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# IT@Sam - Technology Tutorials

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## Getting Started: Change Password

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### Changing Your University Password

Your password expires every 6 months. It is important that you reset it in order to keep access to your account. There are a few ways that you can reset your SHSU password:

- SamWeb
  - Sign into SamWeb
  - Select 'IT@Sam' on the left hand side
  - Select 'Account Password Change'
  - Change your password following the directions on the page
  
- SHSU Webmail
  - Sign into SHSU Webmail
  - Select 'Options' in the top right
  - Select 'Change Password' on the left hand side
  - Enter your old then new password
  
- Desktop (Windows)
  - Sign into your computer account on campus
  - Hit Ctrl+Alt+Del
  - Select 'Change Password'
  - Enter your old then new password
  
- Desktop (Mac)
  - Go to the Apple Logo at the top right corner
  - Select System Preferences
  - Under the System heading, go to Accounts
  - Select "Change Password"

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### Resetting an Expired Password

In order to reset your expired password, follow the steps below:

- Go to the SHSU homepage

- Select SamWeb at the top
  - Select 'Forgot Password'
  - Enter your Username and full 9-digit SamID
  - You will be asked to select your off-site contact
  - Follow the instructions sent to your off-site contact
  - If you don't have access to your current off-site contact, you will need to contact the Helpdesk at 936-294-1950.
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### **Updating Your Off-Site Contact**

In order to reset your expired password you will need to keep a current off-site contact on file, Email address or Cell phone number. Follow the instructions below to update your off-site contact:

1. Log into SamWeb
2. Select the "IT@Sam" link in the left navigation menu
3. Select the "Off-site Contact Preferences" link in the left navigation menu