

TECHNOLOGY HELP

Information Technology Success Center (ITSC):

Hasting Electronic Learning Center (HELC) at the Open Access Lab area.

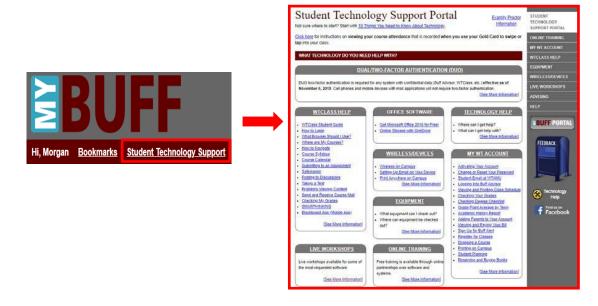
Phone: 806.651.4357 Email: itsc@wtamu.edu

Whenever you have any technology problems, you can contact the Information Technology Success Center (ITSC) to get help. You can contact ITSC by phone, email, or drop by HELC

Student Technology Support Portal (Self Help Tutorials):

Additionally, you can get self-help tools at our Student Technology Support Portal website by logging in to MyBuff portal and clicking on Student Technology Support or by visiting students.wtamu.edu.

This page contains instructions for various technology questions and software we use at WT.



Technology Training:

We also offer a limited number of live workshops and online training throughout the semester. For information on our these sessions visit the Student Technology Support Portal and click on Live Workshops or Online Training.

- Find us on Facebook! https://www.facebook.com/wtamuinfotech
- Find us on Twitter! https://twitter.com/wtamuinfotech
- Find us on Instagram! https://www.instagram.com/wtamuinfotech

Technology Help/Password Resets:

806.651.4357

Registering, Dropping a Course, or Being Greenlighted:

Advising Services 806.651.5300

Questions for a Course You are Registered for or Need Registered for:

806.651.4911

General Information:

806.651.2000 or 806.651.0000

COMPUTERS AVAILABLE FOR USE ON CAMPUS

HASTING'S ELECTRONIC LEARNING CENTER

The Hasting's Electronic Learning Center is home to WTAMU's open access computer lab. All features and resources of the HELC are for use by currently registered students only and require a Gold Card to use.

Within the lab, you have access to both PC and Mac computers, scanners, and printers. Common software available on the HELC Open Access Computer Lab computers:

- Adobe Acrobat Reader
- Autodesk (AutoCAD, AutoCAD Civil 3D, Revit, Inventor)
- Google Chrome
- iTunes
- Microsoft Office (Word, PowerPoint, Excel, Publisher and Access)
- Mozilla Firefox
- IBM SPSS Statistics
- Adobe Creative Cloud (Personal License Required)

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



Printing from the HELC offers many options. Not only do the printers allow for special accommodations such as hole punching, stapling, and printing on both sides of the paper, you can also have prints made on special paper by requesting help from an IT Success Center staff member. Color printing is also available for a small fee. Color printing is paid for using Buff Cash loaded on your Gold Card.

Spring/Fall Semester Lab Hours:

Sunday 9:00 A.M. Midnight Monday thru Thursday 7:00 A.M. Midnight Friday 7:00 A.M. 10:00 P.M. Saturday 7:30 A.M. 5:30 P.M.

Intersession/Summer Semester Lab Hours:

Sunday 2:00 P.M. 7:00 P.M. Monday through Friday 7:00 A.M. 10:00 P.M. Saturday 7:30 A.M. 5:30 P.M.

WT EMERGENCY NOTIFICATIONS

Buff Alert is an emergency notification service that gives WTAMU the ability to communicate health and safety emergency information quickly by email and text message. By enrolling in Buff Alert, university officials can quickly pass on safety-related information, regardless of your location.



To sign-up to receive alerts:

- 1. Go to the WTAMU homepage and click on the Buff Alert icon under Student Links.
- 2. Click "User Registration".
- 3. Click "Register for Buff Alert".
- 4. Complete the user information and create a password.
- 5. Check the box to agree to **Terms of Service.**
- 6. Click "Create Account".



