Pack Resources: ITS - FAQs

How do I change my email password?

You can change/reset your password by going to Outlook.com. Please keep in mind that your password will expire a year after it is created or reset.

How am I notified of an emergency on campus?

If you sign up for the **Emergency Alert System**, you will receive a text that will notify you of emergencies on campus on your cellphone. Login to the Pack Portal, pack.AState.edu, and select **Emergency Text Alerts** under Campus Tools

Do I get Microsoft software at no charge since I am an A-State student?

Yes, the Microsoft Office 365 (education package with Word, Excel, PowerPoint) is available to students at no charge.
Go to Office.com and sign in with your full A-State email address and A-State password. Once signed in, there should be an option to “Install and more” in the upper right corner. This will allow you to download the Office 365 suite onto your computer. For any further questions you can contact the ITS Help Desk at 870-972-3933.

What software will I need while I am a student at A-State?

Software may be required for your course or provided by the publisher of your textbooks. Your instructor will let you know what you need.

I have questions about setting up my smart phone and other technology issues. Do you have any information?

The Information Technology Services’ Knowledge Base may be just the place you need to visit at kb.AState.edu.
The Knowledge Base has a lot of helpful information regarding your technology needs at A-State.

How do I contact the Information Technology Services’ Help Desk?

Please call 870-972-3933

I cannot connect to the Internet through the Ethernet port in my room in the residence hall. It isn’t working. What should I do?

When you have issues with your data port, call the help desk at 870-972-3933.

My ID Card or Mobile device doesn’t work to get into my class or room? What do I do?

You can call the Campus Card Center at 870-972-2900 or visit the Campus Card Center on the first floor of the Library.

How do I put my ID on my mobile device?

The Information Technology Service’s Knowledge Base may be just the place you need to visit at kb.AState.edu.
You can call the Campus Card Center at 870-972-2900 or visit the Campus Card Center on the first floor of the Library.

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