Dear San Antonio College Employees,

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

SAC OTS understands the vital role technology plays in the teaching and learning experience. As a result, 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 OTS Service Catalog is a list of San Antonio College key technology services and resources that can be performed by the Office of Technology Services, 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 on “Service Catalog”.

OTS SERVICE LOCATIONS:
• MLC 502 – Student Mega Lab
• MLC 709 – OTS Front Office
• MLC 710 – OTS Service Center / Equipment Check-out
• MLC 712 – Faculty/Staff Instructional Innovation Center

SERVICE REQUEST SYSTEM
SAC employees can submit technical support requests 24/7 via the automated self-service “FootPrints” System at footprints.alamo.edu. Login to “FootPrints” using your SAC workstation username and password. (Username: ACES Username, Password: Same password you use to login to your office workstation)

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

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

ACES PORTAL
ACES is a secure portal providing students and employees with access to various systems and services such as online courses, email, class rosters, training and library resources. ACES also provides important information on news and events taking place at your college.

How do I get to ACES?
Click the “ACES login” tab on any of the Alamo Colleges home pages, or directly login at alamoaces.alamo.edu. Scroll down and follow the directions. Your default password will be used for the first login only. It consists of the first two letters of your last name, IN CAPS, followed by your birthdate in MMDDYY format.

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/.

OTS AND TECH CONNECT
Get news and important updates on technology at San Antonio College!
We invite you to “FOLLOW” us on Twitter Twitter.com/SACTechConnect and “LIKE” us on Facebook Facebook.com/SACTechConnect
The OTS Service Center provides IT support to faculty, staff and students of San Antonio College (SAC). The OTS Service Center, located on the 7th Floor of MLC, provides support via phone, walk-in and email to San Antonio College’s students, faculty and staff.

The OTS Service Center has friendly staff to help you:
- Clean Virus and Spyware from your laptop
- Get connected to AlamoNet wireless network
- Setup email on your mobile devices
- Answer quick questions on Canvas, MS Office, Go FAARR & Test Prep Modules
- Password reset assistance
- IT service consulting
- Scan documents and images
- Fax documents
- Checkout short-term loan equipment

Note: Service is provided on a first-come, first-served basis.

Technology equipment is available to actively enrolled SAC students and currently employed 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.

- OTS requires two forms of valid photo identification from students. Acceptable forms of identification include, but are not limited to, current SAC Student ID, Driver’s License or State ID/Military ID, etc. Employees are required to bring their Employee ID for identification.
- All technology equipment loans are on a first-come, first-serve basis.
- Technology equipment loan period is a maximum of two weeks.

• View a complete list of short term Loan Equipment.

NOTE: Borrower assumes full responsibility for all equipment (including software) in their possession. Equipment should not be left unattended. In the event of theft, loss or damage to SAC property, the borrower is liable for all replacement costs. Any equipment outstanding 10 days past the due date will be considered stolen and the borrower will be held financially responsible.

Equipment use is governed by Alamo Colleges Acceptable Use Policy.
STUDENT MEGA LAB WALK-IN SERVICES

MLC 502 (5th Floor)  
(210) 486-0160  
sac-megalab@alamo.edu

Mon-Thurs 8 am to 7 pm  
Friday 8 am to 5 pm

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 on hand to assist students with troubleshooting needs.

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

STUDENT TECHNOLOGY WORKSHOPS

The Student Mega Lab offers several technology workshops to teach your students technology in support of your classroom assignments. We encourage faculty and students to take advantage of this opportunity to register your classes or individual students for these FREE 50-minute monthly workshops, which include:

- Intro to Computers  
- ACES/Canvas  
- Office 365  
- Google/Cloud Computing  
- iPad Basics  
- Microsoft Office - Excel, Word & PowerPoint

Our computer support staff understands your students sometimes have difficulty with technology integrated assignments. Events are free, but require registration, and can be repeated as many times as they wish. For more information on courses and how to arrange a course-related technology workshop for your students, please visit our Student Mega Lab page on our Service Catalog website.

CLASSROOM TECHNOLOGY RESERVATIONS

There are several computer classroom labs available for instruction on the 5th floor of the Moody Learning Center (MLC). If you are interested in reserving a computer lab, please email sac-logistics@alamo.edu. If you have any questions, please contact 210-486-0160 or email sac-megalab@alamo.edu.

GO QLESS – DON’T WAIT IN LINE!