The Instructional Technology Services (ITS) department at West Texas A&M University provides access to equipment for students to checkout in order to complete their coursework. All technology is to be used for university-related purposes only, not for personal use.

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

Contact ITS Equipment Checkout at 806.651.7904 or its@wtamu.edu. Or stop by the office in the Hasting Electronic Learning Center, Room 53, Monday through Friday between the hours of 8:00 a.m. and 5:00 p.m.

Equipment Available for Checkout for Academic Use Only:

- Digital Cameras (DSLR Cameras and Point & Shoot Cameras)
- Video Cameras
- Tripods
- Portable Audio Systems
- Voice Recorders
- Projection Screens
- Cables/Adapters/Connectors

*Equipment available subject to change.



ONEBUTTON STUDIO

The One Button Studio is a new addition to the Hastings Electronic Learning Center where 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. The only things you need to be successful in the One Button is an idea and a flash drive.

The One Button Studio can be reserved at https://helc.skedda.com/booking

One Button Studio Hours of Operation:



WTMOBILE

The WTmobile 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 Libray
- Reflections from WT

Simply search and download WTmobile on any smartphone and view what all it has to offer.



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 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

WTAMU, and specifically the Office of Information Technology, is committed to protecting copyrighted material. The unauthorized distribution of copyrighted material, including unauthorized peer-topeer file sharing may subject you to civil and/or criminal liabilities. The Office of Information Technology at WTAMU has developed plans to effectively combat the unauthorized distribution of copyrighted material via technology- based deterrents.

There are many alternatives to illegal distribution of intellectual property. For more information about these alternatives, please visit, http://resnet.wtamu.edu/alternatives.aspx

For more information on copyright laws and how they may affect you, please visit http://www.wtamu.edu/p2p

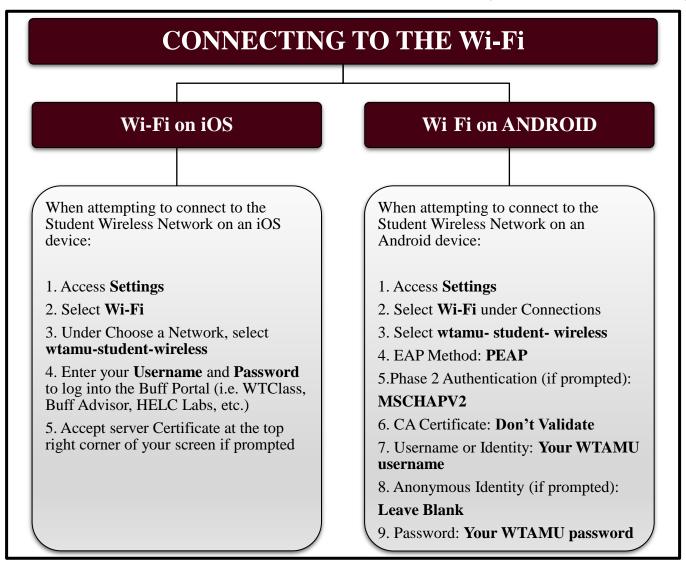
CONNECTING TO THE WIFI

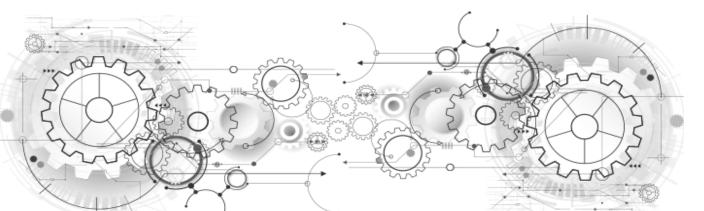
Wireless internet is available in all academic and residential buildings on campus, and even in three parking lots.

Mary Moody Northen Hall-West Parking Lot First United Bank Center-North Parking Lot Harrington Academic Hall in Amarillo- Main Parking Lot

See below for instructions for connecting to the Wi-Fi using an iOS or Android device. For other connection instructions go to the *Student Technology Support Portal under Wireless/Devices* at <u>students.wtamu.edu.</u>

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





ACCESSING STUDENT EMAIL

WTAMU provides all admitted students with a student email account for the primary reason of communicating official university information. Official university communications such as financial aid, scholarships, bills, etc., will be emailed to your student email account.

