



Technology at Tarleton

Quick Start Guide for New Students

Service & Support

Tarleton Accounts

Also known as your NTNET account, this Tarleton account is your key to access Tarleton's information and computing systems. Examples include logging in to a lab or Library computer, connecting to Wi-Fi, or accessing services such as Canvas and Office 365.

An email was sent to your personal email address (you provided this when you registered) with Tarleton account information and instructions for claiming and activating your account. NOTE: if you received the email and have already completed the User Claim steps below, you may skip ahead in this document.

- Visit Tarleton's User Claim page at <https://tsunet.tarleton.edu/UserClaim/>
 - Provide your University ID (UID). (Tip: If you don't remember your UID, visit <https://www.tarleton.edu/scripts/changepw/UIDLookup.asp>)
 - Provide your Date of Birth in (MM/DD/YYYY) format
 - Click Submit
 - Please note your NTNET Username, Tarleton email address, and temporary password before proceeding
 - ****Please allow 30 minutes for your account to be fully activated before continuing to the next step****
- Complete the setup of your Tarleton account by visiting <https://www.office.com>
 - Login with your new Tarleton email address and temporary password
 - You will be prompted to create a new password
 - Please complete the "More Information Required" steps to keep your account secure. Tarleton requires you to set up a method of proving who you are by answering a call on your phone or receiving a text and confirming a code. **Do not skip this step.**

Email account or NTNET account?

Tarleton provides you an email account which will look something like this: *john.tarleton@go.tarleton.edu*. This is a Microsoft Outlook email account. When you are logging in to this email account online or configuring it on your phone, you must provide the entire email address along with your Tarleton password.

Tarleton also provides you with a login username that is your UID number. The password is the same as your Tarleton email account. This is often referred to as your NTNET account.

Login success on various services requires knowing when to use your email address as the username and when to use your NTNET as the username. Please see the table below.

To log in to...	try this first...	...but if that fails, try this
Tarleton Email	Your full email address (ex. john.tarleton@go.tarleton.edu) +Tarleton password	N/A
Canvas	Your full email address (ex. john.tarleton@go.tarleton.edu) +Tarleton password	Your UID followed by @tarleton.edu (ex. 000xxxxxx@tarleton.edu) +Tarleton password
myGateway	Your UID (ex. 000xxxxxx) +Tarleton password	N/A
Office365	Your full email address (ex. john.tarleton@go.tarleton.edu) +Tarleton password	N/A
Tarleton-Wi-Fi	Your UID (ex. 000xxxxxx) +Tarleton password	N/A
Windows computer in lab or Library	Your UID (ex. 000xxxxxx) +Tarleton password	N/A
macOS computer in lab or Library	Your full email address (ex. john.tarleton@go.tarleton.edu) +Tarleton password	Your UID followed by @tarleton.edu (ex. 000xxxxxx@tarleton.edu) +Tarleton password
My Print Center	Your UID (ex. 000xxxxxx) +Tarleton password	N/A



Microsoft Office and Office 365

As a Tarleton student, you are eligible to install Microsoft Office on up to five personal computers (Windows and macOS). Students may also use Office Mobile for Android or Office Mobile for iOS on up to five mobile devices.

- Visit <https://portal.office.com/account#installs>
- Sign in with your full Tarleton email address and password
- Under Office apps & devices, click the “Install Office” button

Students also have the benefit of online versions of the various Office applications at <https://www.office.com>. Sign in with your full Tarleton email address and password to access these online Microsoft applications. These include:

- **Outlook** – access to your Tarleton email account
- **Teams** – collaborate with fellow students and faculty
- **OneDrive** – cloud file storage
- plus Word, Excel, PowerPoint and more

Printing

Students receive a \$5 printing credit on their print account each semester. This print credit is internal to the Pharos print system and may not be used outside of the print system. It can only be used for printing in computer labs, the library, and the mobile print system. If additional funds are needed, Texan Bucks can be purchased. Texan Bucks are managed through the Texan Card Office website at <https://web.tarleton.edu/texancard/texan-bucks/>, the Texan Card kiosk (cash only) in the Dick Smith Library main level print/copy room, or at the Texan Card office in room 212 of the Thompson Student Center

Printing Prices

- Black & White Single-sided: \$0.05
- Black & White Double-sided: \$0.08
- Color Single-sided: \$0.15
- Color Double-sided: \$0.18

Students may also print from personal devices including laptops and cell phones.

