Learn more about the computing services offered by Information Technology Services (ITS)!

Open Access Labs
ITS offers two Open Access Labs to serve you. These labs provide computer workstations and printer/copiers for all of your academic needs:

- Main Campus, Room 107
- Brooks City-Base Campus, Room 144

These labs are open during the following schedule during the regular semester:

- Monday - Thursday ... 7:30 am - 10:00 pm
- Friday ... 7:30 am - 5:00 pm
- Saturday ... 8:00 am - 5:00 pm
- Sunday ... 1:00 pm - 5:00 pm
- Closed during University holidays

Password Resets
ITS offers a Self-Service Password Reset tool. You can use the following website to reset your password at any time, including from home! Be sure to register on the site in advance so you can perform a reset when you need it.

https://helpdesk.tamusa.tamus.edu/PasswordReset/

The ITS Helpdesk can also reset your password administratively. To request a password reset, please visit or call the ITS Helpdesk. Be prepared to present a current university or government-issued photo ID.

Wireless Networking
Wireless network access is available to students at Main Campus and Brooks City-Base Campus. Students may connect their personal laptops, tablets, smartphones, and other wireless devices. Gain access to the wireless network by taking the following steps:

1. Log in on any computer in an Open Access Lab using your Banner ID and password. This verifies that your credentials are correct. You will need to do this whenever you change your password.
2. Wait 30 minutes for servers to synchronize your personal account information.
3. Turn on your device (computer, tablet, phone, etc.) and use your settings menu to connect to the network called “TAMU-SA-Students.”
4. When connected, open your web browser. It should automatically load the Jaguar connection page.
5. Type in your Banner ID and password on the web page so you can be authenticated.

**Student Email**

Texas A&M University-San Antonio partnered with Microsoft to offer email accounts to every student of the university. The university automatically assigns an email address to you when you first enroll, and uses it for all official email correspondence with you. This email account is yours to keep forever, even when you are no longer enrolled at TAMU-SA.

To access your student email account:

1. Go to [www.outlook.com/jaguar.tamu.edu](http://www.outlook.com/jaguar.tamu.edu)
   OR
   Go to [www.tamus.edu](http://www.tamus.edu) then **Quick Links** then **Student email**

2. Sign in with your Jaguar email account ID and password information.
   a. User name format: your BannerID@jaguar.tamu.edu
      Example: [K12345678@jaguar.tamu.edu](mailto:K12345678@jaguar.tamu.edu)
   b. Your default password format is **SaMMDDYYYYXXXX** where MMDDYYYY is your birthdate and XXXX is the last 4 digits of your Social Security Number (example: Sa010119871234 where your birthdate is January 1st 1987 and 1234 is the last four digits of your Social Security Number. Please note the uppercase ‘S’ and the lowercase ‘a’ in the passwords)

**Blackboard Learn**

Many classes at the university make use of the Blackboard Learn learning management system. Blackboard allows your instructor to post course materials for you to download, lead online class discussions, conduct quizzes and exams, and for you to upload papers and assignments. It is available to you from both on and off campus, 24 hours a day.

To use Blackboard, visit the following address:

[http://tamusa.blackboard.com](http://tamusa.blackboard.com)

Instructions on how to log in, including your Blackboard password, are listed on the main page.

For more information about how to use Blackboard, please see our additional handout, **“Blackboard 9.1 Student Manual.”** The manual was written by students of TAMU-SA for students of TAMU-SA.

**Jaguar Connect**

The Jaguar Connect page is your one-stop shop for registering for classes, viewing your class schedule, making payments, checking the status of your financial aid, viewing your unofficial transcript, updating you, personal information, requesting official transcripts, and much more.

To use Jaguar Connect, visit the following address:

[http://www.tamus.edu/jaguarconnect](http://www.tamus.edu/jaguarconnect)

At the Jaguar Connect website, you'll be asked to log in with your university-provided Banner ID (sometimes also called a "K-number") and a PIN number. The Banner ID was provided to you in your acceptance letter. For most students, your Banner ID is a 9-digit number which starts with a capital K. Your PIN number is your 6-digit birthday in MMDDYY format. If you are unable to log on to Jaguar Connect, please contact the Welcome Center for assistance (210-784-1300, WelcomeCenter@tamusa.tamus.edu).