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

You can access your student email account two different ways:

- Log in to MyBuff Portal and click the student email icon at the top of the screen.
- Set up your phone or mobile device to access student email.

EMAIL SETUP ON IOS MOBILE DEVICE

If you are not able to login please contact the IT Success Center and specify that you are needing assistance with logging in to your email.

- 1. Go to Settings and navigate to Mail, Contacts, Calendars.
- 2. Choose Add Account. Then Microsoft Exchange.



3. Enter your Email address and Description. Click Next.



4. Select Sign In

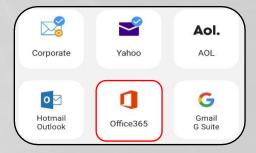


- **5.** You should be taken to the Buff Email login page, where you will need to enter your **password**. Then click **Sign In.**
- **6.** Accept the DUO.

EMAIL SETUP ON ANDROID MOBILE DEVICE

If you are not able to login please contact the IT Success Center and specify that you are needing assistance with logging in to your email.

- 1. Go to Settings and navigate to the Accounts area, select Add Account, and chose Email.
- 2. You will be taken to the **Set Up Email** page, select **Office365.**



3. Sign in with your student email. Then select Next.



- **4.** You should be taken to the Buff Email login page, where you will need to enter your **password**. Then click **Sign In.**
- **5.** Accept the DUO.

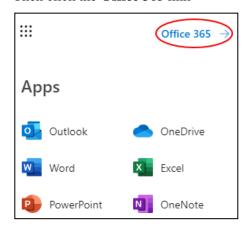
MICROSOFT OFFICE 365

As a student at WTAMU you have access to Office 365 through your student email. You can download Office 2016 for FREE or install the apps on up to 5 computers (PC or Mac) or mobile devices.

- Login to your student email
- In the top left click the square grid



• Then click the **Office 365** link



• Choose **Install Office**, then click **Office 365 apps** to start downloading!



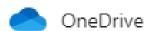
Other install options

Install a different language, the 64-bit version, or other apps available with your subscription.

For additional assistance, feel free to stop by the HELP Desk in HELC 53 or call 806-651-4357

SAVE AND ACCESS DOCUMENTS FROM ANYWERE

Students have access to 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. You have continued access to OneDrive even after you graduate as long as you keep your buffs email active by logging in once every 90 days.
- Keep all your files in one place so you can always find what you need, when you need it!

To access your OneDrive go to https://onedrive.live.com and type in your student email and password. To install OneDrive on your device visit your app store.

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

MICROSOFT TEAMS

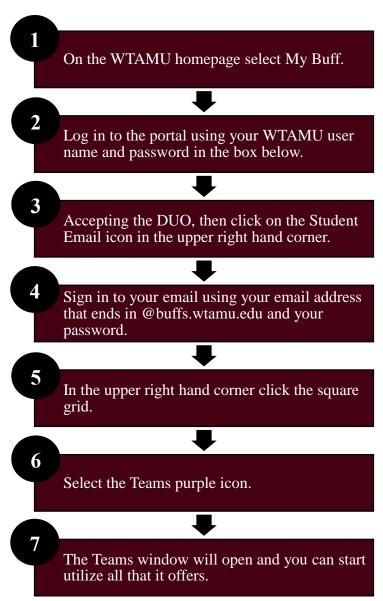
Microsoft Teams is a collaboration app that helps your team stay organized and have conversations—all in one place. In Teams you can schedule meetings, make calls, use chat instead of email, and securely edit files at the same time. Teams can be used on a PC, Mac, or mobile device.

Please use the instruction below for assistance with accessing Teams.

