Dear San Antonio College Students,

This correspondence is a great resource to provide you with valuable technology information, general reminders and key updates to help you during this semester.

San Antonio College Office of Technology Services (OTS) understands the vital role technology plays in the teaching and learning experience. Our primary focus is to fulfill your technology needs through superior service and support.

We hope you find this information useful. If you have additional questions, please contact our helpdesk at (210) 486-0777 or send an email to sac-helpdesk@alamo.edu

OTS SERVICE CATALOG
The Service Catalog is a list of SAC’s key technology services and resources that can be performed by the OTS, as well as key services managed by District Information Technology Services. To access the service catalog, go to http://alamo.edu/SAC/OTS and click the “Service Catalog” button located on the right navigation bar.

WHAT IS BANNER ID?
ACES Banner ID is a nine digit personal student identification number which gets you access to computer labs throughout campus, and free or reduced software rates online. Make sure you write down your Banner ID number and take it with you when you come to the campus. You can look up your Banner ID by going to: alamoaces.alamo.edu and clicking on “Get My Banner ID”.

WHAT IS ACES?
ACES is a central place for students to do all campus business. ACES is a gateway to several online services and applications using a single sign-on account. Within ACES, you can register for classes, access financial aid information, communicate through email, calendar, and access online classes. ACES allows students to connect to important campus services to be successful at SAC. To sign in, go to: alamoaces.alamo.edu

WHY ACES EMAIL?
ACES email is the official communication tool for Alamo Colleges. Through ACES email you can receive valuable updates, like school closures, class cancellations, and emergency alerts. Any official communications with Instructors should come through your ACES email. Personal communications through private emails have the risk of going to the Instructors junk email and not being read.

HOW DO I ACCESS ACES EMAIL
Email is accessible through the ACES portal located at: alamoaces.alamo.edu. You will need your ACES User Name and password to log into the website. In the upper right side of your screen, click on “Student Email”.

WHAT IS CANVAS?
The Alamo Colleges uses Canvas as its Learning Management System, which means all of your online courses will be in Canvas. In addition, many face-to-face instructors use Canvas as a way to give assignments and share documents and vital information with their students.

HOW WILL I ACCESS MY ONLINE COURSE?
• Log into ACES and go to the My Courses tab.
• Choose the correct semester from the drop down menu.
• Click on the little house next to your class.
• This will take you directly to your course in Canvas.
WHAT IS OLRN?

*Orientation to Online Learning* (OLRN 0001) is a FREE internet course that is 100% online, and self-paced. It will show you how to submit assignments and communicate through Canvas. If you are enrolled in an online course and new to online learning, you are REQUIRED to take this course. Instructors have the option of dropping students if not completed. You will only have to take OLRN once as a student of Alamo Colleges. It will be available to you once you complete the registration process. There are no books required and it is a short course -- it may only take you a few hours to complete. You do not have to complete it all at once; you may stop and continue at any time.

HOW WILL I REGISTER FOR OLRN?
Log into your *ACES* account and follow these steps:

1. Click on the Student Tab → Web Services → Student → Registration → Look Up Classes → Term → Fall 2016 → Search by College → Orientation to Online Learning → San Antonio College → Section Search

   From the list displayed, choose the appropriate section that best fits your schedule.

COMPUTER BROWSER RECOMMENDATIONS
Canvas highly recommends the newest version of which ever browser you are using. However, Canvas supports the following browsers as of June 4, 2016:

- Firefox 45 & 46 (*Extended Releases* are not supported)
- Chrome 50 and 51
- Safari 8 and 9
- Internet Explorer 11 and Edge

BIOSIG
Many online and hybrid courses require you to participate in a new security system, Biometric Signature ID. This new software system is used to verify a students’ identity prior to taking an online test, using a mouse, touchpad, stylus or touch screen. No special hardware or software downloads are necessary. Click the links below for tutorials:

- How to Enroll with BioSig-ID

- How to Reset BioSig Password

   The password you create will eventually be used for all courses at Alamo Colleges. For technical assistance, please contact the Help Desk at 485-0555.

PAY PER PRINT SERVICES
To print at SAC, you can create your own GoPrint Online Account from any of our computer labs (*must be done on campus*). This pay-per-use print management system allows you to choose a personal User Name and Password. All money will go towards printing and will be waiting for you the next time you need to print.

Add funds in one of two ways:
1) use a dollar bill (*no coins*)
2) debit or credit card with a $2 minimum amount

For instructions, go to our eClips tutorial:

[How to Access GoPrint Online](http://www.alamo.edu/sac/ots)
*(must be done on a campus computer)*
COMPUTER LAB SERVICES
Office of Technology Services maintains several classroom labs at San Antonio College. All computer labs are dedicated for academic purposes. Students must have College ID card and will be required to log in with their Banner ID. All open labs are fully staffed to assist with college and technology support and comes fully equipped with wireless access.

