



Student **TECHNOLOGY**



H A N D B O O K



Information Technology
WEST TEXAS A&M UNIVERSITY™

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**Technology Help
Password Resets:**
Information Technology
Success Center (ITSC)
806.651.4357
itsc@wtamu.edu

**Registering or
Greenlighting:**
Advising Services
806.651.5300

**Questions On:
Registered Courses or
Dropping a Course:**
Registrar's Office
806.651.4911

Financial Aid:
Financial Aid Office
806.651.2055

Hey Buffs!

Welcome to West Texas A&M University! This handbook will provide you with tons of helpful information regarding all things Information Technology, WTClass, student resources, and more!

The handbook can answer questions, but if you need personal help with technology, please feel free to contact the Information Technology Service Center at itsc@wtamu.edu or 806.651.4357.



TECHNOLOGY HELP

INFORMATION TECHNOLOGY SUCCESS CENTER (ITSC)

Marmaduke Internet Innovation Center at the Open Access Lab area counter.
Phone: 806.651.4357 Email: itsc@wtamu.edu

STUDENT TECHNOLOGY SUPPORT PORTAL

Additionally, you can get self-help tools at our Student Technology Support Portal website by visiting students.wtamu.edu.

TECHNOLOGY TRAINING

We also offer a limited number of live workshops via Zoom the first week of every primary semester. Information on these sessions will be posted in WTClass Canvas. In addition to the live workshops, students are automatically registered for the 'Passport to Canvas' online orientation course to learn at your own pace.

COMPUTERS AVAILABLE FOR USE ON CAMPUS

MARMADUKE INTERNET INNOVATION CENTER

The Marmaduke Internet Innovation Center is home to the WTAMU open access student computer lab. All features and resources of the Marmaduke Internet Innovation Center are for use by currently registered students only and require a Buffalo Gold Card to use.

Within the lab, you can access both PC and Mac computers and printers.

Common software available on the Marmaduke Center Open Access Lab computers:

- Adobe Acrobat Reader
- Adobe Creative Cloud (Personal License Required)
- Autodesk (AutoCAD, AutoCAD Civil 3D, Revit, Inventor)
- Chrome/Firefox/Edge/Safari
- IBM SPSS Statistics
- Microsoft Office (Word, PowerPoint, Excel, Publisher and Access)
- SAS
- Matlab
- Minitab
- Various Other Applications and Utilities



*Software subject to change. Contact the ITSC for current software available.

The Marmaduke Internet Innovation Center is available to students 7 days a week. Check the website each semester for a list of the most current lab hours:

https://www.wtamu.edu/it/marmaduke_internet_innovation_center.html



WT EMERGENCY NOTIFICATIONS



Buff Alert (SafeZone) is an emergency notification service that gives WTAMU the ability to communicate health and safety emergency information quickly by email and text message. WTAMU uses a product called SafeZone for emergency notifications.

Sign Up to Receive SafeZone Alerts:

1. Get the app on your smartphone or other device.

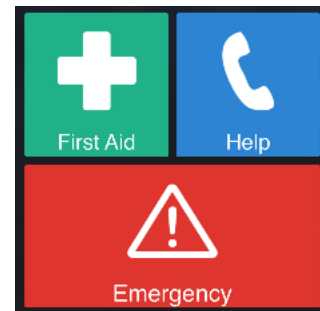


2. Sign in using your WT credentials

Email: tstudent1@buffs.wtamu.edu

Password: Your West Texas A&M University Password

3. You are all set to receive emergency notifications from WTAMU! To learn how to customize your SafeZone settings, please visit <https://safezoneapp.com/>



EQUIPMENT AVAILABLE FOR CHECKOUT

The Department of Academic Technology at West Texas A&M University provides access to a limited list of A/V equipment for students to use to complete academic coursework. All technology is to be used for university-related purposes only, not for personal use. A valid Gold Card must be presented at the point of checkout.

There are no costs involved when checking out equipment; however, equipment must be returned on time, in good condition, and with all of the parts and cables returned. Any stolen, broken or missing items must be paid for at the time of check in or a university hold will be placed on your student account until the cost is repaid.



Equipment Available for Checkout for Academic Use Only:

- Digital Cameras (DSLR)
- Video Cameras
- Tripods
- Voice Recorders
- Easels
- Cables/Adapters/Connectors

*Equipment available subject to change.

Office hours for the Department of Academic Technology are Monday through Friday from 8am – 5pm. Call and reserve in advance at 806.651.7904 or via email at its@wtamu.edu



ONE BUTTON STUDIO

In the WTAMU One Button Studio, located in the Marmaduke Internet Innovation Center, students can create high-quality videos without previous knowledge of video production. Using this system, students can record presentations, speeches, auditions, and so much more using various backgrounds and graphics provided. All you need is a flash drive! Check at the Marmaduke Center lab counter and make sure your USB drive is large enough and formatted correctly for longer video recordings.



How to Make a Reservation:

1. Visit the [One Button Video Studio Reservation](https://miic.skedda.com/booking) page at <https://miic.skedda.com/booking>
2. **Click on a time slot during open hours** for the **One Button Studio**. Time slots are for 30 minutes – you can reserve up to 3 back-to-back time slots if needed for longer videos. (90 minute maximum.) This is a production studio only – **no editing in this studio**.
3. Can't make your appointment? Please release your reservation in the reservation system in advance.