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

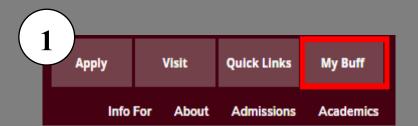
ACCESSING TEAMS ON COMPUTER

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



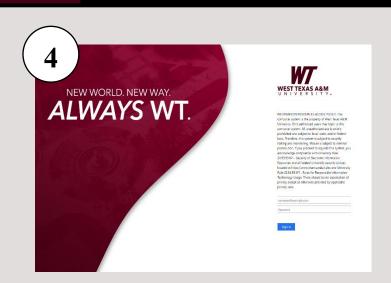
ACCESSING TEAMS ON A MOBILE DEVICE

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.

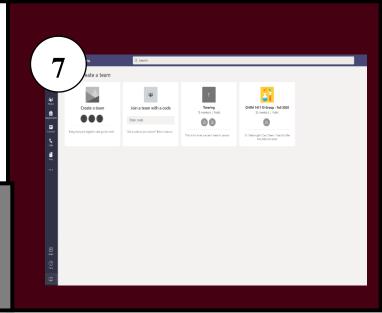










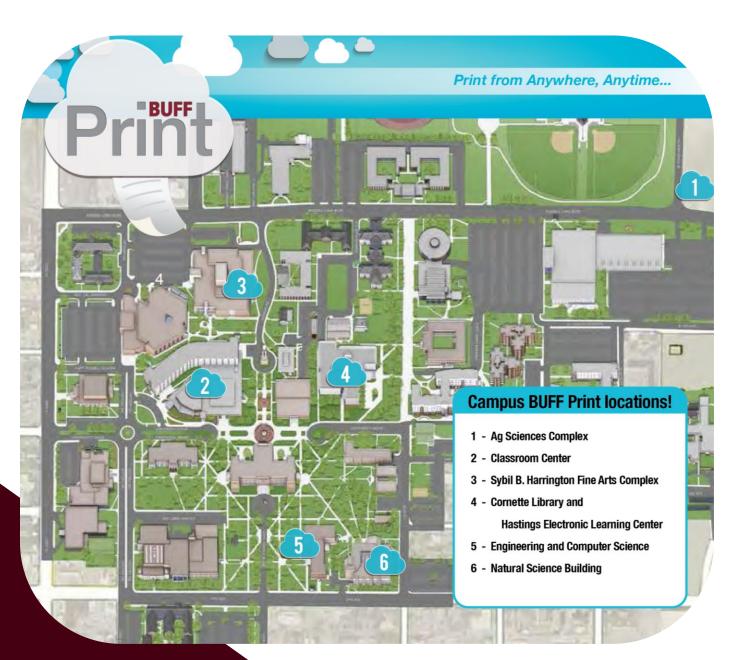


PRINTING ON CAMPUS

Print from anywhere on campus, any time of day using Buff Print. Your student fees provide approximately 1,500 black and white prints each semester.

How to Print:

- 1. Navigate to https://buffprint.wtamu.edu
- 2. Login using your WTAMU username and password.
- 3. Click **Browse**...and select your file in the **Choose File to Upload** box.
- 4. Click the **Open** button and then click **Next**.
- 5. Choose the printer you wish to print to via the drop-down box. (See map below for locations)
- 6. Check the **Advanced** checkbox to apply additional options such as number of copies, page range, duplex, etc.
- 7. Click the **Print** button.
- 8. Visit the printer you previously selected.
- 9. **Swipe/Tap** your Buffalo Gold Card.
- 10. Chose any (or all) print jobs you wish to print.
- 11. Press the **Print** button.



MYBUFF PORTAL

My Buff Portal is your **single sign-on access** to many of the tools you will need while you are a student at WTAMU. Within the portal is access to your student email, student records and information, financial aid and scholarships, bills and payment, grades and your current courses in WTClass.



To access MyBuff Portal, click the MyBuff Portal link on the WTAMU home page: www.wtamu.edu



Your MyBuff Portal password should **NEVER** be given out to anyone! Not even to your parents or guardian! If you want to give your parents or guardian access to your account, you can give them rights within Buff Advisor and their own username and password. For additional information, visit the Buff Advisor area in this handbook on page 15

TWO-FACTOR AUTHENTICATION (DUO)

DUO two-factor authentication is required for any system with confidential data (Buff Advisor, WTClass, etc.). Cell phones and mobile devices with mail applications will not require two-factor authentication.



