



# Resources for Students

## Quick Links:

[Faculty/Staff](#) [Students](#) [Parents](#) [Live Support](#)

We have many resources to assist you in resolving technology-related problems. If you have any questions or need assistance, please contact the Service Desk by phone 936-294-1950, e-mail [servicedesk@shsu.edu](mailto:servicedesk@shsu.edu), or start a chat session on our [Live Support](#) site.

- [Welcome](#)
- [Password Reset](#)
- [Computer Lab Locations](#)
- [SamNet Wireless Network Configuration](#)
- Mobile App: [iTunes](#) or [Android](#)
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## NEED ASSISTANCE?

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

<b>LOCATION:</b>	Academic Building 1, Room 145
<b>PHONE:</b>	(936) 294-1950
<b>E-MAIL:</b>	<a href="mailto:servicedesk@shsu.edu">servicedesk@shsu.edu</a>
<b>HOURS:</b>	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](http://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](http://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](http://jobsforkats.com).

## MORE INFORMATION

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



Follow SHSU:




Sam Houston State University

Huntsville, Texas 77341  
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