Planning and Recording Tips:

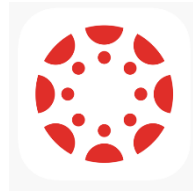
- Reserve early so you have plenty of time to meet your deadline.
- Arrive early and check-in at the Counter in the Marmaduke Internet Innovation Center.
- Bring a USB drive to save your video on (Recommend Size for 1+ Hour of Video = 16GB)
- Have your presentation file, or any graphics you want displayed during your presentation, ready on your USB drive.
- For more planning and recording tips, visit the One Button Studio website: <https://students.wtamu.edu/onebuttonstudio.html>

RECOMMENDED MOBILE APPS



WT Mobile

WT Mobile is a one-stop for quick links to various WT information. You can access the live buff transit map to tell you when the next bus will arrive, and view an interactive WT Campus Map, Buff Link, and more. See below for more information.



Canvas Student

Canvas Student will give you quick and easy access to your course information! This includes viewing your syllabi, managing assignments, and accessing course grades. The Canvas app will simplify communicating with classmates and professors.



SafeZone

Safe Zone is the emergency notification app that WT uses to send out alerts to Faculty, Staff, and Students regarding health and safety emergency information.



Transact eAccounts

Transact eAccounts allows WT students to check their student balances and freeze/un-freeze their student ID card if the card is lost.

All apps are available in the associated app store on Android and Apple devices.

WT MOBILE APP

The WTAMU Mobile app provides instant access to a variety of WT resources to help keep students up-to-date with WT news and information, including:



- Buff Advisor
- Buff Transit
- WTClass
- Tuition Calculator
- Campus Map
- KWTs 91.1
- Directory
- Eternal Flame
- Cornette Library
- Reflections from WT

Simply search and download the WTAMU Mobile app on any smartphone for quick access to WT info.

STUDENT NETWORK USAGE POLICIES

NETWORK USAGE POLICIES

When utilizing the network infrastructure here at West Texas A&M University you are subject to Local, State, and Federal laws. Any violation of these laws will be taken seriously and you may be prosecuted to the fullest extent of these laws.

In addition to these laws, WTAMU has policies concerning network usage. Please refer to the official WTAMU student handbook for the full Network Usage Policy.

LIMITING BANDWIDTH

There is a finite amount of bandwidth that the WT network can provide. As such, if a device on the network is unfairly utilizing this bandwidth that device may be terminated or throttled down to acceptable bandwidth utilization. This will include both wireless and wired connections.

RESPECT COPYRIGHT

West Texas A&M University is committed to protecting copyrighted material. The unauthorized distribution of copyrighted material, including unauthorized peer-to-peer file sharing may subject you to civil and/or criminal penalties.

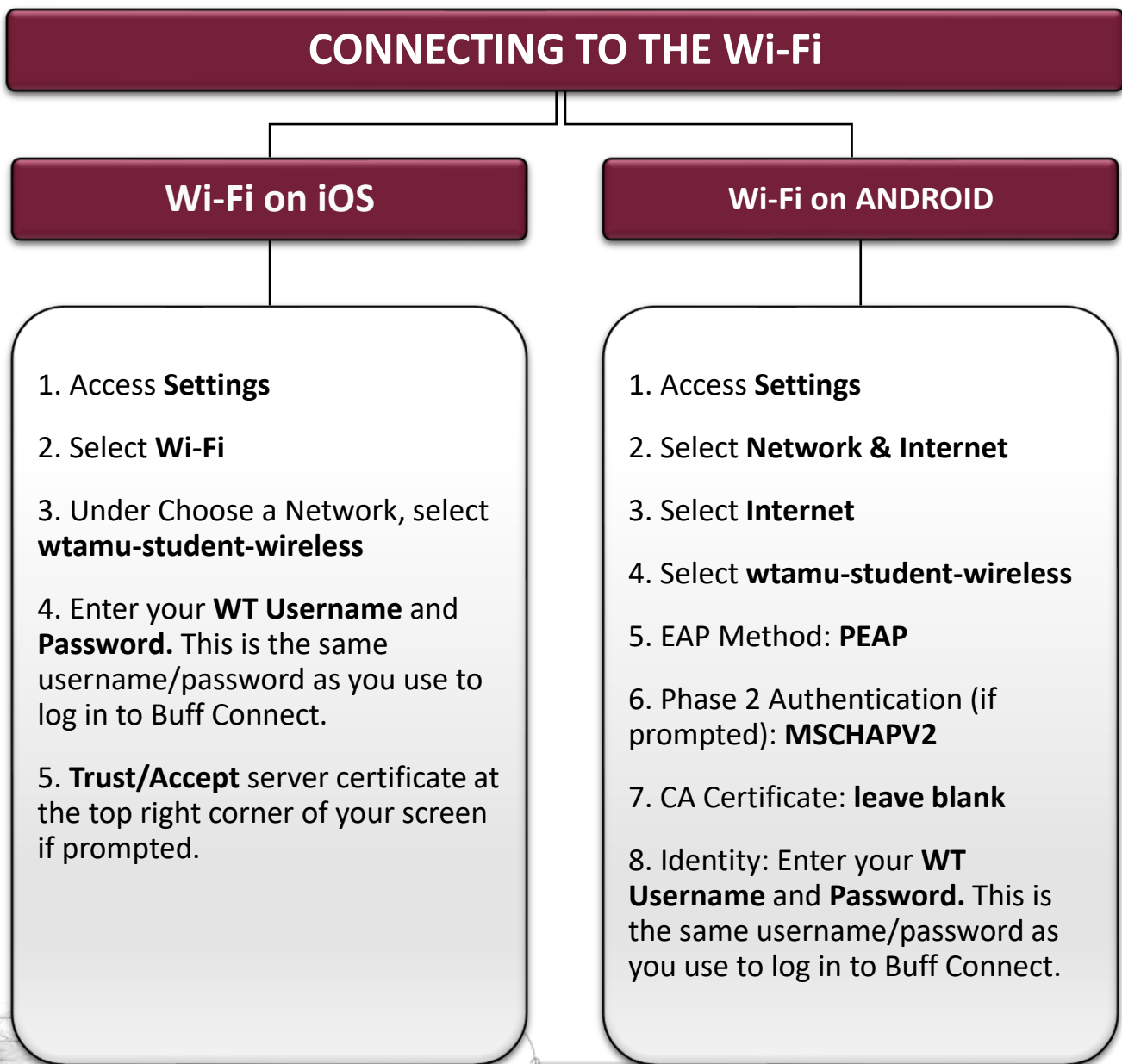
The Division of Information Technology at West Texas A&M University has developed plans to effectively combat the unauthorized distribution of copyrighted material through the use of technology-based deterrents. You agreed to not use University computing and network resources for unauthorized duplication, use or distribution of copyrighted materials, including music and video files. For more information on copyright laws and how they may affect you, please visit <http://www.copyright.gov>.