It is highly recommended that if you have a smart phone to set up DUO with the DUO Mobile app

Additional information on DUO two-factor authentication and how to get DUO setup can be found at students.wtamu.edu under **Dual/Two-Factor Authentication (DUO).**

CHANGING MYBUFF PORTAL PASSWORD

On the WTAMU Single Sign-On Login page, click the **Need help signing in?** link under the area you enter your User Name and Password. Then under the **Students** heading use the Self-Service Password Reset (SSPR) link.

You will need to know your Student Email address to complete the steps for resetting your password.

If you need further assistance please contact the IT Success Center at 806.651.4357. Passwords cannot be reset by email. *Any temporary password provided is only valid for 24 hours.*

Your account will be locked if you attempt to log in 6 times unsuccessfully. Your password naturally expires every 180 days.

WTCLASS



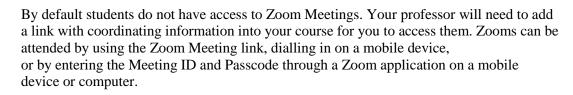
WTClass is the WTAMU Learning Management System that you can access from the MyBuff Portal. Each course you register for will have a space inside of WTClass where you will find the syllabus, course files uploaded by your professor, grades, course email, and other tools your instructor uses for use in both your face-to-face and online courses. Step-by-Step tutorials are provided for each tool in the WTClass Help Topics section at students.wtamu.edu



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

ZOOM

Zoom is being integrated with WT courses to enhance learning for hybrid, hyflex, and online courses. This type of web conferencing lets you connect with anyone, anywhere, in real time through video and audio conferencing, collaboration, chat, and webinars across mobile devices, desktops, and telephones.





For further assistance and questions regarding Zoom, checkout their support page at: support.zoom.us/hc/en-us

PROCTORED EXAMS

For quizzes and exams some professors may require you to use an online proctoring exam service. The common third party proctoring services used are Responsus Lockdow Browser, Examity and ProctorU.



Respondus LockDown Browser is a locked browser that prevents you from printing, copying, going to another URL, or accessing other applications during a test. If a test in WTClass requires that Respondus LockDown Browser be used, you will not be able to take the test with a standard web browser.

For further assistance and how to install Respondus LockDown Browser please visit: students.wtamu.edu/wtclass/respondus

Examity and ProctorU are secure online proctoring services that offer Live Proctoring. If you are required to use one of these services your professor will provide you will the necessary instructions and information needed to schedule your exam, as these services come with a fee and have to be scheduled through them.

If you do not have access to a computer, or need a private room to take any proctored exam there are testing rooms available in the HELC. Please complete the following form to reserve the testing room during the HELC hours.

wtamu.az1.qualtrics.com/jfe/form

Please note, there are only 2 rooms/computers available at this time. Please reserve at least 48 hours in advance.

BUFF ADVISOR



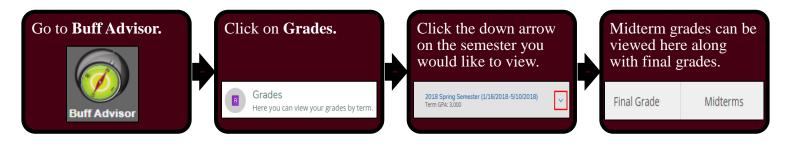
Buff Advisor is the WTAMU Student Information System. access many areas related your information, academic information, registration, financial aid, and more from within Buff Advisor.

Some of the most common areas of interest in Buff Advisor that you will find are shown on the right.

FINANCIAL INFORMATION FINANCIAL AID • View Account Charges & Payments • Financial Aid Forms • Make Payments • Accept/Reject Financial Aid • Set-up Payment Plan • Accept Scholarship Awards REGISTRATION ACADEMIC INFORMATION • Search & Register for Classes • Check Your Grades • Academic History Report • Drop Classes • Manage Your Waitlist • Class Schedule • Setup Parent Account

VIEWING GRADES

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



FINANCIAL AID AWARDS

Financial aid awards such as scholarships, grants, and loans must be accepted in order for the award to be placed onto your bill. Scholarships are generally handled through letter (email or U.S. Mail) and are returned directly to the Scholarship office and processed. Grants and Loans must be accepted by the student through Buff Advisor in order for the award to be placed on the students account. Financial aid award letters are sent via U.S. Mail and electronically via the student's WTAMU email address.

