

NEED ASSISTANCE?

The **IT@SAM SERVICE DESK** is your first stop for all your technology needs.

LOCATION: Academic Building 1, Room 145
PHONE: (936) 294-1950
E-MAIL: servicedesk@shsu.edu
HOURS: Mon - Thurs, 7:30am - 10:00pm
Fri, 7:30am – 5:00pm

TECHNOLOGY TUTORIALS are available to help you with computer account activation, registration, credit card payments, Ethernet setup and much more. Visit www.shsu.edu/guides.

   @SHSUServiceDesk
SHSUSERVICEDESK.WORDPRESS.COM

ACCOUNT INFORMATION

At SHSU, your University issued email account is the primary communication method. It also gives you access to:

MYSAM: University Portal with access to personalized content. Students can: register for classes; search for on-campus employment; contact academic support sites; search library resources; apply for housing; and more.

BLACKBOARD: A web-based interface to your course syllabi, grades, and assignments.

FILE STORAGE: You can save up to 500MB worth of files on your home directory (S drive) or 1TB of storage with OneDrive which is accessible from anywhere on campus or remotely.

KATSAFE: A campus-wide notification system used to alert the SHSU community of emergencies. Keep your emergency contact and off-site information updated.

STUDENT ACCESS

RESNET: Residence halls have wired network connections that enable high-speed data communications in every room.

SAMNET: Students have access to WiFi network access anywhere it is available on SHSU's campus, including residence halls.

SHSU MOBILE APP: Available for Android and iPhone with easy to use features. Scan the appropriate code below to download.



iPhone



Android

OFFICE 365

Install the latest version of Office on up to five devices including desktops, laptops, tablets, and other mobile devices for FREE! The Office 365 account includes a OneDrive account which provides you with 1TB of cloud storage and allows you to create, edit and share documents from any device.

- **Go to:** www.MicrosoftOnline.com
- **Sign In** with your SHSU email and password

PRINTING

Print workstations are available at several residence halls throughout campus including Raven Village, Lone Star Hall, and Sam Houston Village. With a flash drive, students can securely retrieve their documents and print.

Color printing is available on the main campus at the Newton Gresham Library.

COMPUTER LABS

IT@Sam has 11 computer labs across the main campus and 5 labs at The Woodlands Center. Most labs are equipped with Windows workstations, DVD-RW's, scanners, printers, USB ports for access with compatible flash/USB drives, and other peripheral items.

A **24-Hour Computer Lab** is located in the Lee Drain Building, room 415.

EMPLOYMENT OPPORTUNITIES

IT@Sam is one of the largest employers of students on campus and is always looking for motivated student assistants.

LAB ASSISTANTS: Help students with hardware, software, and printing in the computer labs.

MAINTENANCE: Installation of hardware and advance troubleshooting.

SERVICE DESK: Troubleshoot hardware & software problems. Assist callers with technical questions.

Students interested in obtaining employment should visit Career Services' JOBS for KATS to explore the listing of our current job openings. Visit jobsforkats.com.

MORE INFORMATION

IT@Sam offers many more resources. Visit <http://www.shsu.edu/dept/it@sam/students.html> for more information.

IT@Sam