CONNECTING TO THE WIFI

Wireless internet is available in all academic and residential buildings on campus.

See below for instructions on connecting to the Wi-Fi using an iOS or Android device. For help connecting devices to the Student Wireless Network, please call 806.651.4357 or visit the Marmaduke Internet Innovation Center.

Ethernet connections for wired internet are also available in most residence halls. Please check with your residence hall for availability.



ACCESSING STUDENT EMAIL

Your student email is the primary form of communication between you, faculty, staff and other students. Official University communications, such as course email, financial aid, scholarships, bills, etc., will be sent to your student email account.

Logging in and checking your email on a frequent basis is highly recommended to ensure that you do not miss any important notifications.

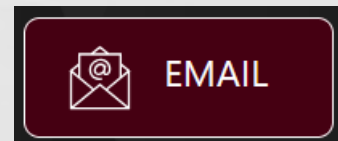
You can access your student email account two different ways:

1. Log in to Buff Connect and click the student email icon at the top of the screen.
2. Set up your phone or mobile device to access student email.

LOGIN TO BUFF CONNECT

To access your Email through a web browser:

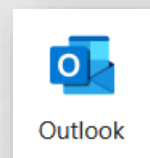
1. Go to <https://www.wtamu.edu>
2. Click "Buff Connect on the top of the page
3. Log in using your Buff Credentials
4. On the top of the page, click on the **Email** button



ACCESS THROUGH THE MICROSOFT OUTLOOK APP

It is recommended that you connect your mobile device to your email for easy access!

1. Download the Outlook app off the App Store or Google Play.
2. Once you open the Outlook app, you will be prompted to fill in your student email.
3. You will be directed to the Buff Connect sign in page. From there you will sign in as normal.



By using the Outlook app on your device, you will not need to use DUO to authenticate your account each time you access your email.

MICROSOFT OFFICE 365

As a student at WTAMU you have access to Office 365 through your student email. You can download Office 365 for **FREE** for installation of the apps **on up to 5 devices**: PC, Mac, laptop, tablet or other mobile devices.

1

On the device you want to install Office 365 apps, open a browser and type at login.wtamu.edu in the address bar. Log in to **BufConnect** using your WT username and password. Click on the Email icon and choose **Student Email**.

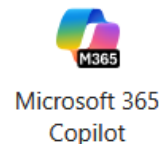
2

In the top left corner of the student email screen, click the square grid to access **Office 365**.



3

Click on the **Microsoft 365 CoPilot App icon**.
Note: If you click any of the individual app icons you will access the app to work in the Office 365 cloud.



4

In the top right corner of the screen, choose **Install and More**, then click install Microsoft 365 apps to begin downloading and installing on your device.

ONEDRIVE FOR CLOUD FILE STORAGE

Save and Access Files from Anywhere

WT Students have 1 TB of file storage space in the cloud with Office 365 OneDrive.

- Save files in OneDrive throughout your college career to use in your final year portfolio or capstone project.
- Keep all your files in one place so you can always find what you need, when you need it!
- Share files for assignment submission, group projects and more.



To access your OneDrive, go to <https://onedrive.live.com> and type in your WT student email and password. To install OneDrive on your device(s) to conveniently access files, visit your app store.

For instructions and more information on OneDrive visit the Student Support Portal and click on **Online Storage with OneDrive** at students.wtamu.edu.



MICROSOFT TEAMS

Microsoft Teams is a collaboration app that helps your team stay organized and have conversations—all in one place. In Teams you can schedule meetings, make web video calls, record calls, use chat instead of email, and team members can edit files at the same time. Teams can be used on a PC, Mac, or mobile device. Notifications can be turned on for Teams so you never miss a message or update from a Team member.