To accept, decline, or change your grant and loans:

- 1. Go to Buff Advisor, and click on Financial Aid
- 2. Select the appropriate **Award Year** from the dropdown menu.



- 3. Click on Review and accept your Financial Aid Award Package under Checklist.
- 4. Accept or decline awards, and update your loan amounts appropriately.

Awards may not appear on your bill statement immediately. Please contact the Financial Aid or Scholarship offices for additional information.

Financial Aid Office: 806-651-2924 financial@wtamu.edu

Scholarship Office: 806.651.3335 scholarships@wtamu.edu

You can also contact the Financial Aid Office by clicking on the Contact Financial Aid Office button in the top right corner within the Financial Aid area.

REGISTER FOR COURSES

You register for classes through Student Planning in Buff Advisor. Before you can register each semester you must be advised and greenlighted. During NSO/TSO you will visit with an adviser and be greenlighted following Technology Training. For your remaining semesters at WT, you will make an appointment either with Advising Services or with a department adviser to be advised and greenlighted. Once complete, you can then register for your classes.

Registration opens by classification the first business day in April and the first business day in November. View the University Calendar for specific dates you can register based on your current classification.

To register for classes:

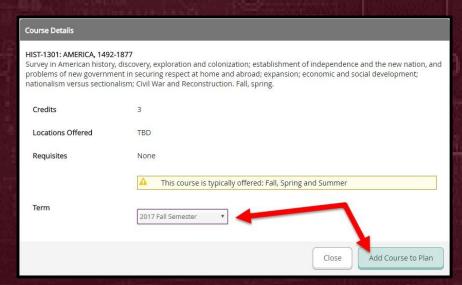
- 1. Go to Buff Advisor, and click on **Student Planning.**
- 2. Go to the **Plan & Schedule** page.
- 3. In the upper right corner of the Plan and Schedule page, search for a course to plan



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



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



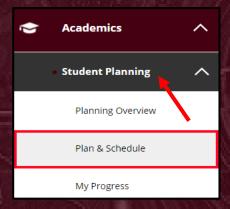
6. Continue searching for each course to add to your plan for the semester.

7. Return to the Plan & Schedule page by selecting Academics on the left side of the screen.

SEARCH



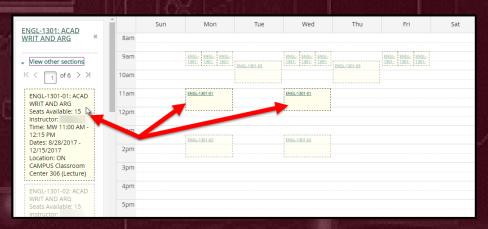
8. In the drop down menu select Student Planning and then select **Plan & Schedule**.



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.

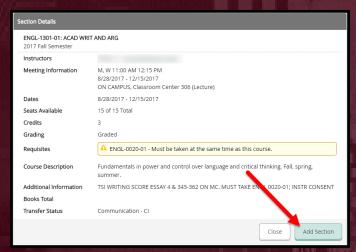


10. Moving your mouse over a course will highlight that course in the schedule to the right.



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.

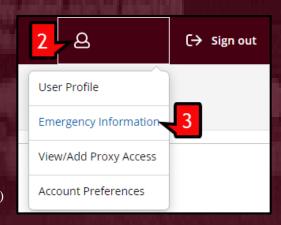


Reminder: Registered courses appear in **Green** on your schedule. Courses in **Yellow** are only Planned. You must be registered for a course to receive credit.

VERIFY EMERGENCY CONTACT INFORMATION

Emergency Contact Information must be updated and/or verified every 180 days. If you do not verify your Emergency Contact Information, you will not be able to register for classes.