QLess is a “virtual” line where students can reserve a spot via the internet or text via phone without physically lining up for help in the Student Mega Lab. For more information see our website: http://www.alamo.edu/sac/qless/

COMPUTER CLASSROOM GENERAL USE PROCEDURES:

- To maintain system reliability and stability, faculty are advised not to change or reconfigure computer system settings. Changes may impact computer use by other faculty members in the classroom.
- Computers in the classroom should be used only for San Antonio College class work.
- Computers should be restarted at least once a week within a classroom to allow installation of automatic updates and to prevent delays in computer start-up time.
- Users are advised not to move computer equipment or disconnect cables in the classroom.
- Computers in the classroom are completely wiped on a regular basis. Do not save important files on a local classroom computer as they will be deleted without notice. Instead, users are advised to use network drives or portable storage options to save files.
- Technical issues should be immediately escalated to the College Helpdesk at (210) 486-0777 or email sac-helpdesk@alamo.edu.
**Instructional Innovation Center (IIC)**

**CANVAS FOR FACULTY**

The **new phone number for Faculty Canvas Support** is **1-833-507-7244** or you may continue to access Canvas Support by calling **210-485-0555, Option 2.**

**eCLIPS VIDEO TUTORIALS**

eClips is an online repository of short instructional videos that describe how to use various systems and services available at San Antonio College. The videos are hosted on our enterprise Video on Demand solution - SAC ON DEMAND. eClips are available at any time, any place. For your convenience, the videos are catalogued at http://alamo.edu/sac/ots/eClips.

**VIRTUAL COLLEGE OF TEXAS (VCT)**

VCT is a collaboration of many community and technical colleges in Texas where online courses are shared in a provider-host model. San Antonio College participates as a Provider College. Through VCT, students from other colleges around Texas can take online courses at SAC. For information, visit www.share.alamo.edu/sac/ots and select VCT under Quicklinks.

**DISTANCE EDUCATION SUPPORT**

(210) 486-0030 or sac-it@alamo.edu

Mon - Fri: 8 am – 5 pm

http://alamo.edu/sac/distancelearning/

- **For Technical Issues:** Call (210) 486-0777 or District Helpdesk at (210) 485-0555
- **For Instructional Technology Training Support:** (210) 486-0035, located at MLC 712
- **For Registration Issues:** Call the Service Desk (210) 486-0200
- **Academic Questions:** A counselor is available during a live chat session at: http://alamo.edu/sac/distancelearning/

San Antonio College offers 200+ college credit online courses that meet the core curriculum requirements for an online Associate of Arts Degree and an online Associate of Applied Science Degree. Both online degrees are approved by the Southern Association of Colleges and Schools. Online degrees and certificates offer maximum flexibility and convenience to students who work, and they also provide homebound students and others full access to higher education.

**IIC WALK-IN TECHNICAL SUPPORT**

MLC 712

(210) 486-0030

sac-it@alamo.edu

Mon: 8 am – 5 pm

Tues & Wed: 8 am – 6 pm

Thurs & Fri: 8 am – 5 pm

The Instructional Innovation Center (IIC) offers technology training sessions to all employees. To learn more about the Center resources go to: www.alamo.edu/sac/iic. Sign up for some of our great sessions offered to you in AlamoTalent. Log into ACES > Select the Employee Tab > Click on AlamoTalent link > Type SAC Instructional Innovation Center into the Search textbox in upper right corner > Click Magnifying Glass > Click Show More (lower right) > Click on the title link for the course you wish to take > View available sessions and click the title for the desired session > Click on the Register button. Your registration status will be updated and you will be redirected to your AlamoTalent Transcript.
SAC Tech Store

SAC TECH STORE PRODUCTS AND SERVICES
1515 N. Main Ave. (On the corner of N. Main and W. Park Ave.)
(210) 486-0942
sac-techstore@alamo.edu
Mon-Fri: 8 am to 5 pm
Closed Sat & Sun

The SAC Tech Store is an Alamo Colleges District owned and operated retail establishment. Our convenient on-campus location offers students and employees academic discounts on Apple®, Dell, Microsoft Surface and Lenovo products. A vast assortment of accessories is also available. When you buy from the SAC Tech Store, you have local support from the friendly Tech Store staff.

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
- Recommendations available for system specifications suitable for various disciplines at San Antonio College
- Courtesy set-up and training is available for both Apple and PC devices

TECHNOLOGY SUPPORT & FREE WORKSHOPS
The SAC Tech Store offers a large selection of Apple and Dell computers, warranty plans (Apple Care®, Safeware), and accessories to students, faculty and staff with a valid Alamo Colleges ID. As an Apple Authorized Campus Store, our products are available at educational discount prices.

San Antonio College Tech Store is also an Apple Authorized Service Provider and a Dell Certified Service Provider. Students, employees and community members can visit with one of our certified technicians, Tech Rangers, for all technology repair needs.

In addition to selling technology products, the SAC Tech Store also hosts complimentary workshops on specific technology-related topics for the San Antonio Community.

Currently, hands-on and interactive training topics include: iPad® Essentials, Introduction to Windows 10, Google Drive Basics and Presenting with Keynote.

INNOVATION GALLERY & SPECIAL EVENTS
Housed at our SAC Tech Store, the Innovation Gallery is a public space where students, faculty, staff and community members can experience the latest trending technologies. For instance, 3D Printer, Leap Motion, Google Cardboard, Oculus Rift, Osmo, and HP Sprout are presently on display.

