

Support

Computer Services Network Support

All on-campus academic buildings, with the exception of the off-site Agricultural Mechanization Center, are wired for LAN access. If a connection is not available in the location needed the department may need to submit a work order (X41950) and incur a Physical Plant charge for the placement of the data line.

Computer Services Workstation Hardware Support

In order to ensure compatibility and a quick response to problems the University has authorized Computer Services to build computers for University use. Computer Services will provide, at no charge to departments, one computer workstation to each fulltime faculty member. These computers will be upgraded on a three-year cycle and are processed in order of precedence determined by the Dean of each College. Computer Services will provide computer workstations in all Computer Services-maintained University computer labs. Computer Services will provide computer workstations for staff at the cost of parts only. The [Computer Request Form](#) and a description of the current computer provided to faculty may be accessed online.

To ensure optimum problem resolution time to problems and to ensure compatibility with network resources Computer Services has established a minimum hardware configuration level that is supported for both Macintosh and PC.

If you are having problems with a University-owned computer and need assistance with either hardware or software support you can contact the Computer Services Helpdesk at X41950 or e-mail Helpdesk@shsu.edu for assistance.

Computer Services Workstation Software Support

Due to the extensive number of software applications available and the limited resources available on campus, Computer Services software support is limited to SHSU network-installed software. A list of currently supported software may be obtained from the [license information](#) page. Operating systems support for PC's and Macintoshes is currently limited to the levels specified on the minimum hardware configuration page. Please refer to the Computer Services [license information](#) page for information on software licensed for your use. Software licensed by your department may be eligible for installation on the network after completing the [software installation request form](#).

Computer Services Laptop Support

Computer Services will assist in configuring University-owned laptops for access to the University LAN and dialup server. The department must purchase the laptop and necessary hardware to make the connections. If you would like to have your laptop configured for access or need [assistance](#) you can contact the Computer Services Helpdesk at X41950 or e-mail Helpdesk@shsu.edu for assistance. Please refer to the Computer Services [Software Licensing](#) page for information of what licenses Computer Services provides.

Residence Hall Computer Support

All University residence halls have connections available for accessing the University LAN. Please refer to the [residence hall connection page](#) for information on activating your connection.

You may also refer to the Residence Hall section of the [Access Control Page](#) for further information.

If you have questions about the SHSU Computer Services, please contact us at:

Computer Services

SHSU Box 2449

Sam Houston State University

Huntsville, Texas 77341-2449

Phone: (936) 294-1950

Email: helpdesk@shsu.edu

Fax: (936) 294-1231

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