

TTU Technology FAQs

Faculty

I am new to the university. How do I get my network account(s) setup?

- All faculty account creations begin in the Human Relations (HR) office.

As a faculty member what kind of accounts will I need/have?

- **CAS** – Moodle, Webmail, TTU Intranet
- **Faculty Portal**
- **Network** – Campus Computers, Smart Boards, etc.

How do I change my CAS and Faculty Portal password?

- **CAS** – Go to <https://cas.tntemple.edu/cas/login>, login using the username and password that were provided for you. Click “Change Password” under the Account Tab, then follow the instructions listed.
- **Faculty Portal** – Login to the Faculty Portal using the username and password that were provided for you. Be sure to capitalize the appropriate letters, the password is case sensitive. Once logged in, click on Change Password in the top left corner, then follow the instructions listed.

I am trying to change my CAS password online. Why won't it accept my new password?

The new password must meet the following requirements:

- Must be at least 8 characters
- Have at least 1 upper case letter
- Have at least 1 lower case letter
- Have at least 1 number

If I have questions about Moodle/Webmail, who should I contact?

- Please contact the IT Helpdesk by emailing helpdesk@tntemple.edu or by submitting a ticket at <http://support.tntemple.edu/>

If I have questions about Faculty Portal, who should I contact?

- Please contact the Record's Office by email records@tntemple.edu or by call 423-493-4100.

Staff

I am new to the university. How do I get my network(s) setup?

- All staff account creations begin in the Human Relations (HR) office.

As a staff member what kind of accounts will I need/have?

- **Network** – Webmail, Campus Computers
- **Ecams**
- **Department Specific Software**

I am trying to change my CAS password online. Why won't it accept my new password?

The new password must meet the following requirements:

- Must be at least 8 characters
- Have at least 1 upper case letter
- Have at least 1 lower case letter
- Have at least 1 number

My role has changed. How do I get the appropriate access?

- An official request from the department supervisor needs to be sent to the helpdesk. The request can be submitted at support.tn temple.edu.

Students

How many login accounts do I have as a TTU student?

- **CAS** – Webmail, Moodle, Intranet
- **Student Portal**
- **Network** – Campus Computers (for residential students)

How do I access Webmail account and Moodle?

- To access **Webmail** go to webmail.tntemple.edu or go to the Tennessee Temple University website (www.tntemple.edu) and click on the Webmail link on the homepage.
- To access **Moodle** go to lms.tntemple.edu or go to the Tennessee Temple University website (www.tntemple.edu) and click on the Moodle link on the homepage.

How do I change my Student Portal Password?

- Login to the Student Portal using the username and password that were provided for you. Be sure to capitalize the appropriate letters, the password is case sensitive. Once logged in, click on Change Password in the top left corner, then follow the instructions listed.

How do I change my Webmail/Moodle password?

- Go to <https://cas.tntemple.edu/cas/login>, login using the username and password that were provided for you. Click “Change Password” under the Account Tab, then follow the instructions listed. (Residential Students will only be able to change their passwords on campus computers.)

I am trying to change my CAS password online. Why won't it accept my new password?

The new password must meet the following requirements:

- Must be at least 8 characters
- Have at least 1 upper case letter
- Have at least 1 lower case letter

How much paper am I allotted each semester for printing in the labs?

- Each active residential student is allowed 500 pages per semester. To add paper to your account please visit the Business Office and make payment for additional prints. IT Services will then add more prints to your account.

Will IT fix my personal computer if it has a problem?

IT services provides the following computer repairs for active students for a small fee:

- Virus Removal & Optimization
- Data Recovery
- Hardware Repair
- Hard Drive Reformat

Please come by the IT Office for repair prices and fees.