

Wireless Access @ SAC

Service Description:

San Antonio College offers fast and reliable wireless network access to students, faculty, and staff. The network is available inside many campus buildings and in select outdoor areas. This guide serves as your central hub for important information about SAC's wireless networks, hotspot locations, connection instructions, and FAQs.

Wireless network is available to San Antonio College students, faculty and staff, and offers fast reliable data connection speeds. SAC wireless uses 802.11ac which supports up to 500 Mbps. On average, the connection speed is 50 to 60 Mbps depending on capabilities of wireless card. Wireless internet access is available inside many buildings at San Antonio College and is also offered outdoors in certain areas of campus.

AlamoGuest is an open, unencrypted network, and does not require an exclusive username or password to access. The AlamoGuest network is provided for all Alamo College students and visitors.

Service Provider:

SAC Office of Technology Services

Email Address: sac-helpdesk@alamo.edu

Main Contact Number (210) 486-0777

Website Information <http://www.alamo.edu/sac/ots>

Eligibility: Student, Staff, Faculty

Availability:

24 hours a day, 7 days a week

How to access AlamoGuest services ([SAC IT Wireless Access and Security](#)) :

To access the AlamoGuest wireless network, simply select it from the wireless options that appear on the device in use. Once selected, a screen will appear prompting the user to enter an email address to login to the network. Any email address will suffice. Once an email address is entered, hit the log in button and the user will be connected to the wireless network in a matter of seconds.

How to access AlamoNet WiFi service ([SAC IT Wireless Access and Security](#)) :

AlamoNet WiFi is exclusively for use on Alamo Colleges owned and approved devices. Personal devices such as laptops, cell phones, and any other unapproved equipment are

not permitted to access AlamoNet WiFi. Any device not owned directly by the Alamo Colleges will need connect to Alamo Guest WiFi instead.

Requesting Wider Coverage:

Requests for new wireless locations or service expansions may be submitted by contacting the college helpdesk or submitting a service ticket via [Footprints](#). A Technician will contact the Requestor to confirm details for the request.

Wireless for Special Events:

For special events that require wireless connectivity, submit a [Footprints](#) ticket.

Wireless Issues:

For connectivity issues or poor connection issues, contact our college helpdesk. (Technical Support Contact Information below) or submit a [FootPrints](#) service ticket.

Technical Support:

San Antonio College
Help Desk
Email: [sac-
helpdesk@alamo.edu](mailto:sac-helpdesk@alamo.edu)
Phone: 210-486-0777

Alamo Colleges Help Desk
Email: helpdesk@alamo.edu
Phone: 210-485-0555

Request Service
Submit a service work
order through the Service
Management Solution
– [Footprints](#).

Supporting Documentation:

[OTS - Service Level Agreement.pdf](#)

Service Cost: N/A

Additional Information:

For more information on Wireless Maps, FAQs, Setup Guides,
visit <http://www.alamo.edu/sac/wireless>.

[C.1.9 Appropriate Use of Information Technology Resources \(Policy\)](#)

[C.1.9.1 Appropriate Use of Information Technology Resources \(Procedure\)](#)

[SAC IT Wireless Access and Security](#)

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