

New Employee Technology Orientation

Service Desk

The Service Desk provides technological support for issues including hardware, software, networking, accounts and printing. The Service Desk can be found online at <http://www.shsu.edu/dept/client-services/service-desk.html>. There are several methods to reach the Service Desk.

- **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.
- **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> 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.
- **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 is located in **room 315C**.

Newsletter

At the first of each month, the IT@Sam Newsletter is delivered to all 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.

Computer Account

Each employee at SHSU is given a username and a password in order to log into the network. This username and password also grants access to Banner Enterprise Resource Planning (ERP) System, 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.

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.

Mac Desktop

- Go into **System Preferences**.
- Click on **Accounts**.
- Click on **Change Password...**
- Enter your old and then new password

Resetting an Expired Password

In order to reset your expired password off campus, follow the steps below:

- Go to the SHSU homepage (<http://www.shsu.edu>)
- Select **My Sam** at the top of the page from the **Campus Tools** drop-down menu
- Select **Forgot Your Password** from the log in screen.
- Enter your Username and 7-digit SamID located on your Bearkat OneCard
- You will be asked to select your off-site contact
- Follow the instructions sent to your off-site contact
- If you do not have access to your current off-site contact, you will need to contact the Service Desk at 936-294-1950.

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.

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 and update what e-mail address we have on file for you, follow these instructions:

1. Log into **My Sam** (<http://mysam.shsu.edu>)
2. Click the **All Users** at the top left of the page
3. Click the **Manage Off-site Contact Information** link in the **Manage My Profile** section

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. This storage location is 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 network-based storage 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.

Microsoft OneDrive

As part of your SHSU computer account and Office 365, you will have access to one terabyte of OneDrive storage. To access OneDrive, go to <https://login.microsoftonline.com/>. Enter your official SHSU e-mail address (ex., abc123@shsu.edu) - rather than your alias - and click sign-in. You will be redirected to the SHSU login page where you will enter your SHSU credentials. Your initial login will take about five minutes as Office 365 creates your account.

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 Macintosh computers. Instructions can be found in the Technology Tutorials (<http://www.shsu.edu/guides>). Click on **Getting Started** and then **Remote Desktop Connection**.

Services

IT Ticket System (Cherwell)

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:

- **My Sam** (<http://mysam.shsu.edu>)
- Click on **Campus Resources**
- Select **Log into the IT@Sam Self Service Portal** in the Cherwell section

Cherwell is 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.

10-Minute Promise

All technical support calls that are received from a class that is actively in 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 active classroom technology issues only.**

Banner Enterprise Resource Planning (ERP) System

Most Student, Finance, Financial Aid, HR and Payroll functions are carried out using the Banner Administrative Applications. Access to functions within the system will depend upon your role and specific job duties for SHSU and appropriate training completed. Your supervisor will have more information as to what access will be needed outside of the default Faculty/Staff access granted.

Workstations

SHSU workstations are assigned unique node names. The naming convention is made up of your building abbreviation, the floor that you are located, and a unique number (example: CHSS-3-109). 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 right clicking on the Start button and selecting **System**. 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."

Software

IT@Sam works with many departments on campus to provide software for both administrative and academic purposes. Most applications are available on all campus workstations. The programs are located in the Start menu.

There are also optional programs that are not installed by default, but are available on demand. For a PC, they are located in the Software Center, which can be accessed by searching for "Software Center" in the Search area on the Taskbar. On a Mac, select System Preferences → Absolute Manage → Software Updates → Show On-Demand Software.

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/>.

IT Training

Each month IT@Sam offers a number of free trainings for all SHSU 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>) to be notified of upcoming trainings.

One-on-one training sessions are also available as needed by contacting the Service Desk.

Computer Lab Reservations

IT@Sam has 11 computer labs across the main campus and 5 at The Woodlands Center. The computer labs are available to enrolled students, faculty, and staff.

Faculty and Staff members may use select University labs for classes, presentations, testing, etc. For information on reserving a lab, go so **MySam** from the Campus Tools dropdown menu and select **Campus Resources**, and select **Computer Lab Reservations** in the **Common Computer Resources** section. 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 then on **Adding Network Printer** and select the operating system.

Wireless Printing

If you have an 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 then **Wireless Printing – PC/Mac**.

Wireless Network

The 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: Access on the SamNet-Guest network is limited for security.**

Home Use Program

Full-time employees at SHSU have access to Adobe Creative Cloud at no cost for your personal machine to be used for work-related tasks. For more information on the Adobe Creative Cloud 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.

Office 365

Office 365 is available for all current SHSU faculty and staff. With Office 365, you have one terabyte of OneDrive storage and access to a free download of Office. To access your Office 365 account, go to <https://login.microsoftonline.com/>. Enter your official SHSU e-mail address (ex., abc123@shsu.edu) - rather than your alias - and click sign-in. You will be redirected to the SHSU login page where you will enter your SHSU credentials. Your initial login will take about five minutes as Office 365 creates your account.

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. These policies cover a range of topics including user practices, systems & networking, data protection, and security.

Annual IT Training Requirements

Security Awareness Training is required under Texas State University System policies to educate individuals on the basic responsibilities needed to begin (or continue) utilizing State of Texas information technology resources. Each employee is required to complete Security Awareness Training within 30 days of hire, as well as annually thereafter.

In addition to Security Awareness Training, you will also be required to read and acknowledge the Non-Disclosure Agreement, which means you agree to protect SHSU resources by not disclosing protected data to the best of your ability.