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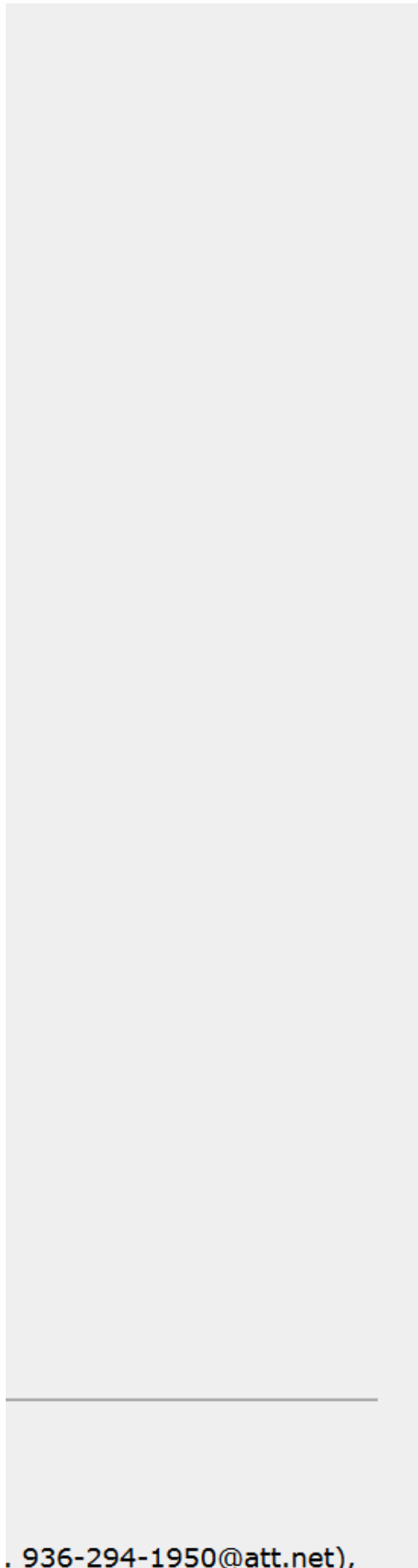
General

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?

ss (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. If you are currently employed by SHSU, you can also access these preferences through the HR 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
- 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-alphanumeric (for example: !, \$, #, or %). Do NOT use | > < * ' " with

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:

- 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, then 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 Desktop Client
- **Note:** If your password has already expired, open your web browser and enter your username and password

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 the status of your application.

nce your account is active through [SamWeb](#) Click on IT@Sam, and then select Off-site Cont
My Sam. From the Home tab, click on the Manage Off-site Contact Information link from the

count or resetting your password. A One-Time Token is **NOT** the same as a password or PIN

rs.

ole.

n your password.

180 days pass to retain access to your account. You can change your password by following

r name, then Change Password

Desktop Connection on your computer. You will be prompted to change your password.
ur username and expired password at [Outlook Web Access](#). You will be prompted to change

ty. PINs are only good until you are accepted.

ng the status of your application for admissions.

act Preferences.

Manage My Profile

and can only be entered

any of the methods below:

your password

New Students

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Visit our [Account Activation](#) program.

Current Students

How can I request a transcript?

Official and unofficial transcripts are available from the "Student Records" menu located

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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 [Unofficial Transcript Request](#) form.

Note: Former students without a username and password, please visit the [Registrar's Office](#) for more information.

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Faculty / Staff

How can I activate my computer account?

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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 to:

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

in [SamWeb](#).

in [SamWeb](#).

[Unofficial Transcript](#) program.

[Office website](#) for further instructions on making an official transcript request.

to:

- Personal website

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.

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password?

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nd password.