For any additional help with Teams use the link below to access Microsoft's video and written tutorial website:
<https://support.microsoft.com/en-us/teams>

ACCESSING TEAMS ON A COMPUTER

You will have to access Teams online on a computer as a WTAMU student through your email. To do this please follow the steps below:

1

On the computer you want Microsoft access Microsoft Teams from, open a browser and type login.wtamu.edu in the address bar. Log in to **BufConnect** using your WT username and password. Click on the Email icon and choose **Student Email**. Note: if this is your personal computer you can download and install the app for easy access.

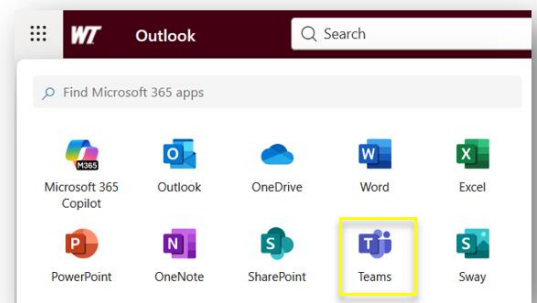
2

In the top left corner of the student email screen, click the square grid to access **Office 365**.



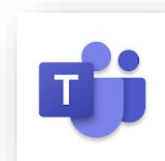
3

Click on the **Microsoft 365 Microsoft Teams icon**. Note: If you click any of the individual app icons you will access the app to work in the Office 365 cloud.



ACCESSING TEAMS ON A MOBILE DEVICE

To access Teams on a mobile device, download the application from your phone's app store and log in with your student email and password.



PRINTING ON CAMPUS

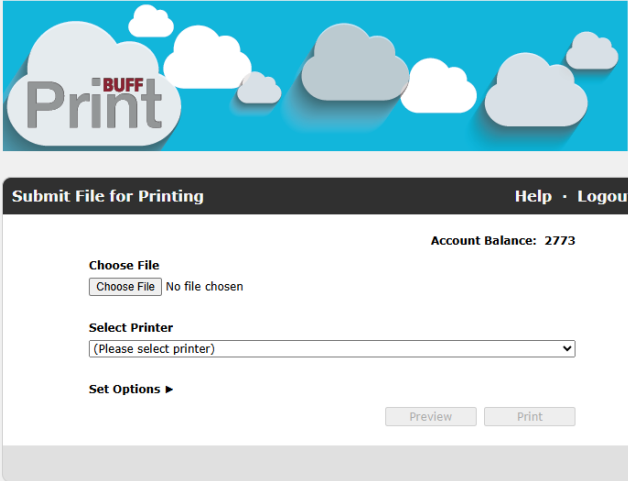
BuffPrint is a cloud-based printing solution where you can send a print job to a printer on campus and your file will be secure in the cloud until you go to an on-campus BuffPrint location and swipe your Buff ID to finalize printing.

IMPORTANT TIPS FOR USING BUFFPRINT

- There is one 24-hour printer located in the East Entrance of the Cornette Library near the elevator.
- You receive 3,000 black and white prints at no additional cost to you at the beginning of each semester for all your WT printing needs.
- Location of printing matters! You will only be able to see prints sent to that specific location.
- Choose the printer you wish to print to via the drop-down box. (See map below for locations)
- Buff Print only works if you are on school Wi-Fi (WT Connect or Student Wireless)

BUFFPRINT LOCATIONS

- Agriculture Science Building
- Amarillo Center
- Activity Center
- Cornette Library
- Engineering and Computer Science Building
- Fine Arts Building
- HUB- Classroom Center
- JBK Information Desk Marmaduke
- Internet Innovation Center
- Natural Sciences Building
- 24 Hour Printer (East entrance of the library, by the elevator)

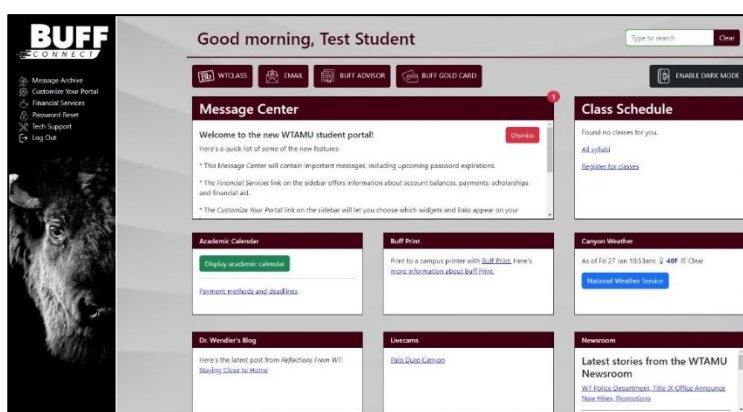


The screenshot displays the BuffPrint web application interface. At the top, there is a blue header with the 'BUFF Print' logo and a row of stylized white and grey clouds. Below the header, a dark grey bar contains the text 'Submit File for Printing' on the left and 'Help · Logout' on the right. The main content area is white and contains the following elements: 'Account Balance: 2773' in the top right; a 'Choose File' section with a 'Choose File' button and the text 'No file chosen'; a 'Select Printer' section with a dropdown menu showing '(Please select printer)'; a 'Set Options' link with a right-pointing arrow; and two buttons at the bottom right labeled 'Preview' and 'Print'.

BUFF CONNECT

Buff Connect is your **single sign-on access** to many of the tools you will need while you are a student at WTAMU. Within Buff Connect is access to your student email, student records and information, financial aid and scholarships, bills and payment, course registration, grades and your current courses in WTCClass. Buff Connect is a technology you likely will use daily as a student at WT.

