



Technical Support

Who to Call

SHSU Online Support Desk

For problems with Tegrity, videos, course tools or features, course access, browser / plugin / display issues, or help with wikis, blogs, podcasts, and installation of Respondus Lock Down Browser.

Email: blackboard@shsu.edu

Phone: [936.294.2780](tel:936.294.2780)

Toll-free: [877.759.2232](tel:877.759.2232)

Hours:

Mon. - Fri. 7 a.m. - Midnight (Email/Phone); Mon.-Fri. 8 a.m. - 6 p.m. (Chat)

Sat. 7 a.m. - Midnight (Email/Phone)

*The SHSU Online Support Desk is closed during university holidays and observes shorter hours during interim sessions.

IT@Sam Help Desk

For problems or questions about computers on campus, or to reset your password.

Email: helpdesk@shsu.edu

Phone: [936.294.1950](tel:936.294.1950)

Hours:

Mon. - Thurs. 8:00am - 9:00pm

Fri. 8:00am - 6:00pm

Your Professor

If you need to reset a test or quiz, have questions about your course content, grades, discussion board participation, or when assignments are due.

Read your syllabus, professor/staff information, or virtual office for contact information.

SHSU Online

For questions about online programs or admission requirements.

Email: delta@shsu.edu

Phone: [936.294.2420](tel:936.294.2420)

Hours:

Mon. - Fri. 8:00am - 5:00pm

Have a Question About One of Our Programs? Give us a call at [936.294.2420](tel:936.294.2420)



Blackboard Step-by-Step How-to for Students

Blackboard Video Help

Get video help from the Blackboard site specifically directed to students.

Blackboard Help for Students

Get help from the Blackboard site specifically directed to students.

Resources

Supported Browsers and Operating Systems

Follow SHSU Online:



Sam Houston State University

Huntsville, Texas 77341

(936) 294-1111 | (866) BEARKAT

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