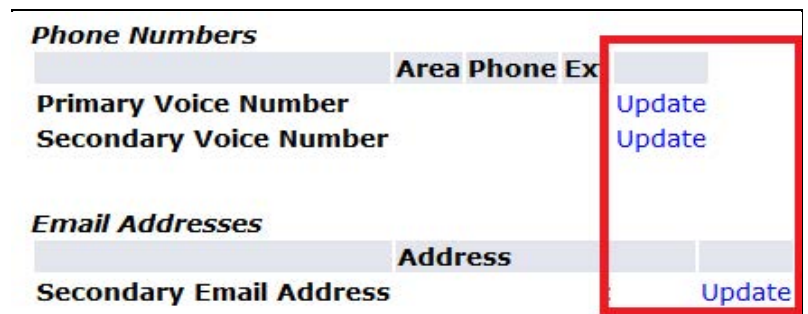
4 Click *Personal Information*.



5 Click *Emergency Notification Information (CTX Alert)*.



6 Click *Update* to enter the phone and email at which you will be contacted to receive emergency information.



In order to receive these important messages by phone, **you must enter a primary phone number**. Entering a mobile phone number is recommended.

Emergency messages are also sent via email. **By default, the primary email address is your ctx.edu account**. To be notified at another email account, select "Update" on the Secondary Email Address and enter an additional address.

## ★ Set up a Security Question

Setting up a Security Question will allow you to access your MyInfo even if you forget your PIN number. Click *Change Security Question*. Your question can be anything, but pick information known only to you, like your first birthday present. Remember your answer is Case Sensitive!

### Security Question and Answer

Please enter your new Security Question and Answer, then Submit

Your security question and answer must be something that is known only to you and is not general knowledge that may be known by others or easily researched.

Please Confirm your Pin:

Question:

Answer:



## Password Reset Service *Enrollment*

The Helpdesk Password Reset Service allows you to reset your password online, 24 hours a day.

The only catch is that you have to enroll **before** you forget your password.

### Enrolling in the Password Reset Service

1

Navigate to: <http://www.concordia.edu>

2

Click on “Webmail” from the Quick Links menu.

3

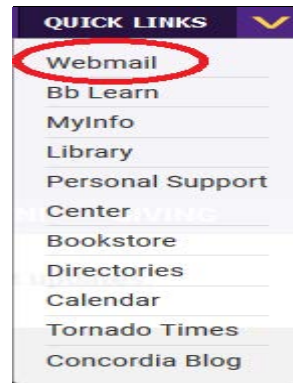
Under the Student webmail button, click the “Enroll(Student)” link.

4

You will be prompted for your Username and Password.

*This is the same Username and Password you use for Webmail and Blackboard.*

**This form is a secure web form.**



#### Webmail Accounts

*\*Student webmail has been migrated to Office 365. See [Student Password Reset](#) below.*

Student Webmail\*

#### Student Password Reset

**Enroll (Student)** (New instructions: use email address for username)  
**Reset/Change (Student)** (New instructions: use email address for username)

Authentication Required - Mozilla Firefox



https://passwordreset.concordia.edu is requesting your username and password.

User Name:

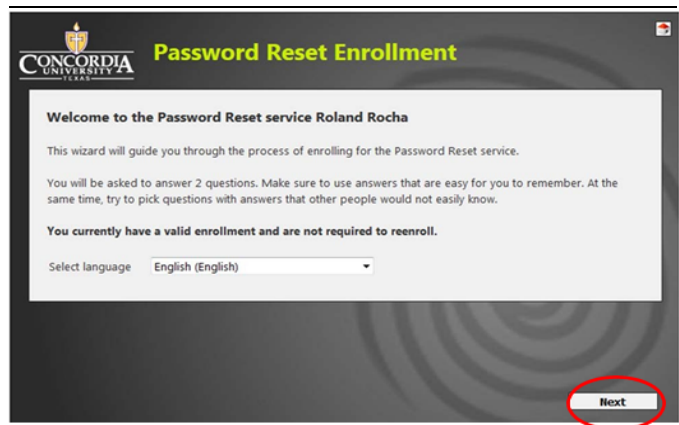
Password:

OK

Cancel

5 Next you will be taken to the first page of the Password Enrollment Wizard. You can select which language you would like to use.

