

Central Texas College Information Technology Division FAQ (Students)

Where is the IT Division located?

The IT Division is located in building 139 of Killeen's Central Campus. It is between the Greenhouse and Nursing building (across the street from the Gym).

How can I contact the IT Division Help Desk?

You can contact the IT Division in person or by the following:

- Telephone
 - Local Number: (254) 501-3103
 - In State Number: (800) 223-4760 Ext 3103
 - Out of State Number: (800) 792-3348 Ext 3103
- [Email \(help.desk@ctcd.edu\)](mailto:help.desk@ctcd.edu)

What are the IT Help Desk's hours of operation?

- Monday – Thursday: 7:00 a.m. - 5:30 p.m. CST
- Friday: 7:00 a.m. - 11:30 a.m. CST

The IT Help Desk is closed for holidays, winter vacation, and spring break. The holiday calendar is located [here](#).

What is CTC EagleMail?

A free, lifetime email account is created for all students following first-time registration. An activation email will be sent to the student's personal email account within three business days. An EagleMail FAQ is located [here](#).

Does the IT Division have an online presence?

Yes, the IT webpage can be found [here](#).

How can I opt out of receiving emergency alerts?

In accordance to Texas law, students, faculty, and staff members are automatically enrolled into [CTC's emergency alert system](#), powered by e2Campus. If you no longer want to receive alerts, contact the IT Help Desk to be removed from the list.

Can I connect my mobile device or laptop to the internet?

Yes. Students, faculty, staff, and visitors can connect to "CTC_Student," our free, wireless network.

Where can I buy software for my computer?

CTC students may be eligible for discounts on software products from the [CTC Bookstore](#) and [these distributors](#).

Will anyone in IT ever ask for my password?

No. The CTC IT Division will never ask for your password by phone or email. If you receive a message asking for your password, contact the IT Help Desk or delete the message.

