

Information Technology UNIVERSITY of **HOUSTON**

Need Help?

There are several ways to contact the Information Technology Support Center for help:

1) **In Person** - Walk up to one of the IT Support Center locations:

- **MD Anderson Library, Tech Commons** Everyday 8 a.m. - 8 p.m. excluding holidays.
- **Technology Commons - Room 58 M.D. Anderson Library** (entrance near the University Center), Everyday 8 a.m. – 8 p.m. excluding holidays.
- **Library - 1st floor M.D. Anderson Library** (across from the Information Desk), 8 a.m. - 8 p.m., Monday through Friday
- **Moody Towers - Moody Towers Commons**, 8 a.m. - 5 p.m., Monday through Friday

2) **By Phone** - Call in to the Help Desk at (713) 743-1411, Everyday 8 a.m. – 8 p.m. excluding holidays.

3) **Via the Web** –

- **AskShasta** - Find answers to frequently asked questions or email a question to the IT Support Center at www.uh.edu/askshasta
- **IT Support Live Chat** - Chat live online with a support agent, 8 a.m. to 4 p.m., Monday through Friday, at www.uh.edu/infotech/livechat or www.uh.edu/infotech
- **Online Help Form** - Request IT support using the online support case creation form at www.uh.edu/infotech/help

4) **By Email** - Email your question in AskShasta's IT Support Center Interface shown in the tab above, or send your problem or question to support@uh.edu

NOTE: Hours may be different during university holidays.

Connecting with UHWireless Quick Start

Quick Steps

1. Select UHWireless as the Network Name or SSID.
If asked to accept a security certificate or two, click the Yes or Accept button to accept the certificate.
2. Launch a web browser or open a new web browser window.

Questions? Problems?

Q: Can I get to secure pages?

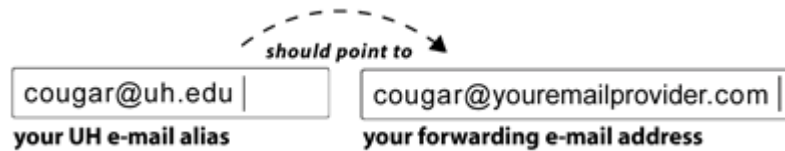
Yes, you can get access to regular (http://) and secure (https://) web pages.

Q: Where do I go for help?

If you need help or have questions or problems connecting, contact the IT Support Center (see above).

Student Email Addresses (“Email Aliases”)

Student email aliases may be directed to deliver email messages to on- or off-campus email destinations using myUH (PeopleSoft) at <https://myuh.uh.edu>. Instructions are available at www.uh.edu/student-email



Some Useful UH Online Resources

University of Houston	www.uh.edu
UH Campus Maps	www.uh.edu/uhmaps
Information Technology main page	www.uh.edu/infotech
Information Technology Services	www.uh.edu/infotech/services
AskShasta	www.uh.edu/askshasta
Mail.uh.edu	http://mail.uh.edu
Updating a Student Email Address (Alias)	www.uh.edu/student-email
UHWireless Web Site	www.uh.edu/uhwireless
Computer Account Management including Resetting Passwords	www.uh.edu/infotech/password
myUH (PeopleSoft)	https://myuh.uh.edu www.uh.edu/myPeopleSoft
Blackboard Vista	www.uh.edu/blackboard
Catalogs	www.uh.edu/catalogs
Course Listings	www.uh.edu/academics/courses-enrollment/course-listing
Online Directory	www.uh.edu/directory
Calendars	www.uh.edu/calendar
UH Libraries	http://info.lib.uh.edu
Software	www.uh.edu/software
Instructor-Led Training Courses	www.uh.edu/ittraining
Distance Education	www.distance.uh.edu
Computer Hardware	www.uh.edu/purchasing
Computer Labs	www.uh.edu/infotech/computerlabs