New Employee Technology Orientation

Policies

Division of Information Technology Services Policies
IT@Sam has several policies with which you should familiarize yourself. Those policies can be found online at: [http://www.shsu.edu/intranet/policies/information_technology_policies/index.html](http://www.shsu.edu/intranet/policies/information_technology_policies/index.html). These policies cover a range of topics including user practices, systems & networking, data protection, and security and standards.

Need Assistance?

Service Desk
The Service Desk provides technological support for issues including hardware, software, networking, profiles, accounts and printing. There are several methods to reach the Service Desk.

Chat & Remote Support:
Remote screen sharing support as well as the ability to chat online with a Service Desk technician is available for both on-campus and off-campus clients. Visit [http://support.shsu.edu](http://support.shsu.edu) and submit your issue to begin one of these sessions. You can also double-click the IT@Sam Help icon on any campus PC computer.

E-mail:
The Service Desk can be contacted by e-mail at servicedesk@shsu.edu. You should receive a response within one business day of the e-mail being received.

Phone:
You can reach the Service Desk by dialing 4-HELP (4-4357) from a campus phone or (936) 294-HELP from an off campus phone. Voicemail messages left after business hours are returned the next business day.

We have technicians answering the phones from:

- 7:30 AM - 10:00 PM, Monday - Thursday
- 7:30 AM - 6:00 PM, Friday
- 8:00 AM - Noon, and 1:00 PM - 5:00 PM, Saturday
Walk-ins:
There are two locations to receive in-person, one-on-one support from the Service Desk. The main campus Service Desk is located in **Academic Building 1, room 145** between the Lowman Student Center and Newton Gresham Library. **The Woodlands Center** Service Desk location is in **room 315C**.

Main Campus One-on-one Support Hours:
- **7:30 AM - 5:00 PM, Monday - Friday**

TWC One-on-one Support Hours:
- **8:00 AM - 10:00 PM Monday - Thursday**
- **8:00 AM - 5:00 PM Friday**
- **8:00 AM - Noon, and 1:00 PM - 5:00 PM, Saturday**

**IT Ticket System**
If there is a technology issue to report or a request to make, Cherwell is the place to go. Cherwell is the software used for tracking all incidents and service requests for IT and allows faculty and staff to place those tickets through a web-based portal.

To access the Cherwell, visit:
- **MySam** (mysam.shsu.edu)
- Click on the **Campus Resources** tab
- Under the Cherwell channel, click **Log into the IT@Sam Self Service Portal**

**10-Minute Promise**
All technical support calls that are received from a class that is actively is session will be treated as top priority. For these calls, you have our commitment that we will have a technician in your classroom within 10 minutes of your call to attempt resolution of the issue if located on the main SHSU campus or The Woodlands Center.

*Note: The 10-minute promise is for classroom technology issues only.*

**Account Information**

**Computer Account**
Each employee at SHSU is given a username and a password in order to log into the network. Once you are hired, an e-mail is sent to the e-mail address that you supplied on your application for employment with instructions on activating your account. This username and password also grants access to My Sam, SamMenu, SamWeb, e-mail, and SHSU Online. When you log onto any machine on campus you are automatically connected to your specific network resources, along with the resources of the local machine. The network resources include the S: and T: network drives, which are discussed more in depth on pages 6 and 7.
E-Mail Account
Each employee on campus is provided with a Microsoft Exchange e-mail account. The e-mail address for each person is his or her username@shsu.edu. The username and password combination to check your email is the same as the SHSU computer account username and password. E-mail can be checked either by using an e-mail application such as Microsoft Outlook or by using a browser such as Internet Explorer, Safari, or Mozilla Firefox to access the SHSU web site and select the E-mail link from the Campus Tools drop-down box at the top of the screen. Each SHSU employee is allotted 2 GB of e-mail storage space as well as 4 GB of online archive storage space on our network. Attachments are allowed, but must be 20 MB or less.

E-Mail Alias Request
Each employee can activate up to three e-mail aliases. This will allow the first part of your e-mail address to be masked with something that may be a little easier to remember for those with whom you correspond. Rather than your e-mail address showing as username@shsu.edu it would appear as alias@shsu.edu. You can set up an alias online through SamWeb (http://samweb.shsu.edu). Once logged into SamWeb, click on IT@Sam, and then select Account Alias Request. Aliases are normally approved within one business day.