1. Visit <https://prtsrv03.tarleton.edu/myprintcenter/>
2. Log in with your UID and Tarleton password
3. Select “Upload” to upload the document(s) you wish to print
4. Go to any lab or library printer equipped with a card reader
5. Swipe your Texan Card (or enter your UID and Tarleton password)
6. Select your print job
7. Select “Print”

Network

Tarleton Wi-Fi

Tarleton offers wireless network access “Tarleton-WiFi” inside campus administrative and academic buildings and in many outdoor common spaces. Coverage is provided for the convenience of our students, faculty, and staff. You may connect your personal devices,



including your laptop or cellphone to “Tarleton-WiFi” using your Tarleton login. See table above for login assistance.

Residence Hall Wi-Fi (MyResNet)

Tarleton has partnered with Apogee to provide residential Internet and cable service. Your Tarleton login information is not used to connect to MyResNet. Apogee requires you to create an account for login to their service (see below).

For Wi-Fi in your residence hall, choose the network named MyResNet (for 5Ghz devices) or MyResNet Legacy (for 2Ghz devices):

1. Open a browser. You will be re-directed to the MyResNet splash page.
2. Select “Click here to continue.”
3. Copy and save the MAC address found at the bottom of the page. You will need this later.
4. Click “Create an account.”
5. Fill in your information.
6. Select “Add devices.”
7. Select your device and input the MAC address. You will need to do this for all your devices.
8. Restart device.

Please note that Apogee prohibits the use of personal routers, access points and other such network devices.

For assistance with your Apogee MyResNet connectivity, contact Apogee customer support at 1-877-478-8801 or visit them online at <https://www.myresnet.com/support>.

Security

Self-Service Password Management

You may see a message when logging in to Canvas or other systems that reads:

“More information required – Your organization needs more information to keep your account secure”

This message is authentic and requires action to secure your account. As you proceed through the “More information required” prompt, you will be asked to provide contact information. This will help you regain access to your account in the event of a forgotten password. This contact information must be confirmed every 180 days.

Two-Factor Authentication

Two-factor authentication is required for all faculty, staff, and student accounts. Duo Security is the two-factor tool selected by the Texas A&M University System. Two-factor authentication mitigates the risk of others logging into your account even if they know your password. Get started with Duo at <https://web.tarleton.edu/technology/multi-factor/getting-started/>



Spam and Email Quarantine

Tarleton utilizes Microsoft Office365 for email service. Most spam directed at Tarleton accounts is discarded without ever being delivered. However, some suspected spam messages are moved to quarantine. To review quarantined messages, visit <https://security.microsoft.com> and select Email and Collaboration>Review

Personal Devices and Tarleton Email Access

Configuring your Tarleton email account on your personal devices requires “modern authentication,” which Microsoft will begin enforcing on October 1, 2022. The Microsoft Outlook app offered in both the Apple App Store and the Google Play Store supports modern authentication. Tip for iPhone users: if you prefer using the native Mail and Calendar apps in iOS, you must upgrade to at least iOS 15.6 before October 1, 2022.

Need Assistance?

In-person: ITS technicians are available to assist you in person in Stephenville in the Admin Annex 2 building north entrance, 8-5 M-F, and at the Tech Spot in the Dick Smith Library (hours vary). In Fort Worth, please visit ITS technicians in the Rickett Library.

Phone: Tarleton IT Services offers 24/7/365 phone support at 254-968-9885, option 1.

Email: helpdesk@tarleton.edu

Online: you may enter a request for service in our online ticket system at <https://helpdesk.tarleton.edu>

Canvas specific: Call the Canvas Support Hotline for Students at 1-833-444-2087. This service is available 24/7/365. Email support is available at support@instructure.com
[Chat support](#) is also available.

Feedback

As a new student, you have a unique perspective! Was this guide helpful to you? In what ways could this document be improved for the next group of new students? Please email feedback to helpdesk@tarleton.edu.

