



Tech Essentials

Helpdesk

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




Email: helpdesk@concordia.edu

Phone: 512-313-4357 (HELP)

Office: Main Campus, D112

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!**

	 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	http://gmail.ctx.edu	http://ctx.blackboard.com	http://myinfo.concordia.edu
Login info	★ NETWORK ACCOUNT (See below for more information)	★ NETWORK ACCOUNT (See below for more information)	Login: CTX ID Number PIN: sent to your ctx.edu email
More info	NETWORK ACCOUNT Username: firstname.lastname@ctx.edu Default Password: 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> <i>This may take up to 30 minutes to occur.</i>		Be sure to set up your security questions so you can reset your PIN (in case you forget it).