Select "Next" to continue.



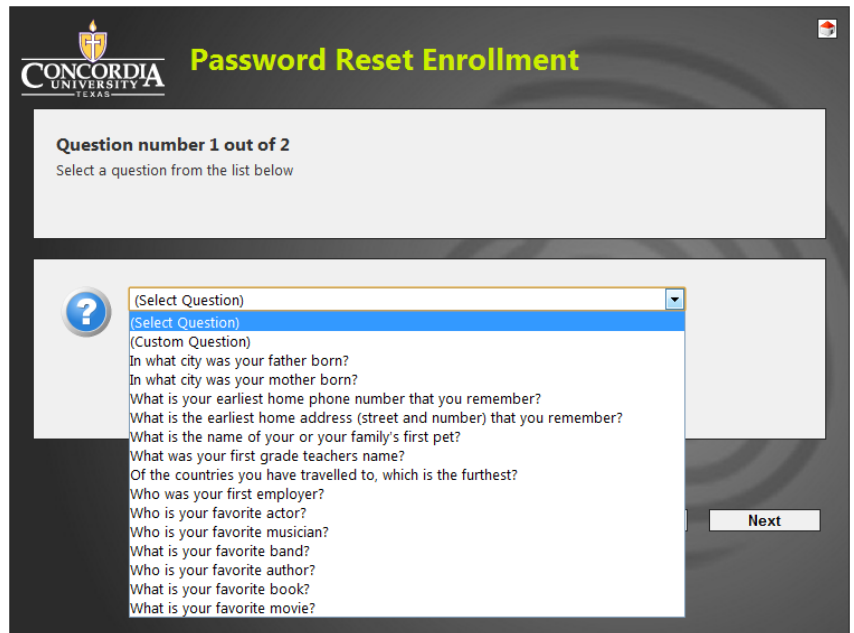
6 You will then be asked to select a security question from a list. To create your own question, select "(Custom Question)."

Type your answer in the box below the question.

Click "Next" when finished.

7 After creating/answering the first question, you will be asked to create a second question/answer pair.

Click "Next" when finished.



8 After setting up both questions you will be taken to a confirmation screen.

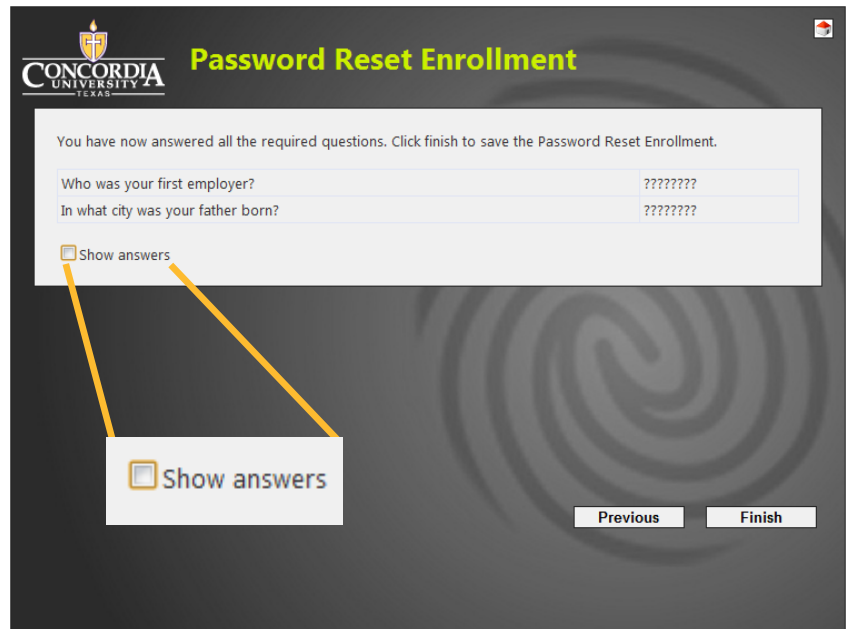
Double-check your answers.