**Jaguar Pass**

A Jaguar Pass is the ID card provided to students, faculty, and staff of Texas A&M University-San Antonio. Currently, your Jaguar Pass can be used for printing and making copies with Jaguar Print, plus access to services at the University Library. You can also use it at local businesses that offer student discounts. In the future,
we will be making updates that will allow you to use the Jaguar Pass for many other campus services, such as purchases from vending machines, the cafeteria, and the University Bookstore.

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The Jaguar Pass replaces your old ID card. You should turn in your old ID card or dispose of it when you obtain a Jaguar Pass. You can obtain your Jaguar Pass at the Welcome Center, located in Room 106 of Main Campus at One University Way.

You can manage your Jaguar Pass account online at https://tamusa.managemyid.com. You will be asked to register if this is your first time visiting the page. Make sure you know your university email address so you can complete the registration.

If you ever misplace your Jaguar Pass card, you can visit the Welcome Center to obtain a replacement. The cost for a replacement card is $10.

If you need assistance with your Jaguar Pass card or your account, visit the Welcome Center.

Print/Copy Services

Print/Copy Services is the new printing and copying system for Texas A&M University-San Antonio. It provides service to every member of the University community. To use Print/Copy Services, you will need a Jaguar Pass ID card.

Starting with the Fall 2012 semester, students will be charged for printing and copying. Students are provided with $25.00 of value on your Jaguar Pass at the beginning of each semester, specifically for on-campus printing/copying. Once this value is depleted, you must add more to your Jaguar Pass to continue. This value will not roll over to the next semester.

The cost of your print job will be displayed on the printer before you print. You are not charged for documents that are sent but not printed. Additional value can be added to your Jaguar Pass in two ways:

- **Credit cards**: online at https://tamusa.managemyid.com
- **Cash**: at a Jaguar Pass Value Terminal (near the Bookstore on Main Campus and the front desk at the Brooks City-Base Campus)

<table>
<thead>
<tr>
<th>Paper size and type</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Letter (8.5”x11”), single side, b/w</td>
<td>$0.10</td>
</tr>
<tr>
<td>Letter (8.5”x11”), duplex, b/w</td>
<td>$0.15</td>
</tr>
<tr>
<td>Legal (8.5”x14”), single side, b/w</td>
<td>$0.15</td>
</tr>
<tr>
<td>Legal (8.5”x14”), duplex, b/w</td>
<td>$0.20</td>
</tr>
<tr>
<td>Tabloid (11”x17”), single side, b/w</td>
<td>$0.20</td>
</tr>
<tr>
<td>Tabloid (11”x17”), duplex, b/w</td>
<td>$0.30</td>
</tr>
</tbody>
</table>

Your documents will print double-sided (duplexed) unless you change your print settings. If your nearby printer is having trouble, simply walk to the next closest printer to print your document. You do not need to reprint the document from your computer. The print job will follow you to any printer.

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Self Service Help Website

You can get help from the ITS Helpdesk online! We offer a Self Service website where you can:

- Review our knowledge base for answers to common technical questions
- Request technical support assistance
- View the status of your open requests
- Update or cancel any of your open requests

ITS offers the Self Service website so you can find quick answers, check on the questions you've already sent to us, or ask new questions in a safe and confidential manner.

To use the ITS Helpdesk Self Service tool, visit the following address (please enter this entire address):

https://helpdesk.tamusa.tamus.edu/PasswordReset

When you visit the site, you will first see a pop-up window asking you to provide your user ID and password. Please enter the same information you use to log in on computer lab workstations (your Banner ID and password).

Need Computing Help?

When you need technical support, contact the ITS Helpdesk for assistance! Our staff will be happy to help!

**ITS Helpdesk**

Main Campus, Room 307
Brooks City-Base Campus, Room 144
helpdesk@tamusa.tamus.edu
(210) 784-HELP (4357)