Please visit our store in person or access our store website: sactechstore.org to learn about our various product and service offerings and also to experience our Innovation Gallery. The SAC Tech Store holds special events throughout the semester such as the Faculty and Staff Appreciation Event, Dell Events, Microsoft Events, the Tax- Free Event, and 50% Off Service. Be sure to also check out our Facebook page and follow us on Twitter for store events, technology tips and promotions.
Network Services & Security

SECURITY & SYSTEM DOWNTIME ALERTS
View up-to-date Security and System Alerts on the Systems Alert page of our website. Click on the Security Alerts button or the System Alerts button and then click on the “Show me History” link to view planned or unplanned system outages at SAC.

NEW EMPLOYEE NETWORK ACCOUNT
If you have a new employee within your department that requires a network account, please complete the User Account Request Form and the Computer Security Agreement Form (forms are available at www.alamo.edu/sac/college-forms) and fax both forms to OTS at (210) 486-9002 or scan and attach with your work order request within “FootPrints”.

REVOKE ACCOUNT ACCESS FORM
If an employee (full-time, part-time or work-study) separates from your department, please complete and submit the Revoke Account Access Form (located at http://share.alamo.edu/sac/ots/SitePages/otsforms.aspx) so OTS can revoke system access in a timely manner.

ENTERPRISE TELEPHONE DIRECTORY UPDATES
To improve accuracy and usefulness, OTS recommends that departments review the online telephone directory available at (http://phonebook.alamo.edu/Directory.aspx).

SAC employees should report discrepancies or updates via a “FootPrints” work order. Please be sure to select “Telecommunications” from the “Service” menu, “Desk Phone” from the “Component” menu and select “Change Phone Setup” within the “Detail” menu.

Tip: When searching the VOIP Directory via the web, you can click on a person’s name to view their Title, Department, Phone, Email and Office Location.

SECURITY AWARENESS
Security Abuse Hotline: 210-485-0555, Option 4
Out of Town Students: Call 866-493-3947 (toll free)
Email: abuse@alamo.edu
Website: http://alamo.edu/sac/Security

Every member of the San Antonio College community has a responsibility to use good computing habits to protect San Antonio College’s computers, network and information. OTS advises the college on how to ensure integrity, confidentiality and availability of vital information technology resources and information. Please protect your computer by downloading and following the tips on our flyer available at our security website: Top Ten Technology Security Tips

Should a security issue arise, please go to our website and submit the IT Security Form to describe the incident. Important: If the incident poses any immediate danger, please call 911 to contact law enforcement authorities. The types of incidents you report include:
• Unauthorized exposure of private personal information (which may lead to identity theft or misrepresentation)
• Computer break-ins & other unauthorized use of San Antonio College systems or data
• Unauthorized changes to computers or software
• Equipment theft or loss
• Interference with the intended use of information technology resources
Mobile App & Wireless Hot Spots

MOBILE SAC APP NOW AVAILABLE
Mobile SAC, an official SAC App is available to provide students, employees, and community members instant access to a variety of college resources including a special wayfinding feature that guides students from one building to another. The app is available for download on iTunes® and Google Play.
All faculty, staff, students and visitors are encouraged to download it today! For more information, access: http://alamo.edu/sac/mobilesac.

COMPUTER/PHONE REQUESTS/MOVES
OTS provides assistance with moving and requesting technology equipment including phone devices. Please do not move computer equipment or phone devices without OTS involvement. With every move or new installation request, specific inventory documentation must be completed per District-wide inventory control guidelines. It is also critical to document all location changes in the District-wide directory for 911/emergency response purposes. Contact the OTS IT Asset Manager at 486-0583 or your assigned Zone Leader.

SURPLUS EQUIPMENT
The SharePoint work-flow web site for Surplus Asset Management is accessible to Property Stewards and Property Assistants and allows them to submit their Property Transfer Forms (PTFs) electronically and track them thru the approval process. Access the site to find step-by-step instructions to submit your request.

CAUTION!: Transferring or disposing computers or storage media improperly can result in inadvertent disclosure of confidential information. To keep our inventory database up to date, please DO NOT relocate computer assets without following the complete inventory processes. When in doubt, please contact our IT Asset Manager by calling 486-0583 or your assigned Zone Leader.

FREE MICROSOFT OFFICE 365
District Information Technology Services and OTS at SAC offer Office 365 ProPlus, cloud-based productivity tools to all Alamo Colleges users, at no additional cost. The new program allows students and employees to use the latest version of Microsoft Office on as many as 5 personal devices. In addition to using Microsoft Word, PowerPoint, Excel, Access, Outlook, OneNote and Publisher, students and employees will have OneDrive access which allows up to 1 TB of storage.
To get started, logon to ACES and select the Employee or Student tab. Select the banner or go to products.office.com/en-us/student/office-in-education.

WIRELESS HOT SPOTS
San Antonio College has around 290 Wi-Fi Hot Spots students can use to access the internet through wireless devices. Wireless access points support the robust growth in mobile devices and Wi-Fi traffic. Online students can visit the SAC campus to experience free internet connectivity to support their online course requirements. For information on Wireless Hotspots, Mobile Device Setup Guides or FAQs, visit the SAC Wireless website: www.alamo.edu/sac/wireless. Join AlamoGuest (for Students) or AlamoNet (for Employees).

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