To see your answers, check the box next to "Show answers."

9 If you would like to change your questions or answers you can click the "Previous" button.

10 If you are satisfied with your questions and answers, click the "Finish" button.

Your enrollment is now complete!





## Password Reset Service *Reset/Change*

Once you have enrolled in the Helpdesk Password Reset Service, you can change or reset your password online, 24 hours a day.

### Resetting or Changing your Password

1 Navigate to: <http://www.concordia.edu>

2 Click on “Webmail” from the Quick Links menu.

3 Under the Student Webmail button, click the “Reset/Change(Student)” link.

4 You will be prompted to enter your Username.

You may also select which language you would like to use.

Click “Next” to continue.



#### Webmail Accounts

*\*Student webmail has been migrated to Office See [Student Password Reset](#) below.*

Student Webmail\*

#### Student Password Reset

Enroll (Student) **(New instructions: use email address for username)**  
**Reset/Change (Student)** **(New instructions: : email address for username)**

**CONCORDIA UNIVERSITY TEXAS** Password Reset

Welcome to the Password Reset service

This wizard will help you to reset a forgotten password or unlock a locked out user account. Enter your user name in the box below. Then click Next to continue.

If you have not enrolled for the Password Reset service, please complete the [enrollment wizard](#) first.

User name

Select language

**Next**

**4** You will be asked both of your security questions.

**You must type in EXACTLY the same answer as you did when you enrolled.**

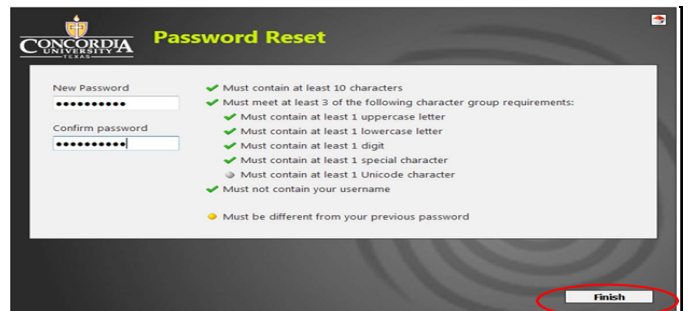
*The answer is case sensitive.*

Click **“Next”** to continue to the second question.



**5** After answering your questions correctly you will be taken to the password reset page. **Here you can create your new password.**

*The complexity requirements for the password are listed on the right.*

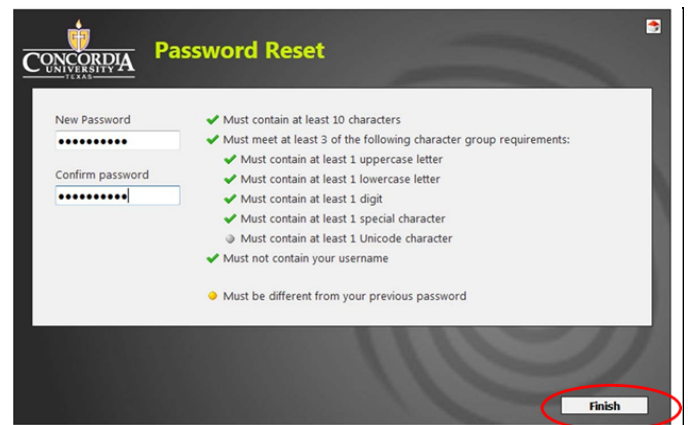


**6** As you meet the password criteria, the red dots turn into a green check.

**When your password has fully met the criteria, all of the red dots will turn into green checks or grey dots.**

*The dot that says “Must be different from your previous password” is always yellow.*

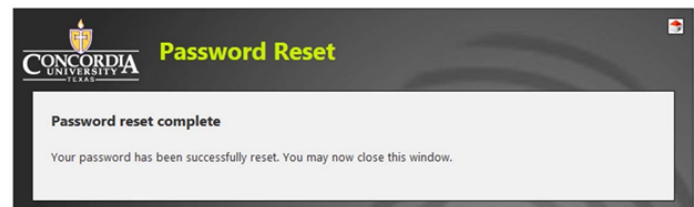
Click **“Next”** to continue.



