

Texas Christian University

INFORMATION TECHNOLOGY

Student Resource Guide



TCU

INFORMATION
TECHNOLOGY

WELCOME TO TCU!

This Student Resource Guide is a quick reference for some of the technical tools you may use while you are on campus. If you have questions, don't hesitate to reach out to us using one of the options below.

HELP DESK CONTACT

Phone: 817-257-HELP (4357)

Chat: it.tcu.edu/chat

Walk-Up Location: IT Support FrogPad

Enter the Library on the first floor (East entrance facing Rees-Jones Hall) and walk behind the large staircase. You can walk-up during *** business hours** or *** reserve an appointment time**.



Self-service Tickets: Visit it.tcu.edu and click on *Self Help*. Learn how to create a ticket with *** this video tutorial**.

*** indicates** = website links to learn more

NEW STUDENT CHECKLIST

There are three stages you will move through as before you start classes, and each stage has different steps you can complete.

Applicant

As you apply to TCU, you'll complete these first two steps to get your account set up, email reserved, and profile protected

Step 1:

Create your TCU username, password and reserve your email address at: newuser.tcu.edu (if you have not created one yet). You will need your TCU ID number.

Step 2:

Enroll in Okta MFA, TCU's multifactor authentication system that helps protect your accounts. You will need to be on a computer and enroll with your username, password, and phone at: it.tcu.edu/okta. Watch the *** overview video** then click on *Begin Enrollment*. When enrolling, please complete all three factor options: push notification, code, text message, and voicemail.

Incoming Student

After you have been accepted and paid your deposit, you'll be able to complete these next two steps.

Step 3:

After paying your deposit, your reserved email address will become active. You can check your email using your username and password at: email.tcu.edu. Learn how to set up email on your devices at: it.tcu.edu/o365.

Step 4:

Log into my.tcu.edu to track your academic progress, check financial aid, register for classes, and more.

Current Student

After you register for class, you'll be able to complete these final steps.

Step 5:

In my.tcu.edu you can also grant access to parents/guardians for specific data, such as financial services, scholarships and financial aid, or student records. Follow these steps to grant access: it.tcu.edu/grantaccess.

Step 6:

When you apply to TCU, you are automatically enrolled in TCU Alert, which sends emergency/safety messages and weather-related campus closures. You can double-check or change your contact information by logging in to my.tcu.edu. Then click on the *Profile* tile, and then choose *Contact Details*, to then confirm which is listed as *Preferred*.

Step 7:

When you get to campus, add your phones and devices to TCU's wireless network. Learn how at: it.tcu.edu/eduroam. See the FAQ section *Living on Campus* for information about connecting additional

FREQUENTLY ASKED QUESTIONS

Email, Username, and Password

What is the difference between my username and email?

Your username and email are related but used for different purposes. See the example below.

Username: superfrog

Email Address: super.frog@tcu.edu



When logging into TCU websites, you will use your username (e.g., superfrog) and password. Notice that your email will have a period in the part before the @ symbol. Your username will not have any punctuation. Accidentally trying to log into a website with your full email instead of your username will not work and may lock your account.

How often do I have to change my password?

Passwords expire every 365 days, but we encourage you to change it before the last day to avoid being locked out. You will receive an email 14 days prior to it expiring to remind you to change it.

I bought a new phone.

How do I reset my Okta Verify?

Please visit it.tcu.edu/okta and click on the purple button: *Modify Your Factors*.

PASSWORD ISSUES?

If you get locked out of your account, forgot your password, or need to change it, visit password.tcu.edu to reset it or unlock it.

*Note: if you have locked your account, wait 5 minutes for it to unlock before trying to change your password.



FAQ's FOR NEW STUDENTS (CONTINUED)

Printing

How do you print on campus and how much does it cost?

There are two primary options for printing depending upon what you need.

Pharos MobilePrint: This allows you to print from a lab computer or from your personal device. Students receive \$30 of free prints per semester. Black and White prints are \$0.10 (single-sided) and Color prints are \$0.90 (single-sided). Additional pages will be billed to your student account. Learn more at: it.tcu.edu/support/student-computing/mobileprint.

FrogPrints: This is the on-campus printing shop for the University. The price depends upon the job specifications you need. They can do more high-quality printing, business cards, posters, laminating and more. Visit their website or visit them in person for current costs: printcopy.tcu.edu.

How do I print in a computer lab?

Option 1:

On the lab computer select the printer and send the document. You will be prompted to enter your TCU ID number. Then go to the Pharos printer station and swipe your TCU student ID card (the TCU ID number must match the one entered on the computer). Select the print job and click *Print*. Log out of the station when finished.

Option 2:

Attach your document to an email and send it to the email for black and white or color printing. When you receive an email from the system saying it is ready to print, you can release it from a Pharos printer station with your ID card by selecting the document you want to print. Log out of the station when finished. Detailed directions can be found at: it.tcu.edu/support/student-computing/mobileprint.

Can I bring a personal local printer to campus?

Students may bring printers to their residence halls. Please note that printers must be connected with a cable instead of a wireless connection. The eduroam wireless network does NOT support wireless printing and routers are not allowed in residence halls.

WHAT FREE TOOLS DO I HAVE ACCESS TO?

Microsoft O365: Word, Excel, PowerPoint, Outlook and OneDrive (cloud storage 100 GB),
it.tcu.edu/o365

Box cloud storage (25 GB)
it.tcu.edu/box

Zoom for your laptop, phone or tablet at
it.tcu.edu/zoom



Computer Help

Do I need antivirus software installed on my machine?

Yes. We recommend Windows Security Essentials/Windows Defender for Windows machines. For Macs there are a variety of free options online. We do not recommend McAfee.

Is there assistance for setting up my laptop?

You can bring your laptop to the IT HelpDesk in the Library, and we can help you with TCU-related services. For example, installing Microsoft Office suite.

Where can I get my computer repaired?

The IT Support HelpDesk does not provide hardware repair services for student-owned computers. Students are asked to contact an outside vendor or the company the computer was bought from.

Living On Campus

Where can I find cable TV?

Cable TV is only available in residence hall lobbies.

How do I connect my devices to the internet?

There are three options depending upon the type of device you are trying to connect:

Option 1:

Smart devices (Ex: Amazon Echos, Apple HomePod, smart lights, streaming devices, etc.), visit it.tcu.edu/tcu-registered for steps.

Option 2:

Equipment needing a fast connection and has an ethernet port (Ex: game consoles, TVs, etc.), visit it.tcu.edu/student-wired-network for steps.

Option 3:

Personal devices (Ex: laptop, tablet, phone, etc.), visit it.tcu.edu/eduroam for steps.

How many devices am I allowed to register for use on campus?

Students may register up to six devices.

Am I allowed to have a wireless router?

Wireless routers are not allowed on campus. If a router is detected during a network scan, then your access will be disabled.

How do I get help?

Contact the IT HelpDesk at 817-257-HELP (4357), visit our HelpDesk, or submit a ticket at it.tcu.edu/support/self-service.



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