



New Employee Technology Orientation

**Office of Information Technology Services
Sam Houston State University
A Member of the Texas State University System**

Information

The Sam Houston State University home page can be found at <http://www.shsu.edu>

Sam ID#: unique campus ID number. Used as a unique identification number rather than social security number.

Changing Your University Password

Your password expires every 6 months. It is important that you reset it in order to keep access to your account. There are a few ways that you can reset your SHSU password:

- SamWeb
 - Sign into SamWeb
 - Select 'Computer Services' on the left hand side
 - Select 'Account Password Change'
 - Change your password following the directions on the page
- SHSU Webmail
 - Sign into SHSU Webmail
 - Select 'Options' in the top right
 - Select 'Change Password' on the left hand side
 - Enter your old then new password
- Desktop
 - Sign into your computer account on campus
 - Hit Ctrl+Alt+Del
 - Select 'Change Password'
 - Enter your old then new password

Resetting an Expired Password

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

- Go to the SHSU homepage
- Select SamWeb at the top
- Select 'Forgot Password'
- Enter your Username and full 9-digit SamID
- 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 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 contact on file, Email address or Cell phone number. Follow the instructions below to update your off-site contact:

1. Log into Sam Web
2. Click the "Computer Services" link in the left navigation menu
3. Click the "Off-site Contact Preferences" link in the left navigation menu

Computer Login ID (username): This is the user ID used to logon to campus computer resources

including the computer network, e-mail system, the online course management systems, and SamMenu, SamWeb, and My Sam.

Off-site contact information – The non-SHSU e-mail address that is essential in the creation of your SHSU Computer account and resetting your password if expired. Please follow the instructions that are e-mailed to your off-site address in order to activate your computer account. If you have any questions about this process please call the IT@Sam Service Desk at 44357 or 41950.

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 normally found on a white sticker on the top of the tower or case. It can also be found on the Start Menu, right-hand side as an icon of a computer with the label “*username on node number.*” It can also be found on the computer’s login screen by selecting the “Log on to” drop down box. An example node name: AB1-2-27.

Campus Operating Systems

SHSU uses Windows XP as the default operating system for the machines connected to the network. New machines received are installed with the XP operating system. Windows 7 will be an optional install in the spring of 2011 and will replace XP as the campus windows OS in 2012. Campus Macintosh computers are currently running Leopard until the planned upgrade to Snow Leopard takes place in spring 2011.

SHSU Account and Password

Each employee and student at SHSU is given a username and a password in order to log into the network. This username and password also grants access to My Sam, Sam Menu, SamWeb, e-mail, SHSU Online, and Blackboard. When you log onto any machine on campus you are connected automatically to your specific network resources, along with the resources of the local machine. The network resources include the S:, and T: network drives and are further explained in the Services section of this document.

Equipment

Computer Labs

IT@Sam has 12 computer labs across campus, manned by more than 60 lab assistants. These labs are equipped with CD-ROM drive, CD-burners, scanners, printers, and other peripheral items. These computer labs are available to enrolled students, faculty, and staff.

Rachel Macy is the full-time Lab Manager and supervisor of all lab assistants. If you want to reserve a lab, you will need to contact her at labs@shsu.edu . A list of computer labs is available online at <http://www.shsu.edu/~ucs/www/lab/> . For lab reservations visit <http://www.shsu.edu/~ucs/www/lab/reserve.html>.

Faculty and Staff members may use the University labs for classes, presentations, testing, etc. For departmental use of computer labs, the department chairperson will need to submit a faculty lab reservation for upcoming semesters prior to the first day of finals. The department chairperson will resolve any conflicts in assignment, reassignment or use of computer labs by its department faculty. Faculty may submit problems with the lab conditions such as lighting, temperature, cleanliness, speed of connection, etc. to the Lab Manager at labs@shsu.edu .

Visitor accounts needed for short-term guest visitors can be requested through the Service Desk at 294-4357 or at helpdesk@shsu.edu . You will need to provide the guest's name and purpose for the account as well as how long the account will be needed.

