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General

What is an off-site contact?

An off-site contact will be used to reset your password or PIN. It can be an e-mail address...
Password?

Press (not your SHSU e-mail address) or text message address (phone number plus carrier, ex
but you must have at least an e-mail address on file. They can be updated at any time on

If you are currently employed by SHSU, you can also access these preferences through the channel.

**What is a one-time token (OTT)?**

A One-Time Token or OTT is a verification code used in the process of activating your account in a designated One-Time Token (OTT) field. **It can only be used once.**

**How can I set a password that meets complexity requirements?**

- Must be at least six (6) characters long but no greater than fourteen (14) characters long.
- Cannot contain your username or any of the parts of your full name.
- Must not have been used previously.
- Must be significantly different from previous passwords.
- Passwords that increment (Password1, Password2, Password3 …) are not acceptable.
- Must contain characters from at least (3) three of the following categories:
  - English uppercase characters (A - Z)
  - English lowercase characters (a - z)
  - Base 10 digits (0 - 9)
  - Non-alphanumerics (for example: !, $, #, %). Do NOT use | > < * ' " within your password.

**When will my password expire and how can I change it?**

Computer account passwords are valid for 180 days. Change your password before the expiration date by:

- On a campus PC, by pressing CTRL-ALT-DEL and then Change Password
- On a Macintosh, by selecting Apple, System Preferences, Accounts, clicking on your account, and selecting Change Password
- Using Outlook Web Access, click Options, then Change Password
- Using SamWeb, click IT@Sam, then Account Password Change
- Log on to remote.shsu.edu with your username and password through the Remote Login system
- **Note:** If your password has already expired, open your web browser and enter your 

**Prospective Students**

**What is a PIN?**

A PIN will allow you to access the status of your application for admission to the university.

**How can I reset my PIN?**

Visit our [PIN Reset](#) program.

**For how long is my PIN valid?**

Your PIN is valid until you are accepted. After that, you will NOT be able to use it.

**How can I view the status of my application for admission?**

Please visit the [Admissions Office website](#) for the most up to date instructions on checking
Once your account is active through SamWeb Click on IT@Sam, and then select Off-site Contact your Sam. From the Home tab, click on the Manage Off-site Contact Information link from the account or resetting your password. A One-Time Token is NOT the same as a password or PIN.

180 days pass to retain access to your account. You can change your password by following your name, then Change Password.

Desktop Connection on your computer. You will be prompted to change your password. Your username and expired password at Outlook Web Access. You will be prompted to change your password.

PINs are only good until you are accepted.
Contact Preferences.

- Manage My Profile

...and can only be entered...

...any of the methods below:

...your password
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How can I activate my computer account?
Visit our Account Activation program.

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How can I request a transcript?
Official and unofficial transcripts are available from the "Student Records" menu located

Alumni (Students who attended SHSU and received a degree)

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Will I still have access to the Newton Gresham Library's databases?
After leaving the university, you will no longer have access to the library's databases.

Former Students (Students who attended SHSU, but did not receive a degree)

How can I request or view a transcript?
If you need to access your unofficial transcript, but no longer have a password, use the

Note: Former students without a username and password, please visit the Registrar's Office

Will I still have access to the Newton Gresham Library's databases?
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Faculty / Staff

How can I activate my computer account?
Visit our Account Activation program.

Retirees

What can I access now that I am retired?
Once your SHSU computer account is set to "Retiree" status, you will retain your access

- MySam
- SamWeb
- E-mail (including aliases)
in SamWeb.

Jnofficial Transcript program.

Office website for further instructions on making an official transcript request.

to:
Can I still log onto the computers on the SHSU campus with my username and password?

After retiring, your account will continue to have access to the computers on the SHSU campus.

Can I still use the SamNet wireless network on the SHSU campus?

You can still use the SamNet network, as long as you authenticate with your username and password.

Will I still have access to the Newton Gresham Library's databases?

After leaving the university, you will continue to have access to the library's databases.
password?

Campus. Your S Drive will still be available.

Find password.