Student Mega Lab located at MLC 502 is one of the largest open labs available on campus. For more information about available open labs, access the Service Catalog, located at http://alamo.edu/sac/ots.

COMPUTER LAB POLICIES
In order to safeguard the longevity of all Student Computer Lab equipment, and ensure fair usage to all, we have developed guidelines regarding both computer use and Internet access in our Student Mega Lab. To see our computer lab policies, click on the following link: Student Mega Lab User Guide for Students.

ACCEPTABLE USE POLICY - All SAC users are required to abide by the District’s Appropriate Use of Information Technology Resources Policy. The Policy can be accessed at www.alamo.edu/district/policies/.

SAFE COMPUTING
- Security Abuse Hotline: 210-485-0555, Option 4
- Out of Town Students: Call 866-493-3947 (toll free)
- Email: abuse@alamo.edu
- View the Top 10 Security Tips at the following website address: http://alamo.edu/sac/Security

SECURITY & SYSTEM DOWNTIME ALERTS
View up-to-date Security and System Alerts by clicking the following link: Security Alerts.

DSS ADAPTIVE TECHNOLOGY
The Office of disABILITY Support Services (dSS) at SAC assists students with disabilities to independently achieve their educational goals. dSS facilitates access to SAC programs, services, and activities in an inclusive setting located on the First Floor of the Moody Learning Center. In addition to large screen monitors, oversized keyboards and Closed Captioned TV, the dSS Lab features adaptive software and hardware, such as:

JAWS - enables people with vision loss to independently use a computer with a keyboard, speech, or braille display. You can navigate the internet, write a document, create spreadsheets and presentations, and email correspondence, from any computer.

ZoomText - will enlarge and enhance everything on your computer screen with perfect clarity. It makes all of your applications easy to see and use.

Kurzweil - provides text to speech reader software for those who struggle with literacy in the classroom. Helps students become independent learners and active participants in classrooms or programs.

Dragon Naturally Speaking - allows you to interact with your computer by voice. It turns your spoken thoughts into text and your voice commands into action so you don’t have to worry about the mechanics of typing and spelling.

Fall/Spring Semester Office Hours
Mon, Wed, Thurs, Fri, 8am-5pm
Tuesday, 8am-7pm
First Saturday of the Month, 9am-1pm

For more information on the technology available, call SAC dSS at 210-486-0020.
Technology Support & Services

STUDENT MEGA LAB
The Student Mega Lab facility provides SAC students the space and resources to complete class work. Staff with specialized knowledge of operating systems and key software applications are available to assist students.

Moody Learning Center, 502
(210) 486-0160
sac-megalab@alamo.edu

Student Technology Workshops
We encourage students to take advantage of this opportunity for these FREE 50-minute monthly workshops:

- Introduction to ACES/Email
- Microsoft Word Essentials
- From Flip Camera to YouTube
- Open Access Computer Lab
- PC and Mac Work Stations
- Printing/Scanning Services
- Bring Your Own Device Stations
- Admissions/Registration Support
- eFaxing Services
- Online Course Support
- Technology Workshops
- Internet Access
- Software Support

To learn more about the Mega Lab services, please visit http://alamo.edu/sac/megacomputerlab/.

SERVICE CENTER:
The Service Center offers walk-in IT support and short term computer loans to SAC students.

Moody Learning Center, 710
210-486-0030
sac-servicectr@alamo.edu

Mon-Thurs 8am to 5pm
Friday 8am to 12pm

- Get connected to Alamo Guest, wireless network
- Setup email on your mobile devices
- Password reset assistance
- IT Service consulting
- Short Term Equipment Loans
- Answer quick questions on Canvas & MS office

Short-Term Equipment Loans
The Service Center also lends out technology equipment to actively enrolled SAC students, faculty, and staff. OTS requires loaner equipment to be used for Alamo Colleges related projects or events only. The use of Alamo Colleges’ property for personal use is prohibited.

For Checking Out equipment
Two forms of valid photo ID are required:
- Current SAC student ID
- Driver’s License, State, or Military ID

Equipment loan period is a maximum of two weeks and is on a first-come, first-serve basis.
Click the link to view a complete list of Loan Equipment.
FREE MICROSOFT OFFICE 365
As a SAC student you have access to FREE Microsoft Office 365 ProPlus, a cloud-based productivity tool. This program can be used on as many as 5 personal devices and includes Microsoft Word, PowerPoint, Excel, Access, Outlook, OneNote and Publisher. Students will have access to OneDrive, which allows up to 1 TB of storage.

STEP 1 - Logon to ACES
STEP 2 - Select the Employee or Student tab.
STEP 3 - Select the Technology Banner or go to https://products.office.com/en-us/student/office-in-education
STEP 4 - Register with your ACES email address

ON THE HUB
As a student to SAC, you can receive great discounts on academic software for your personal computers. Go to alamo.onthehub.com. Pricing provided on this site is made available through agreements between Alamo Colleges and software publishers. You can get Adobe® Creative Cloud™ with all the latest and greatest Adobe creative tools, plus certain online services and other new apps as they are released for a low monthly price.