- 1. Log on to MyBuff Portal and click the **Buff Advisor** icon.
- 2. In the top right corner of the page, **click** on your username.
- 3. Select Emergency Information
- 4. Update or add a New Contact as necessary.
- 5. Once verified, click the **Confirm** button at the top of the page. (This step must be done even if no changes are made.)

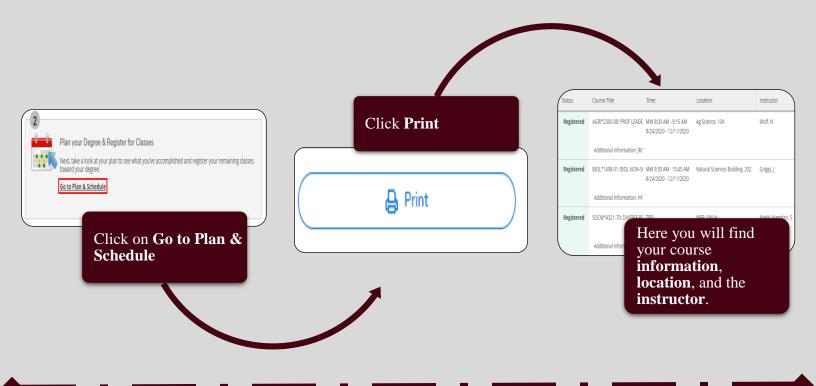




Emergency Contact Information must be verified before registering for classes each semester.

PRINTING MY CLASS SCHEDULE

Your Class Schedule can be viewed and printed from Student Planning by going to Buff Advisor, and click on Student Planning.



PARENT, GUARDIAN, OR PROXY ACCOUNT

Person Proxy allows you to assign permissions to someone, typically a parent or guardian, allowing them to view your information. This allows this person (or persons) to be able 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 setup for your parent or guardian:

Step 1: Request an Account

- Go to Buff Advisor, click on the Students menu, and then click on **Student Planning** under the Academic Planning heading.
- ♦ 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 how to activate their account to log in to view your information.

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

Step 2: Have your parent setup their account

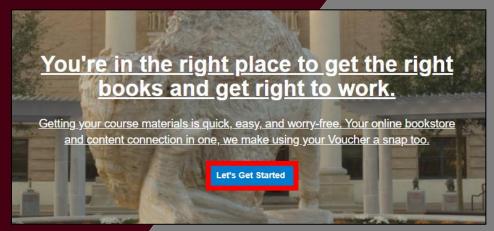
The requested proxy will receive an email with a personal username and directions for how to activate their account and set a password. Once activated, the person will have access to the information you have granted them access to.

BUYING TEXTBOOKS

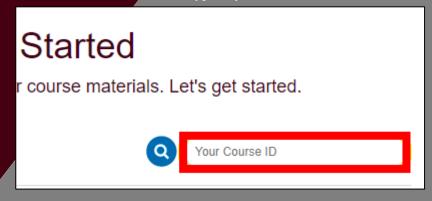
- 1. Go to www.wtbookstore.com
- 2. Hover over Textbooks and select Course Materials



3. Click the blue Let's Get Started Button

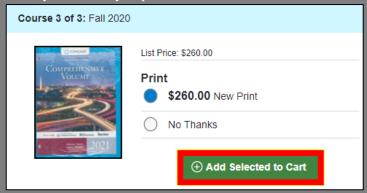


4. Select the **semester**, and then type in your **course ID**.



- 5. When you have finished click on **View Your Materials**
- 6. Here you will be able to view the textbooks required for your courses.

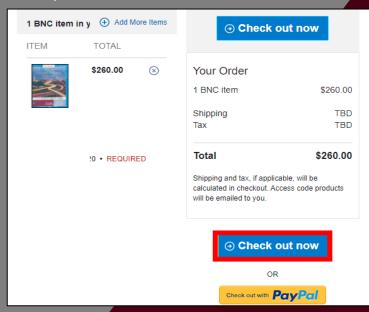
7. When you are ready to purchase the book click Add Selected to Cart



8. If you are done selecting books click **Proceed to Checkout**



9. Review your selection and click **Check out Now**



10. Create an account to checkout. Note: This is not the same account as your Buff Portal.

