### Tech Essentials

**Employee Edition**

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**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!

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**Password & Account Information**

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

<table>
<thead>
<tr>
<th>Service</th>
<th>About</th>
<th>Where it is</th>
<th>Login info</th>
<th>More info</th>
</tr>
</thead>
</table>
| **Webmail**   | Concordia’s official mode of communication. The university will *not* send official information to other email accounts. | [http://webmail.concordia.edu](http://webmail.concordia.edu) | NETWORK ACCOUNT (See below for more information) | 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 helpdesk.  
*Your network account login info stays in sync across services.*  
*If you change your password for one service, it changes for all services.* |
| **Blackboard**| Online course interaction with professors. Integrates with SmarThinking for personal tutoring.   | [http://blackboard.concordia.edu](http://blackboard.concordia.edu) | NETWORK ACCOUNT (See below for more information) |                             |
| **MyInfo**    | Access to class schedules, online registration, grades, billing, financial aid information, and is where you update CTX Alert contact info. | [http://myinfo.concordia.edu](http://myinfo.concordia.edu) | Login: CTX ID Number  
PIN: sent to your ctx.edu email | Be sure to set up your security questions so you can reset your PIN (in case you forget it). |
Helpdesk
Website: http://concordia.edu/helpdesk
Email: helpdesk@concordia.edu
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
  http://www.concordia.edu/page.cfm?page_ID=1212

Useful Stuff from everywhere
- Employee Directory
  http://www.concordia.edu/html/directory/
- CTX News
  http://www.concordia.edu/html/newsevents/
- CTX Calendar
  http://www.concordia.edu/calendar/
- CTX Student Radio
  http://ctxradio.concordia.edu:8000/listen.m3u
- Student Government & Leadership Association
  http://www.concordia.edu/page.cfm?page_ID=1165

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.

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