

# NETWORK & INTERNET

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IT@Sam performs numerous of tasks behind the scenes to keep you connected to the internet and administrative systems. Our Networking team designs and supports wired and wireless network equipment. While our teams are proactively supporting and expanding our network, you can request help with:

**Wireless.** Includes expanding and troubleshooting wifi access.

**Wired.** Includes activating, expanding, and troubleshooting wired access.

**Special Circuit.** Acquisition and operation of dedicated network infrastructure components for research and other projects that require special network service. Includes dedicated ethernet switches and attachment to national research and education networks.

## Available Networks

### eduroam

Wireless network available to students and employees of participating campuses. Eduroam allows you to use your home campus username and password to access Wi-Fi while visiting other participating campuses.

[🔗 More about eduroam](#)

### SamNet Guest

Wireless network available to guest such as parents and community members. This network provides temporary access. To connect to this network, you must login with your SHSU credentials or create an account.

### SamNet Managed

Wireless network available to employees with a networked laptop provided by IT@Sam. Networked laptops allow you to connect to SHSU resources, such as the t-drive, and administrative systems, such as Banner or webCMS, from anywhere with internet access.

## Learn how to...



Connect to Internet








Test Internet Connection



Connect Remotely

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## Need Help?

-  [Create IT Request](#)
-  [Chat with IT](#)
-  [servicedesk@shsu.edu](mailto:servicedesk@shsu.edu)
-  [936.294.1950](tel:936.294.1950)
-  [See Service Desk Hours](#)



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