TECH GUIDE 2012

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This is info about your tech resources here at CTX.

You 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:

HELPDESK
http://helpdesk.concordia.edu
512-313-HELP (4357)
helpdesk@concordia.edu
Austin - West Campus, Building D, Room 112

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 Google Apps for CTX on page five.

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 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 lower right-hand side of the Concordia Home Page, 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.
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 you answer is Case Sensitive!
Enrolling in the Password Reset Service

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

2. Click the “Webmail” link at the top of the page.

3. Under the Student webmail button, click the “Enroll” 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.*
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.

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.

After creating/answering the first question, you will be asked to create a second question/answer pair. Click “Next” when finished.

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.”

If you would like the change your questions or answers you can click the “Previous” button.

If you are satisfied with your questions and answers, click the “Finish” button.

Your enrollment is now complete!
Resetting or Changing your Password

1. Navigate to: [http://www.concordia.edu](http://www.concordia.edu)

2. Click the “Webmail” link at the top of the page.

3. Under the Student webmail button, click the “Reset/Change” 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.
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.

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.

6 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.
What you should know before you start

By using the service, you agree to abide by Google’s Terms of Service. You can find the full terms online at:

Concordia University Texas has also entered into an agreement with Google under its Google Apps Education Edition Agreement. This Terms of Service agreement can be viewed at:

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 Google both agree to observe industry standard security practices to protect your data. However, those safeguards extend only as far as our servers do. Google 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 Google Apps for CTX feature which transfers data from our servers to an external device or application.
Lots of people already know how to use Google and their services.

Google Apps for CTX works pretty much the same way.

For those new to this, here the details.

We have changed the way that you login to your Google Apps for CTX so that your password will stay the same for Email, Blackboard, and logging into the computers on campus.

1. Go to the Concordia homepage at [http://www.concordia.edu](http://www.concordia.edu) and click the Web Mail link.

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.
After you log in, Google asks you to:

- Select a language
- Verify that you are real by filling in a CAPTCHA.
- Review and accept the terms of service.

Be sure to read everything and make sure you understand it. If you have any questions, just call the Helpdesk and ask.

After you accept everything, Google spins its gears a bit and then opens your mailbox. That’s it—you’re finished!
Not everyone knows how to use Gmail. If you’re used to another email service, this will get you going with the basics in Gmail.

http://gmail.ctx.edu

Important Features

1. **Top Menu**
   The top menu allows quick access to other Google Apps for CTX services. Once you sign into one service, you can “hop” around to the others without having to log in again.

2. **Compose Mail**
   A rather verbose way of saying this is where you go to start a new email.

3. **Main Menu**
   This is where you do most of your mail management. More about each feature on the next page.
Archiving a message removes it from the inbox. To retrieve it, you’ll need use a search. If spam slips past the spam filter, use this to report it to Google.

Like it says, this button deletes a message. But with 7GB+ of storage, why delete?

Move to labels a message and archives it, all in one fell swoop.

Think of labels as “folders,” except your message can have multiple labels.

Mark as (un)read, filters and more live behind here.

This checks for new mail (handy if you’ve left your browser open).

You can organize email conversations under labels. Saved chat history can also be put under the same label. When you open that label, everything saved under that label will be shown, no matter how old, even if archived.

To make new labels, use “Create new” from the “Labels” menu.

Google automagically sorts your sent/received email (based on subject line) into a conversation view. This makes it easy to re-construct a conversation without having to sort through multiple folders.

If you change the subject when replying to a message, you break that “conversation” and start a new one.

While you can’t browse a full directory, if you just start typing another professor’s or student’s email address into the “To:” line of a new message, Google will auto-complete it based on a global list of students and employees.

SSL security is required to view our CTX email. If you try to use the Email widget on the start page (google.ctx.edu) it currently doesn’t support this setting. Sorry!
Not only can you maintain your own calendar in Google Calendar, but you can also sync with the university’s academic calendar.

http://calendar.ctx.edu

More coming later... For now, we’ll assume you can get to the calendar by logging in and jumping from Gmail or the start page. A better “intro” to how to use the calendar will be created later.