SHSU Profiles
On SHSU’s computer network, you will have a profile that will follow you to any networked PC on campus. This profile consists of application settings, desktop icons, and web browser favorites.

S: Drive
The S: drive is the personal network-based storage location for work-related files and folders. Each person is allotted 3 GB of disk space on this network drive. This storage location is a network drive, so documents stored on the S: drive are available to you anywhere you log in on campus. The contents of your S drive are only accessible by you and all data stored on the S drive is backed up.

T: or Common Drive
The T: drive is a location for faculty and staff to store documents that need to be shared with other SHSU employees. The folders on the T: drive are named with abbreviations for the departments, such as MKT for Marketing. If you need additional access to the T drive please contact the Service Desk.

Changing Your Password
Your password expires every 6 months. It is important that you reset it before it expires, in order to keep access to your account. You will start receiving expiration notices via e-mail two months prior to your password expiring and will increase with frequency until the password is changed or expires.

There are a few ways that you can reset your SHSU password:

- PC Desktop
  - Sign into your computer account on campus.
  - Press Ctrl+Alt+Del
  - Select Change a password...
  - Enter your current password, your new password, and then confirm your new password as instructed.

Last Update: January 13, 2015
Mac Desktop
  - Go into System Preferences.
  - Click on Accounts.
  - Click on Change Password...
  - Enter your old and then new password

SamWeb (http://samweb.shsu.edu)
  - Sign into MySam
  - Select Password on the right-hand corner
  - Change your password following the directions on the page

Outlook Web Access
  - Sign into email by clicking on E-mail from the Campus Tools drop-down list from the main SHSU webpage (http://www.shsu.edu).
  - Select Options from the top right-hand side of the page
  - Select the second option Change Your Password
  - Enter your current password, your new password, and then confirm your new password as instructed.

Resetting an Expired Password
In order to reset your expired password, follow the steps below:

  - Go to the SHSU homepage (http://www.shsu.edu)
  - Select MySam at the top of the page from the Campus Tools drop-down menu
  - Select Forgot Password from the log in screen.
  - Enter your Username and 7-digit SamID located on your Bearkat OneCard
  - You will be asked to select you're off-site contact
  - Follow the instructions sent to your off-site contact
  - If you don't have access to your current off-site contact, you will need to contact the Service Desk by dialing 4-HELP (4-4357) from a campus phone or (936) 294-HELP from an off-campus phone.

Updating Your Off-Site Contact
In order to reset your expired password you will need to keep a current off-site e-mail address on file. To update your off-site contact:

Your offsite contact is a non-SHSU e-mail address. When you applied to SHSU you were asked to provide an e-mail address. This e-mail address is what IT@Sam will use to contact you should your account become expired. To check what e-mail address we have on file for you, follow these instructions:

  1. Log into MySam (http://samweb.shsu.edu)
  2. Click the Home Tab at the top of the page
  3. Click the Manage Off-site Contact Information link in the Manage My Profile Section

Remote.shsu.edu
You are able to access your SHSU profile (including access to S: and T: drives) from off-campus via a Remote Desktop Connection. This software is available via both PC and Mac computers.

Last Update: January 13, 2015
Instructions can be found in the Technology Tutorials (http://www.shsu.edu/guides). Click on Getting Started and Connected and then Remote Desktop Connection.

**IT Communication**

**Newsletter**
At the first of each month we will send out the IT@Sam Newsletter to all full time employees. This is our primary way of providing campus technology updates as well as offering technology tips that can assist you in your daily tasks.

**Social Media**
IT@Sam will post updates to all social media sites below. Follow our Service Desk on Twitter, Facebook, Wordpress, or Pinterest to receive campus IT updates.

- twitter.com/SHSUServiceDesk
- facebook.com/SHSUServiceDesk
- shsuservicedesk.wordpress.com
- Instagram.com/shsuservicedesk

**Cherwell**
Cherwell, the IT@Sam Ticketing system, is also where we communicate campus technology notifications and outages. Look for the Announcements section on the Cherwell portal to stay up to date with planned changes, outages, and general IT notices.

**Equipment**

**Workstations and Nodes**
SHSU computers are called workstations or “nodes” when attached to the SHSU network. The naming convention is used to give every computer on the SHSU network a unique name and identifier. When calling the Service Desk for support, you will be asked to provide the node name of your computer so that they can better diagnose any problems.

