- **Microsoft Office** - Get Office 365 (Student) for free → http://www.ctcd.edu/students/student-it-services/it-hardware-software-links/
- **Adobe Acrobat Reader** → https://get.adobe.com/reader/
- **Firefox browser download** → https://www.mozilla.org/en-US/firefox/
- **EagleMail** (CTC student's Google powered email address) → http://www.ctcd.edu/students/current-ctc-students/student-email/
- **Central Texas College websites** → CTC main → http://www.ctcd.edu/   CTC Europe → http://www.ctcd.edu/locations/europe/
- **Student Resources** → https://online.ctcd.edu/student_resources.cfm
- **Ordering Books** → http://bookstore.mbsdirect.net/ctc.htm
- **eTrieve** (students' account administration, registrations, withdrawals, official transcript request, VA form, PII records' transfer)
  → https://www.ctcd.edu/forms-1/student-forms/ & → eTrieve login portal https://etcentral.ctcd.edu/
- **Eagle Self-Service** (students' account administration, registrations, drop/withdrawals, unofficial transcript, planning, Financial Aid) →
https://www.ctcd.edu/students/current-ctc-students/registration/eagle-self-service-technical-assistance/
- **ArmyIgnitED** (Selecting degree plan/Education Path, TA, & withdrawals) + (processing Credentialing Assistance)
https://www.armyignited.com/app/ & transition guidelines → www.ctcd.edu/ArmyIgnitED-Transition
Please follow the link https://ctc4.me/CIP-codes for corresponding programs
- **CTC class schedule** → https://selfserve.ctcd.org/Student/Courses   & http://soarapp.ctcd.org/online_forms/schedule/schedule2.cfm
- **Evaluations** → https://www.ctcd.edu/students/current-ctc-students/evaluated-credit/
Fast Forward (only for MILITARY students---use this toolkit to get an online estimate of how your military training and experience
will apply to a CTC degree)→ https://fastforward.ctcd.edu/
- **Transcripts** → https://www.ctcd.edu/students/current-ctc-students/transcript-services/
- **Blackboard** → https://ctc.blackboard.com/ IMPORTANT – please review Student Orientation videos (Part 1 and Part 2)
Blackboard is the Learning Management System for all online, blended, and WeBB Learning courses. Blackboard is your virtual classroom;
students will find the course syllabus, announcements, discussion board, quizzes, exams, and lessons that guide them through the course
by offering learning objectives, learning activities, instructors' guidelines, assignments, and Open Educational Resources materials.
- **Help Desk** → https://online.ctcd.edu/contact.cfm   Please always include your full name, CTC ID, and email address that is on file with CTC
Eagle Self-Service Please email webadvisor.tech@ctcd.edu or call Phone: (254) 526-1637 or (800) 792-3348, ext.1637.
Blackboard Before requesting assistance, please review https://online.ctcd.edu/orientation.cfm
EagleMail (lost or forgotten EagleMail password) → help.desk@ctcd.edu
Before requesting assistance, please review the link http://www.ctcd.edu/students/current-ctc-students/student-email/
eTrieve Before requesting assistance, please review http://www.ctcd.edu/forms-1/student-forms/eforms-frequently-asked-questions/
IT Help Desk → help.desk@ctcd.edu → Tel: 254-501-3103 (M-Th 7:00 a.m. - 5:30 p.m. / Fri 7:00 a.m. - 11:30 a.m.) CT/CDT

Points of Contact

Europe Courses
http://www.ctcd.edu/fieldsites
studentservices.europe@europe.ctcd.edu

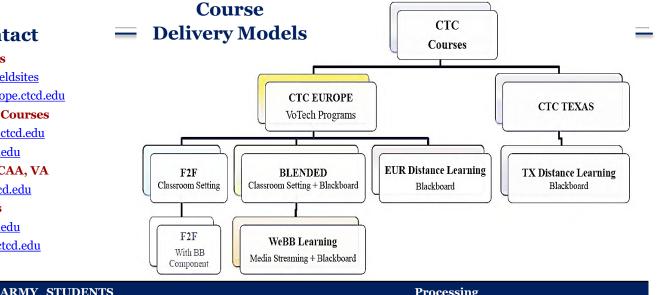**TX Distance Learning Courses**
online.mentors@europe.ctcd.edu
EaglesOnCall@ctcd.edu

Financial Aid, TA, MyCAA, VA
rick.taylor@europe.ctcd.edu

Army students
EaglesOnCall@ctcd.edu
armyevaluations.info@ctcd.edu

Course Delivery Models

Step	Service Provider	ARMY STUDENTS	Processing
Application for Admission, Registration for the Class, & TA request			
1	**CTC**	http://www.ctcd.edu/	Application for Admission and selection of the desired degree plan
2	**ArmyIgnitED**	https://www.armyignited.com/app/ Please follow the link https://ctc4.me/CIP-codes to identify the corresponding CTC degree plan and ArmyIgnitED Educational Path.	Open account, select the Educational Institution, and choose desired Education Path that matches the CTC degree plan. **Student has to speak with the Army Counselor**
3	**CTC**	https://selfserve.ctcd.org/Student/Account/Login https://www.ctcd.edu/students/current-ctc-students/registration/eagle-self-service-technical-assistance/	Registration for the class via Eagle Self-Service no later than Wednesday before the Monday class start date.
		http://www.ctcd.edu/forms-1/student-forms/	Registration for the class via eTrieve no later than Wednesday before the Monday class start date.
4	**ArmyIgnitED**	https://www.armyignited.com/app/	Once the Educ. Path is approved and the student registered to the CTC class, the student can request TA (MUST be approved before the start date) **Student has to speak with the Army Counselor**
Drop / Withdrawal Steps – initiate ASAP!!!			
A	**CTC**	https://selfserve.ctcd.org/Student/Account/Login	Drop from the class via Eagle Self-Service (only before the start date)
		http://www.ctcd.edu/forms-1/student-forms/	Withdrawal or Drop via eTrieve after the start date
B	**ArmyIgnitED**	https://www.armyignited.com/app/	Withdrawal in ArmyIgnitED **Student has to speak with the Army Counselor**