**7** When your password has been reset you will be see the “complete” page.

*You will also receive an email confirming that your password was reset.*

**Your new password is now active.** Be sure to use it anywhere you use your ctx.edu email address to log in.







## Microsoft 365 for CTX

You'll use this for email. But first, the legal stuff:

### What you should know before you start

- ★ By using the service, you agree to abide by Microsoft's Terms of Service. You can find the full terms online at:  
<https://www.microsoft.com/en-us/servicesagreement/>
- ★ Concordia University Texas has also entered into an agreement with Microsoft under its Microsoft Education Licensing Agreement. This Terms of Service agreement can be viewed at:  
[http://www.google.com/apps/intl/en/terms/education\\_terms.html](http://www.google.com/apps/intl/en/terms/education_terms.html)
- ★ By using the service, you understand and agree that Concordia administrators have the ability to access, monitor, use, or disclose data available to you within your account. Concordia agrees to protect your privacy rights under all applicable laws and regulations. At times, Concordia administrators may need to access your accounts. These may include (but are not limited to):
  - Troubleshooting account issues
  - When directed to by Concordia University Texas officials (Vice President and above) due to legal matters

### DATA SECURITY NOTICE

Concordia University Texas and Microsoft both agree to observe industry standard security practices to protect your data. However, those safeguards extend only as far as our servers do. Microsoft offers several features (such as email forwarding, iPhone sync, and POP/SMTP) which should you choose to use them, could result in data leaving our servers.

**By using this service, you acknowledge that you take complete responsibility for the security of your personal information should you use any Microsoft 365 apps for CTX feature which transfers data from our servers to an external device or application.**



## Microsoft 365 - Getting In

Lots of people already know how to use Microsoft 365 and their services.

Microsoft 365 for CTX works pretty much the same way.

For those new to this, here are the details.

- 1 Navigate to: <http://www.concordia.edu>  
Click on “**Webmail**” from the Quick Links menu.

- 2 Your username is usually *firstname.lastname@ctx.edu* and password is the random password that was sent to your personal email address and via postal mail.

Be sure to remove any spaces or special characters from your name (like -, ', “jr”, etc).

Sometimes usernames do differ from the standard due to length or matching a pre-existing account. If this is the case the email you received with your account info will have the correct username.



Please enter your **full email address** and password below.

Sign in

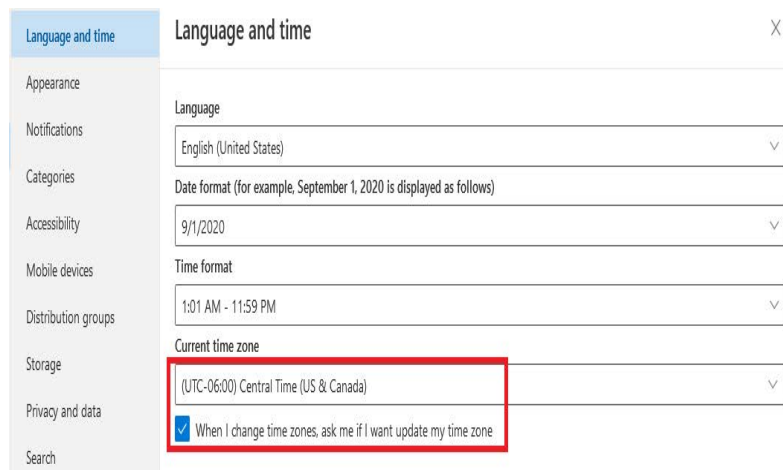
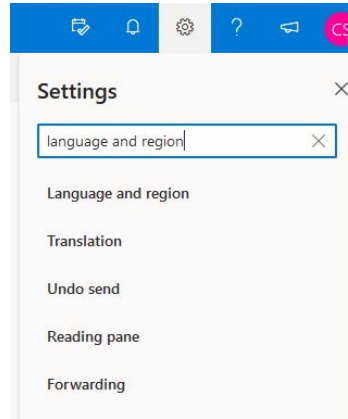
**Need help?** Click [Here](#) Or call the Personal Support Center/Helpdesk at 512-313-HELP (4357)

