








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 **Concordia network account**. **Be sure to check which account information you should use for each service!**

	 Webmail	 Blackboard	 MyInfo
About	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 SmarThinking for personal tutoring.	Access to class schedules, online registration, grades, billing, financial aid information, and is where you update CTX Alert contact info.
Where it is	https://portal.office.com/	https://ctx.blackboard.com/	https://myinfo.concordia.edu
Login info	 NETWORK ACCOUNT (See below for more information)	 NETWORK ACCOUNT (See below for more information)	Login: firstname.lastname Password: Your network password
More info	NETWORK ACCOUNT Username: firstname.lastname@concordia.edu Password: If you have enrolled in our password reset service, use that to change your password, otherwise, please contact the Personal Support Center. <i>Your network account login info stays in sync across services. 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).

Helpdesk

Website: <https://concordia.edu/helpdesk>

Email: 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)
- Parking Pass Application
<https://www.concordia.edu/resources/tornado-print-mail/>

Useful Stuff from everywhere

- Employee Directory
<http://www.concordia.edu/html/directory/>
- CTX News
<https://www.concordia.edu/blog/>
- CTX Calendar
<https://www.concordia.edu/calendar/>

Other Services by other departments

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

Success Center (C207 - C211, 512.313.5031)

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

Career Services (C244, 512-313-5045)

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

Support Services (mail, packages; Building F, 512-313-4441)

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

Academic Help – SmarThinking

SmarThinking is an online resource contracted with the university's Success Center to help students with tutoring, homework, and review of papers.

SmarThinking is available within Blackboard.

Contact Instructional Technology or the Success Center for more info.

University Services' mission is providing and effectively maintaining the physical plant, electronic infrastructure and campus security so that Concordia University Texas can accomplish its mission of developing Christian leaders.