To access Buff Connect, click the Buff Connect link on the WTAMU home page: <https://www.wtamu.edu/> or go directly to Buff Connect at login.wtamu.edu. User your WT username and password to log in.



Your Buff Connect password should NEVER be given out to anyone! Not even to your parent(s) or guardian! If you want to give your parents or guardians access to your account, you can give them rights within Buff Advisor to log in with their own username and password. For additional information, visit the Buff Advisor area in this handbook that details “Parent, Guardian or Proxy Account.”

CHANGING BUFF CONNECT PASSWORD

To change your Buff Connect password, go to passwordreset.microsoftonline.com or click the Password Reset link in the Buff Connect menu.

You will need to know your Student Email address and follow the steps on the screen. The system will then take you through a two-step verification process before allowing you to reset your password.



Please get in touch with the IT Success Center at 806.651.4357 if you need further assistance. Passwords cannot be reset by email. *Any temporary password provided is only valid for 24 hours.*

- 6 unsuccessful log-in attempts = a locked account that must be cleared by calling the IT Service Center team.
- Your password expires every 2 years.
- Password Requirements: 12 characters, uppercase and lowercase letter, number and special character.
- Passwords cannot be a common name or a close variation of a common word or name (your name, WT, Buff)
- Passwords cannot be one of your 10 previously used passwords.

TWO-FACTOR AUTHENTICATION: DUO

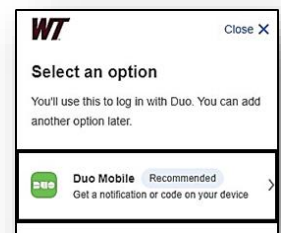
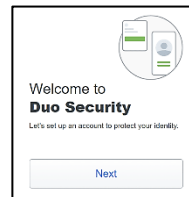
DUO adds a second layer of security to your online accounts. Verifying your identity using a second factor (like your phone or other mobile device) prevents anyone but you from logging in, even if they know your password. DUO two-factor authentication is required for any system with confidential data (Buff Connect, Buff Advisor, WTClass, etc.). To enroll in DUO for WT, follow the steps below.



Adding a new phone or device? Go to our website at: <https://www.wtamu.edu/it/duo.html> or contact the IT Service Center at 806.651.4357 or itsc@wtamu.edu.

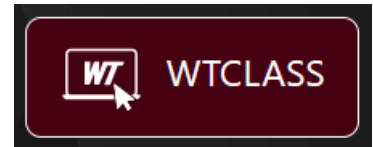
Install and Setup DUO

- 1 From a Computer, Log in to Buff Connect**
From your preferred browser, navigate to login.wtamu.edu then log in to SSO with your WT username and password. Hint: your username is your initials followed by your Buff ID#.
- 2 Start Setup Process**
Once you have logged in, click **"Next"** to get started
- 3 Authentication Option**
Set up your device to receive pushes automatically. To do this **select "DUO Mobile"** on the **Select an Option** window.
- 4 Enter Your Phone Number**
- 5 Confirm Ownership**
Choose **"Send me a passcode"**. Use the code sent your mobile device to verify your phone.
- 6 Download and Install DUO Mobile App on Your Device**
Download the DUO Mobile App from your device's app store. Look for the DUO logo in a green circle as shown above.
- 7 Activate DUO**
Once you've installed the app on your smartphone, open the app and activate it by following the on-screen prompts. Click Add Account. Hold your phone up to your computer screen to scan the QR code.



WTCLASS

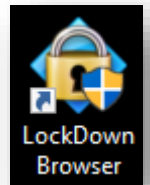
WTClass is WTAMU's Canvas system for courses, both in-person and online. WTClass can be accessed either through a web browser via the button in Buff Connect or by using the Canvas Student app. In WTClass you will find the syllabus, course files uploaded by your professor, grades, course communication, and other tools your instructors use. The use of WTClass varies by course/instructor.



Courses are not available in WTClass until 5 days prior to the 1st day of class each semester.

PROCTORED EXAMS

For quizzes and exams some professors may require you to use an online proctoring service such as Respondus Lockdown Browser or Respondus Lockdown Browser with Monitor.

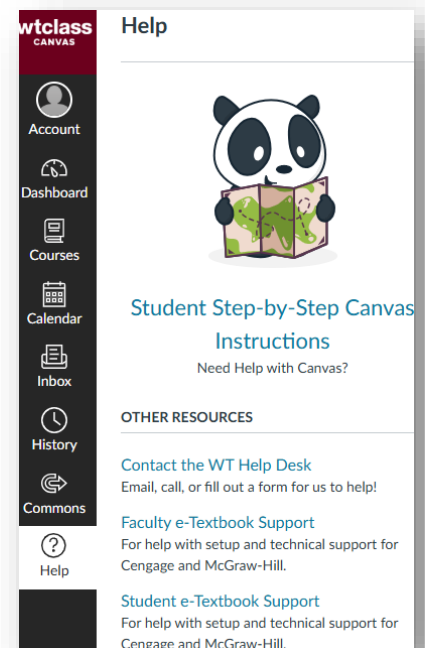


Respondus LockDown Browser is a specific browser that prevents you from printing, copying, going to another URL, or accessing other applications during a test. Follow the directions posted in your course from your professor. Respondus Monitor is a video proctoring system that works with Respondus LockDown Browser.