The node name is found on a PC by clicking on the Start button, right-click on Computer, and then select Properties. The node name will be listed next to “Computer name.” For a Mac, the node name can be found by clicking on the Apple menu, selecting “System Preferences...,” and then click on Sharing. The node name will be listed next to “Computer Name.”

**Campus Operating Systems**
The default operating system for PCs is currently Windows 7. The default operating system for Macs is currently Mavericks. New computers will contain the Yosemite OS and existing hardware can be upgraded upon request.

**Computer Replacement Cycle**
The Computer Replacement goal is to replace computers every 4 years. IT@Sam will contact you when it is time for replacement. You can check the status of your replacement by using a lookup
located on the Cherwell Portal or by emailing the Service Desk at servicedesk@shsu.edu. Faculty and Staff may place a ticket if they see that they are due this fiscal year and have not yet been contacted by IT@Sam.

**Services**

**Banner, My Sam, SamMenu, and SamWeb**
Most Student, Finance, Financial Aid, HR and Payroll functions will be carried out using the administrative system Banner INB and My Sam. SamMenu and SamWeb will handle administrative tasks not handled within the Banner system. Access to these programs depends upon your role and specific job duties for SHSU. Your supervisor will have more information as to what access will be needed outside of the default Faculty/Staff access granted.

**Available Software**
IT@Sam works with many departments on campus to provide software for both administrative and academic purposes. These applications are available on all campus workstations. The programs are located at Start button → All Programs.

There are also optional programs that are not installed by default but can be installed by you. They are located in the Start Menu → All Programs → SHSU Program Installation Menu.

**Technology Tutorials**
Technology tutorials are available online for many of the applications at SHSU. You can find this information by clicking the SHSU Help icon on an on-campus computer or by visiting [http://www.shsu.edu/guides/](http://www.shsu.edu/guides/).

**IT Training**
Each month IT@Sam offers a number of free trainings. These trainings are available for all SHSU full-time employees. A monthly training schedule is available in the IT@Sam monthly newsletter. You can also register for our listserv ([https://lists.shsu.edu/mailman/listinfo/ittrainingevents](https://lists.shsu.edu/mailman/listinfo/ittrainingevents)) to be notified of upcoming trainings.

**Talent Management**
You can sign up for any trainings offered at SHSU, including those offered by IT, in Talent Management. Talent Management is the campus Learning Management System that keeps track of all your SHSU professional development, which includes both instructor and online trainings.

**To sign up for classes:**
- Go to the SHSU Homepage
- Click on Campus **Tools > MySam**
- Click on the **Employees** Tab
- On the **Human Resources** panel, click **Talent Management**

**Computer Lab Reservations**
IT@Sam has 11 computer labs across the main campus and 5 at The Woodlands Center. These labs are equipped with DVD drives/burners, scanners, printers, and other peripheral items. These computer labs are available to enrolled students, faculty, and staff. Faculty and Staff members may use select University labs for classes, presentations, testing, etc. If you need to reserve a lab for a
particular event, follow the guide online at http://www.shsu.edu/guides, click on Communication, click on Ad Astra, and then click on Reserving a Classroom. If you need to reserve a lab for an entire semester, please contact the Registrar’s office. Questions about computer labs can be directed to servicedesk@shsu.edu.

Printing
Network printing services are available for both Mac and PC systems. We have online technology tutorials for adding printers in our Technology Tutorials (http://www.shsu.edu/guides). From the Technology Tutorial page, click on Getting Started and Connected and then on Adding Printers (PC) or Adding Printers (Mac).

Wireless Printing
If you have a SHSU account you can take advantage of our wireless printing. If you use the campus wireless network (SamNet), you can print to any of our network printers from your laptop. Instructions can be found on the Technology Tutorial page at http://www.shsu.edu/guides. Click on Getting Started and Connected and then Wireless Printing – PC or Wireless Printing – Mac.

Wireless Connections
The public wireless network at SHSU is SamNet. To connect to campus wireless you will need to login with your SHSU username and password. SamNet-Guest is provided for visitors to the campus to utilize with no login. Note: Some SHSU programs are only available with SamNet.

Home Use Program
Full time employees at SHSU have the access to some software packages such as Adobe Creative Cloud and Microsoft Office 2013 for little to no costs for your personal machine. For more information on the Home Use Program you can go to SamWeb (http://samweb.shsu.edu). Once logged into SamWeb, click on IT@sam, and then select Home Use Program. You can also view our technology tutorial (http://www.shsu.edu/guides), Click on Getting Started and Connected and then Home Use Program.