JagWire Frequently Asked Questions ....

Q.   What is JagWire?

A.   JagWire is A&M – San Antonio's portal that offers convenient access to web services for students, faculty, and staff with one logon in one central location.

Q.   Who uses JagWire?

A.   Current registered students, advisors, faculty, and staff will use the JagWire portal as a convenient way to view campus information.

Q.   When should students log onto JagWire?

A.   Students should make a habit of checking JagWire at least once or twice a week to check important messages, their financial aid status, student records, registration, and billing.

Q.   How will users navigate JagWire?

A.   JagWire is organized through tabs that uses will see based on their current role as identified by A&M – San Antonio.

Q.   How do I log into JagWire?

A.   Current registered students, faculty, and staff will be able to access JagWire using the link https://jagwire.tamusa.edu. All users have a Jaguar Login and password to log into campus computers and accounts, including JagWire. For logon issues, contact the ITS Helpdesk at (210) 784-HELP (4357).

Q.   I have forgotten my username or password. Where can I retrieve this information?

A.   If you have forgotten your username, contact the Welcome Center at (210) 784-1300. If you forgot your password, reset it with the Self Service Password Reset tool or contact the ITS Helpdesk at (210) 784-HELP (4357).

Q.   Can applicants and recently admitted students log into JagWire?

A.   Students do not have access to JagWire until they are accepted into the university. Recently admitted students will have limited access to JagWire, with only the ability to check email and register for the password reset tool.

Q.   What information will students find in JagWire?

A.   Students will find course registration information such as add/drop courses, grades, transcripts, and access to degree evaluations. Students also will find information about the status of their financial aid and TouchNet (bill pay) information, as well as links to the University library, parking and jaguar email. Students can also find course assignments in JagWire through links in Blackboard.

Q.   What information will faculty, staff, and advisors find in JagWire?

A.   Faculty will have access to their class rosters, including student information, and the schedule of classes. Depending on user privileges, faculty members may also have access to information currently found in Blackboard. Staff will have access to information such as Single Sign On (SSO), parking and Jaguar Email. All A&M - SA employees will find links to their employee information. Advisors will have access to student information, including student schedules, be able to view student holds, unofficial transcripts and degree evaluations.

Q.   What announcements will be shared on JagWire?

A.   Communications in JagWire will include, but are not limited to:

Date and deadline reminders

Emergency notifications

Weather events

Scheduled downtime or system maintenance reminders

State and federally mandated announcements

Q.   **I need an official transcript. Can JagWire help me?**

A.   If you are a current student, you can order a transcript online through JagWire. Former students can order transcripts through Registrar's office using the Parchment link found here: https://www.tamusa.edu/registrar/services/transcripts.html

Q.   **My question wasn't answered here. Where can I get more information?**

A.   Contact the ITS Helpdesk at (210) 784-HELP (4357) for answers to questions not found here.

HOW TO GET ADDITIONAL HELP

If you still have questions, please contact the ITS Helpdesk by submitting a service request at our website www.tamusa.edu/its or calling 210-784-4357 (HELP).

DOCUMENT HISTORY

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