For further assistance and instructions on how to install Respondus LockDown Browser please visit: <https://students.wtamu.edu/wtclass/respondus.html>

WTCLASS CANVAS HELP

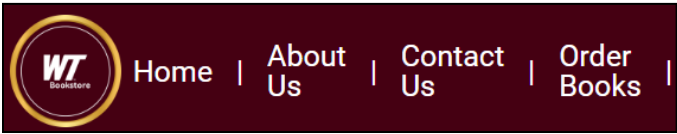
For help with WTClass Canvas click on the Help button in the left navigation. Here you can search the Canvas guides, contact the help desk, get support with e-textbooks, access the WT Library, and view resources to help answer any questions you may have.



VIEWING AND BUYING TEXTBOOKS

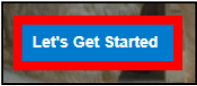
1

Go to www.wtbookstore.com and click the **Order Books** link at the top of the screen.



2

Click the blue **Let's Get Started** button.



3

Select the **semester**, and then type in your **course ID**.

4

When you have added all of your courses, click on **View Your Materials**.

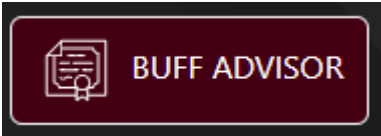
5

Here you will be able to view the textbooks required for your courses.

BUFF ADVISOR

Buff Advisor is the WTAMU Student Information System. Access many areas related to your student information, academic information, registration, financial aid, and more from within Buff Advisor.

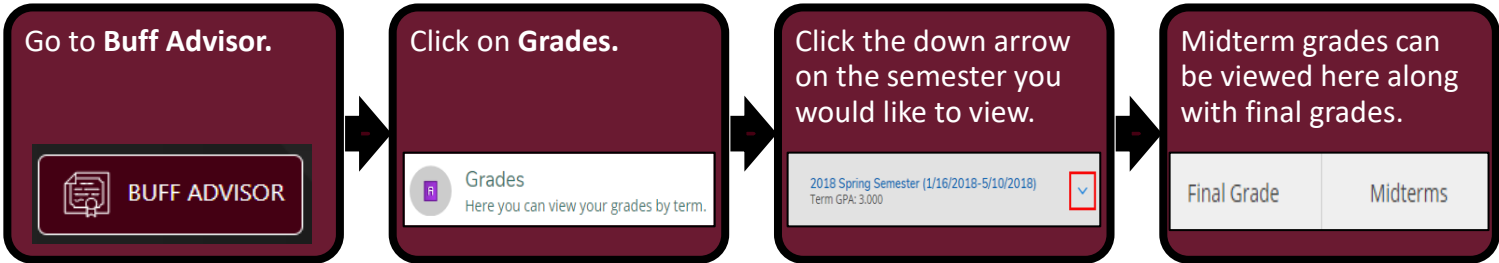
Some of the most common areas of interest in Buff Advisor are shown in the table.



STUDENT FINANCE	STUDENT PLANNING
<ul style="list-style-type: none">• View Your Bill• Make Payments• Set-up a Payment Plan	<ul style="list-style-type: none">• Search & Register for Classes• Student Progress• Drop Classes• View Midterm & Final Grades
FINANCIAL AID	STUDENT USER OPTIONS
<ul style="list-style-type: none">• Financial Aid Home• Awards• Required Documents	<ul style="list-style-type: none">• Set Up a Parent Account• Emergency Contact Information

VIEWING GRADES

You can access your Midterm and Final Grades within Buff Advisor. To access your grades:

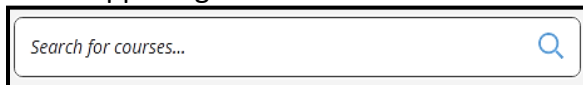


REGISTER FOR COURSES

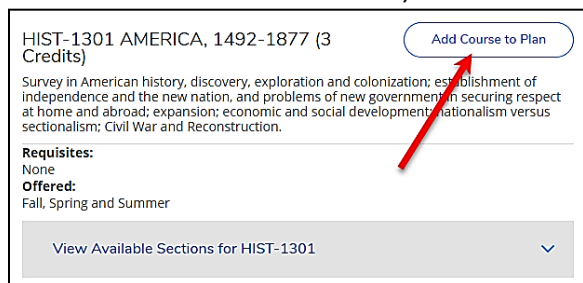
Register for classes through Student Planning in Buff Advisor. Before you can register each semester, you must be advised and greenlighted. Registration opens by classification on the first business day in April and November. View the University Calendar on the WTAMU website for specific dates you can register based on your classification.

To register for classes:

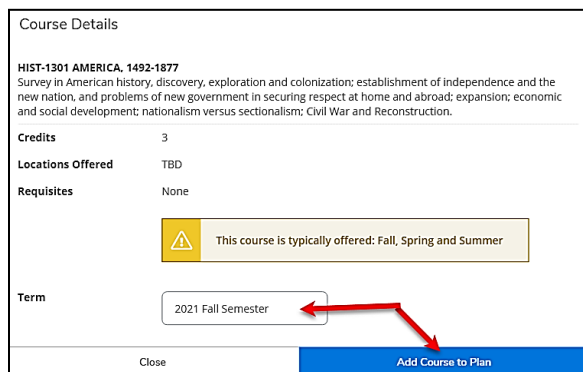
1. Go to Buff Advisor, and click on **Student Planning**.
2. Go to the **Plan & Schedule** page.
3. In the upper-right corner of the **Plan & Schedule** page, search for a course to plan.