To get started, let’s just get your calendar pulling events from the University’s academic calendar.

1. While logged in to Google Apps for CTX, go to www.concordia.edu/calendar.
2. Click on the “Google Students” button above the calendar.
3. When prompted to add the calendars, choose “Add all.”
4. Once the calendars are added, your list of “Other Calendars” should get much longer.
Google Docs is a free, Web-based word processor, spreadsheet, and presentation, application offered by Google. Create and edit documents online while collaborating in real-time with others. Upload documents, save them to your desktop, or edit them anytime, from anywhere. Uploaded files are stored securely online - you pick who can access them!

http://docs.ctx.edu
http://www.concordia.edu/googledocs (intro video)

1. Once logged in to Docs, Click New to create a new document. You’ll need to choose your document type from the drop-down menu. We’re using “Document” for this example.

2. Your menu options will be very similar to most common document editing programs (such as Microsoft Word or Open Office Writer).

New Document Type - Form
Google recently added a new document type called a “Form.” This can be used to send surveys (could be helpful for class research projects).

- **Pencil mode** lets you edit your questions.
- **Duplicate** allows you to add more questions.
  - **Question Title** is the actual question.
  - **Help Text** is to explain something to the user.
  - **Question Type** selects how the question is answered.
  - **Done** lets you preview your survey before it is sent out.
User Settings

Google makes it easy to change many settings in your account, including your password, signature, forwarding, stationery and more. Start by clicking Email on the CTX Start Page or go directly to your Webmail by typing http://gmail.ctx.edu.

There’s quite a few things to control within Settings. Here’s some you’ll probably use the most.

General
Includes customizing your Signature and setting your vacation/out of office message.

Accounts
You can set Google up to check other email accounts using the “Accounts” tab.
This is also where you’ll find the “change password” link.

Themes
Personalize your inbox & Google experience using “Themes.”
About

Where it is

Login info

More info

Webmail

http://gmail.ctx.edu

Concordia’s official mode of communication. The university will not send official information to other email accounts.

MyInfo

http://myinfo.concordia.edu

Blackboard

http://blackboard.concordia.edu

NETWORK ACCOUNT

Username: first.lastname@ctx.edu
Default Password: Random password sent to you when your account is created.

Password & Account Information

Many of your online services with CTX 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 when to use it.

So be sure you know what each one does and most at CTX. They each do something different.

These are the three online services you’ll use the most:

The Big Three

Password & Account Information

If you change your password for one service, it changes for all services.

Your network account login info stays in sync across services.

Default Password: Random password sent to you when your account is created.

Username: first.lastname@ctx.edu

MyInfo

http://myinfo.concordia.edu

Blackboard

http://blackboard.concordia.edu

NETWORK ACCOUNT

Username: first.lastname@ctx.edu
Default Password: Random password sent to you when your account is created.

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These are the three online services you’ll use the most:

The Big Three
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.

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 published via email.

Looking for something to do?

Support Services (mail, packages: D138, 512-313-4441)
Career Services (F217, 512-313-5040)
Success Center (F214, 512-313-3030)
(things you’re going to want to check out)

Other Services by other departments

Other Services that use your Network Account

- CTX Email Password
- OK, this should be an easy one...
- CTX Email Address
- MyInfo PIN
- Your Student ID number
- CTX ID Number

Things to start memorizing!

- CTX ID Number
- CTX Email Password
- Library Online Database (www.concordia.edu/library)
- Computer labs
- Password Reset Service

Remember to change it often using the Password Reset Service

Be sure to register now while you know your password!

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Learning these NOW will save you time later!

Remember to change it often using the Password Reset Service

Other Services

- Career Services (F217, 512-313-5040)
- Support Services (mail, packages: D138, 512-313-4441)
- Success Center (F214, 512-313-3030)

Looking for something to do?

Austin has hundreds of locally owned restaurants. We’ve mapped out most of them for you:

http://www.concordia.edu/page.cfm?page_ID=1742

Other Services

- CTX Alert Testing
- CTX Email Password
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- Computer labs
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