To change your password click [Here](#)

3 When logging in for the first time, you will need to manually update the time zone to your timezone.



- 4 • a. After logging in, click on the Settings icon located on the top right-hand corner of the screen.
- b. Use the search bar to locate **Language and Region**.
- c. Select "**Language and Region**".
- d. Change Current time zone to your time zone. You may also want to check the box to prompt you to change your time zone when you travel.
- e. Click Save.



You are now in your Microsoft 365 student email mailbox.

All your emails and folders from Gmail have already been migrated to Microsoft 365. Any future emails will be delivered to this account.

**That's it—you're finished!**



# Tech Essentials

## The Big Three

These are the three online services you'll use the most at CTX. They each do something different, so be sure you know what each one does and when to use it!

### Password & Account Information

Many of your online services with CTX will use the same account information. This is your **CTX network account**. A few services have standalone login information (like MyInfo). **Be sure to check which account information you should use for each service!**

	<b>Outlook Webmail</b>	<b>Blackboard</b>	<b>MyInfo</b>
<b>About</b>	Concordia's official mode of communication. The university will <i>not</i> send official information to other email accounts.	Online course interaction with professors. Integrates with Tutor.com for personal tutoring.	Access to class schedules, online registration, grades, billing, financial aid information, and is where you update CTX Alert contact info.
<b>Where it is</b>	<a href="https://outlook.office.com/owa">https://outlook.office.com/owa</a>	<a href="https://ctx.blackboard.com/">https://ctx.blackboard.com/</a>	<a href="https://myinfo.concordia.edu">https://myinfo.concordia.edu</a>
<b>Login info</b>	<b>NETWORK ACCOUNT</b> (See below for more information)	<b>NETWORK ACCOUNT</b> (See below for more information)	<b>Login:</b> CTX ID Number <b>PIN:</b> sent to your ctx.edu email
<b>More info</b>	<b>NETWORK ACCOUNT</b> <b>Username:</b> firstname.lastname@ctx.edu <b>Default Password:</b> Random password sent to you when your account is created. <i>Your network account login info stays in sync across services.</i> <i>If you change your password for one service, it changes for all services.</i>		Be sure to set up your security questions so you can reset your PIN (in case you forget it).

## Personal Support Center

**Website:** <http://concordia.edu/helpdesk>

**Email:** [ctxhelp@personalsupportcenter.com](mailto:ctxhelp@personalsupportcenter.com)

**Phone:** 512-313-4357 (HELP)

**Office:** Main Campus, D112

## CTX ALERT TESTING

The CTX Alert system is tested regularly to make sure it will work in the event of a real emergency.

Test dates are publicized via email.

If you do not receive test messages, be sure to contact the helpdesk.

## Emergency Numbers

**Campus Police: 311**

**Maintenance/IT: 512-313-HELP**

## Other Services that use your Network Account

- Computer labs
- Library Online Databases ([www.concordia.edu/library](http://www.concordia.edu/library))
- Password Reset Service

*Be sure to register now while you know your password!*

## Things to start memorizing!

- CTX ID Number  
*Aka your student ID number*
- MyInfo PIN  
*You'll be thankful you did when you need to drop a class*
- CTX Email Address  
*OK, this should be an easy one...*
- CTX Email Password  
*Remember to change it often using the Password Reset Service*

**Learning these NOW will save you time later!**

*Concordia University Texas empowers students of all backgrounds to lead lives of critical thought, compassionate action and courageous leadership.*

## Other Services by other departments

(that you're going to want to check out)

Career Services Room C244, (512-313-5041)

<https://www.concordia.edu/resources/vocation-and-professional-development/>

Success Center Room C207 to C211, (512-313-5031)

<https://www.concordia.edu/resources/success-center/>

Tornado Print Mail Building F (mail, packages badge; 512-313-3000)

<https://www.concordia.edu/resources/tornado-print-mail/>