Services

Network Services

S: Drive

The S: drive is the personal network-based storage location for files and folders. Each person is allotted 3 GB personal disk space on this network drive. This storage location is a network drive, so documents stored on the S: drive are not being saved to your local machine, but on a server. The contents of your S drive are only accessible by you and all data stored on the S drives 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 network users. Many administrative and academic departments use this drive to store documents that only their department should access. The folders on the T: drive are named with abbreviations for the departments, such as MKT for Marketing. Be aware that these folders are shared therefore they have limited security. If you need a folder on the T: drive, submit a work order make the request. The folder will be set up with the requested permissions.

E-Mail Account

Each employee on campus is provided with an e-mail account. The e-mail address for each person is their 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 like Microsoft Outlook, or by using a browser such as Mozilla Firefox or Internet Explorer to access the SHSU web site and select the Email link at the top of the screen. If you need help setting up an e-mail program to work with Sam Houston e-mail then call the Service Desk at 44357.

Roaming Profile

On SHSU's computer network, you will have a desktop environment called your *roaming profile*. This profile consists of all the settings, the programs installed for you, your desktop icons, as well as any programs that you have installed or used through the Start menu. The roaming profile is available by logging onto any of the networked Windows XP machines on campus. They are called roaming profiles because your settings, mail, bookmarks, etc, "go with you" wherever you go on campus. You can remotely access your profile from home using the Remote Desktop Connection utility.

Remote.shsu.edu

You are able to access your SHSU profile (including access to S:, T: drives) from off-campus via a Remote Desktop Connection from a Windows computer. Instructions can be found in the Technology Tutorials located at <http://www.shsu.edu/guides>

Quotas

The S: drive and e-mail account are allotted a certain amount of storage space (a quota). Quotas are as following for Staff and Faculty:

S: Drive	3 GB
Email	350 MB

Profile	50 MB
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A profile management utility is available via Start Menu > Programs > SHSU Utilities > SHSU Profile Management Utilities to assist in managing profile materials.

Printing

Network printing services are available through wntprint.shsu.edu. For more information please contact the Service Desk at 44357 or helpdesk@shsu.edu

Wireless Connections

To connect to campus wireless please navigate to shsu.edu in your web browser and either login with your SHSU username and password for a higher speed connection, or use the guest access with no login, but a slower speed.

Training and Support Services

SHSU 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 the on-campus PC desktop or by visiting <http://www.shsu.edu/guides/>.

IT@Sam Software and Process Training

Please place a work order for Training in the work order system to request a training appointment.

Service Desk

The Service Desk provides telephone support and assistance for most technological or SHSU computer system issues, including hardware, software, networking, profiles, accounts and printing. The Service Desk voicemail is available by phone 24 hours a day by calling x4-4357 on campus, 294-4357 from off campus, (936)294-4357 for long distance or 1-866-BEARKAT toll free. For in-person help from the Service Desk staff, the Service Desk (located in room 144 in Academic Building 1) is open Monday – Thursday, 7:30am to 9pm and Friday from 7:30am to 6pm.

Work Order System

The Work Order system allows faculty and staff to place work orders with IT@Sam through a web-based interface. Faculty and staff members can submit a work order for repair on their university computer, network or telephone. To access the Work Order System, visit <http://samweb.shsu.edu/word01wp/> (login required) for questions please contact the Service Desk at 44357.

Program Access

IT@Sam works with many departments on campus to provide software for both administrative and academic purposes. These applications are available on networked XP machines. The programs available are located at Start menu → All Programs → SHSU 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. SHSU software is supported by the Service Desk, and is licensed for network-wide campus use only.

Banner, My Sam, SamMenu, SamWeb, and NELL

The SHSU administrative systems are called Banner, My Sam, SamMenu, SamWeb and NELL. These programs control the data exchange and sharing between departments, such as student information, grades, financial aid information, payroll, and many other specific tasks. You can request access to other

programs depending upon your job duties. If you have any questions about your job duties in these programs please speak with your supervisor. For technical assistance please contact the Service Desk at 44357.

If you need assistance...

With Training, Tutorials, Web Development:

Jurden Bruce (Web Master) x44495
Thomas Sosebee (Technology Trainer) x43476

With Computer Labs, Lab Equipment or Lab Assistants:

Lab Lead Worker Office x43463

Other:

Service Desk x44357 or x41950
Switchboard 0