A rectangular search bar with a light gray border. Inside, the text "Search for courses..." is in a light gray font. A magnifying glass icon is on the right side.

4. Locate the course from the list, and then select the **Add Course to Plan** button.

A card showing course details for HIST-1301 AMERICA, 1492-1877 (3 Credits). The card includes a description: "Survey in American history, discovery, exploration and colonization; establishment of independence and the new nation, and problems of new government in securing respect at home and abroad; expansion; economic and social development; nationalism versus sectionalism; Civil War and Reconstruction." It also lists "Requisites: None" and "Offered: Fall, Spring and Summer". A red arrow points to the "Add Course to Plan" button in the top right corner. At the bottom, there is a button labeled "View Available Sections for HIST-1301" with a downward arrow.

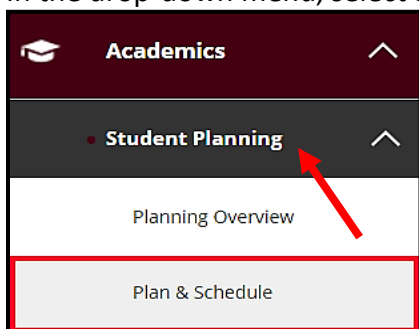
5. Select the appropriate term from the **Term** dropdown menu and then select the **Add Course to Plan** button.

A modal window titled "Course Details" for HIST-1301 AMERICA, 1492-1877. It displays the same description as the previous card. Below the description, it shows "Credits: 3", "Locations Offered: TBD", and "Requisites: None". A yellow warning box with a triangle icon states: "This course is typically offered: Fall, Spring and Summer". At the bottom, there is a "Term" dropdown menu currently set to "2021 Fall Semester". A red arrow points to this dropdown menu. At the very bottom, there are two buttons: "Close" and "Add Course to Plan".

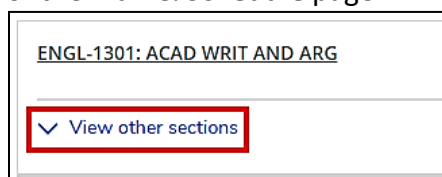
6. Continue searching for each course to add to your plan for the semester.
7. Return to the **Plan & Schedule** page by selecting **Academics** on the left side of the screen.



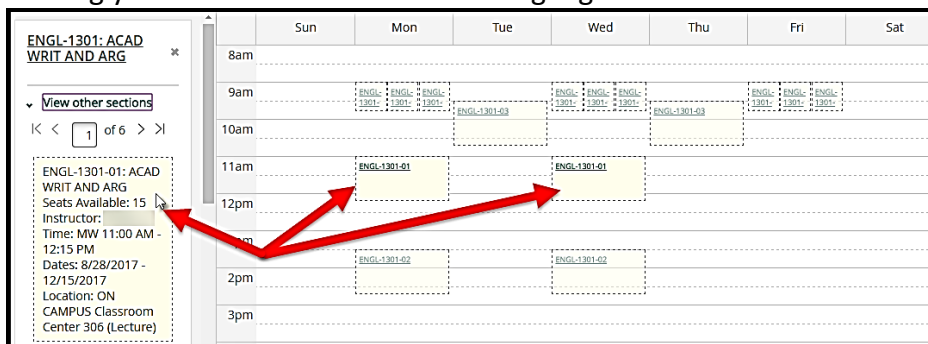
8. In the drop-down menu, select **Student Planning** and then select **Plan & Schedule**.



9. For each course in your plan, select the **View other section** link under the course or the left side of the **Plan & Schedule** page.

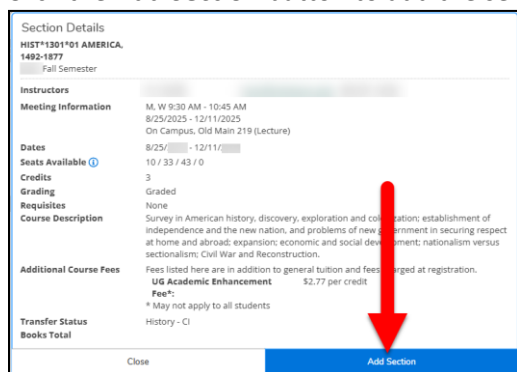


10. Moving your mouse over a course will highlight that course in the schedule to the right.



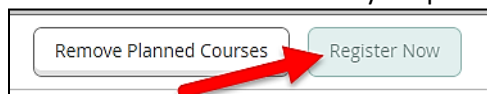
11. Select a course from the list that you wish to register. Detailed information about the specific course and section selected will appear.