IT VIDEO TUTORIALS
eClips are short instructional videos that describe how to use various systems and services available at SAC. eClips are available at any time, any place. See titles and links by clicking here: http://alamo.edu/sac/ots/eClips

CHARGING STATIONS - POWER-UP @ SAC
Charge your mobile devices with our KwikBoost floorstand charging stations! Available for students, faculty, staff and visitors, KwikBoost floorstands provide convenient charging solutions for mobile devices while on the go. Currently, charging stations are located at several locations at SAC. Please refer to our Service Catalog for more information. Go to the A to Z search and click on Mobile Device Support.

CHARGING LOCKER
Need a safe and secure place to charge your phone, tablet, or laptop? The Student Mega Lab, located on the 5th floor of the Moody Learning Center, has a charging locker kiosk with digital keypad locks. User generated locker codes are created by the kiosk. It is highly compatible and will individually charge a large variety of devices.

IT INTERNSHIP PROGRAM
Office of Technology Services provides technology internship opportunities for top college talent to support and contribute to the strategic direction and current IT initiatives. OTS fosters student leadership and success by facilitating career and professional development through work-based learning. For more information and availability, please click Student Internships to go to our Service Catalog link.

WIRELESS HOTSPOTS
SAC has over 275 Wi-Fi Hotspots students can use to access the internet through wireless devices. The wireless access points support the robust growth in mobile devices and Wi-Fi traffic. Additional information on Wireless Hotspots, Mobile device Setup Guides, and FAQs are available on the SAC Wireless website: http://www.alamo.edu/sac/wireless

OTS GOES LIVE ON SOCIAL NETWORK
We invite you to “FOLLOW” us on Twitter, Twitter.com/SACTechConnect and “LIKE” us on Facebook, Facebook.com/SACTechConnect
Get news and important updates on technology at San Antonio College!
Technology Support & Services

SAC TECH STORE
The SAC Tech Store is an Alamo Colleges owned and operated retail establishment. Our convenient on-campus location offers students and employees academic discounts on Apple and Dell products as well as a vast assortment of accessories. When you buy from the SAC Tech Store, you have local support from the friendly Tech Store staff here on Campus.

Why Buy From the SAC Tech Store?
• Authorized on-site repair facility and warranty service on computers from multiple vendors including the most popular from Apple and Dell computers
• Recommendations available for system specifications suitable for various disciplines at San Antonio College
• Located on the San Antonio College campus to assist you with your personal computer needs in a most convenient way

GO QLESS – DON’T WAIT IN LINE!
Qless technology allows students at SAC to enter an online queue for appointments to meet with staff and get information on admissions, tutoring services, open lab support, etc. on campus. With QLess, SAC students no longer wait in long lines to access the services they need; instead, students arrive after receiving a summons text through mobile device and complete their business quickly, using the time they save on other academic and campus activities. For more information, see our website: http://www.alamo.edu/sac/qless/

CONCOURSE SYLLABUS
Access Course Syllabus or eSyllabus by going to our website at http://alamo.edu/sac/syllabus/ and clicking on Concourse Syllabus. Use key words to find your course. Another way to access course syllabi is by going to your Canvas course and clicking on Course Syllabus.

LAPTOP LENDING KIOSK
San Antonio College is one of the first to offer loaner laptops to our students via a Laptop Lending Kiosk. Operating like a vending machine, San Antonio College students can navigate using a touch screen and student ID and checkout a DELL or MAC laptop. Between lending sessions, the laptop batteries charge and the kiosk wipes the hard drives clean. Late fees of $5 per hour do apply. Checkout period is 3 hours with no renewals after 3 hours of use. During use, we recommend saving files to USB or OneDrive. User data is cleared upon restart. During each checkout, students must accept responsibility of the laptop by accepting checkout terms and conditions. The Laptop Lending machine holds 12 laptops and is located at the Moody Learning Center, 2nd Floor by the Moody Café.

TECHNICAL SUPPORT
San Antonio College Helpdesk
(210) 486-0777
sac-helpdesk@alamo.edu
Mon – Fri: 8 am – 5 pm

District ITS Helpdesk:
(210) 485-0555 (Support Central)
helpdesk@alamo.edu
Mon – Fri: 8 am – Midnight
Sat: 9 am – 9 pm    Sun: 11 am – Midnight

EMERGENCY NOTIFICATIONS
To receive emergency notifications via text or voice message at SAC.. update your personal contact information through the ACES Student Services tab.

WISHING YOU A GREAT SEMESTER FROM THE OFFICE OF TECHNOLOGY SERVICES!