12. Click the **Add Section** button to add the selected course and section to your plan.



13. Follow Steps 7 through 11 for all courses to be added to your planned schedule.

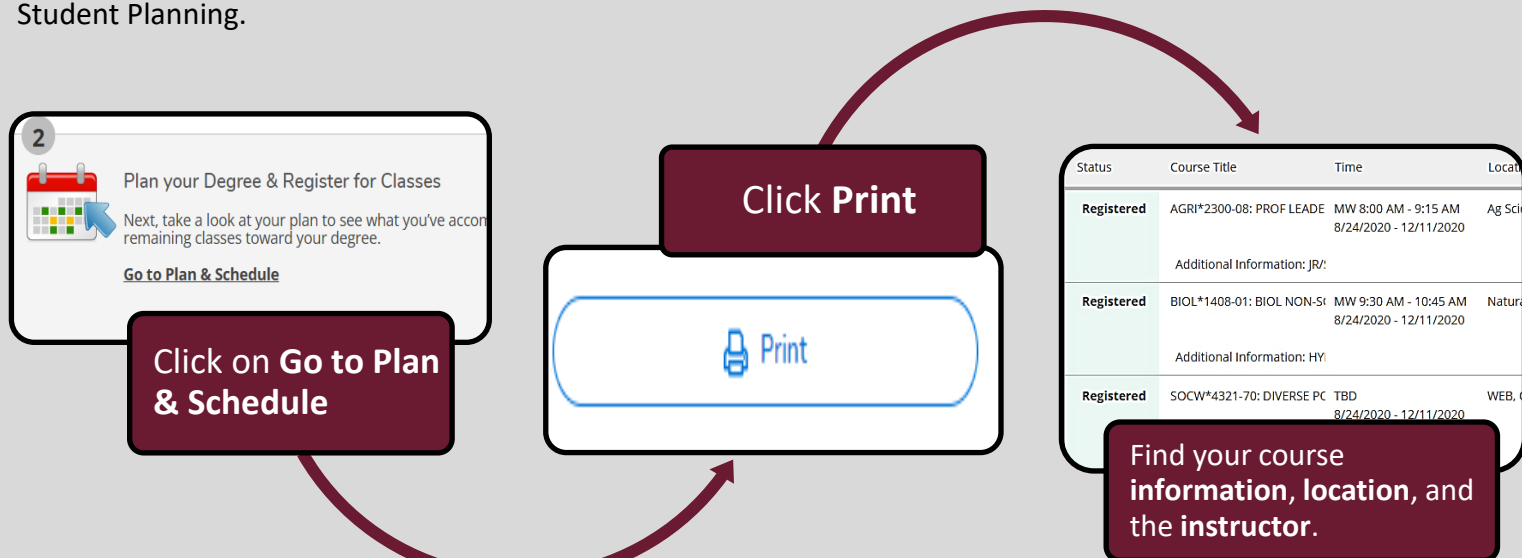
14. Once all courses are added to your planned schedule, select the **Register Now** button.



Reminder: Registered courses appear in **Green** on your schedule. **Yellow** courses are only planned. You must be registered for a course to earn credit.

VIEWING AND PRINTING YOUR CLASS SCHEDULE

Your Class Schedule can be viewed and printed from Student Planning within Buff Advisor by clicking on Student Planning.



PARENT, GUARDIAN, OR PROXY ACCOUNT

Proxy Accounts allow you to assign permissions to someone, typically a parent or guardian, allowing them to view your information. This allows this person (or persons) to make payments on your bill, view your financial aid awards, and view your grades and progress towards a degree. Follow the two-step process to get a Proxy Account set up for your parent or guardian:

Step 1: Request an Account

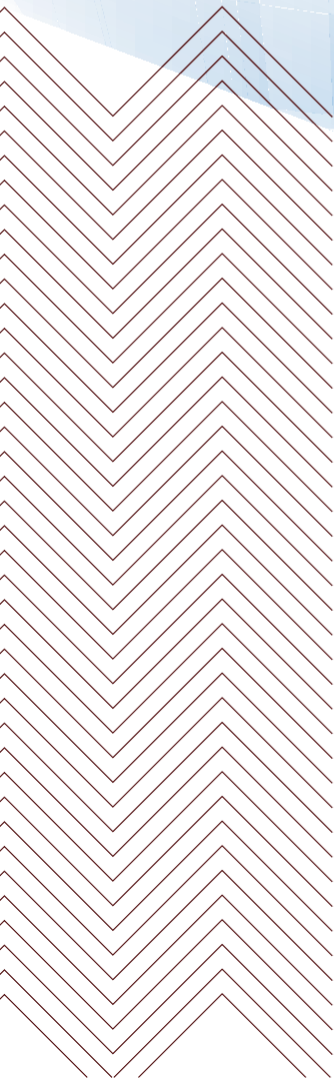
- ◆ Go to Buff Advisor, click on the drop-down arrow next to your name in the top-right corner of the page, and click on **View/Add Proxy Access**.
- ◆ Under **Add a Proxy**, select the dropdown menu. Select an existing proxy previously added or select **Add Another User**.
- ◆ Complete all required information in the form.
- ◆ Select the **access** for this person to have.

If the new person you added does not already have a record in the student system, a record is created, and they are sent an email with their proxy information, including a personal username and instructions for activating their account to log in to view your information.

If an existing record in the system matches or is a possible match, the Office of the Registrar is notified. They will review the information you submitted to match the record and process it. Once processed, an email is sent to the proxy.

Step 2: Have Your Parent Set Up Their Account

The requested proxy will receive an email with a personal username and directions for activating their account and setting a password. Once activated, the person will have access to the information you have granted them.



A dark red vertical bar on the right side of the page. It contains a QR code and three social media icons (Twitter, Instagram, Facebook) at the bottom. The bar is bordered by a thin white line on its right side. The background of the page features a large, light blue geometric pattern of overlapping triangles and a white background with faint, light blue lines.

