Laptop Acquisition Page
https://www.sacredheart.edu/offices--departments-directory/information-technology/mobile-computing--technical-support/laptop-program/laptop-acquisition-program/

SHU Connection Info
https://www.sacredheart.edu/offices--departments-directory/information-technology/mobile-computing--technical-support/wireless-network/

IT Pamphlet Text

Information Technology Reference Guide
Innovation and services at your fingertips

Meet the team:

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Mobile Computing
mobilecomputing@sacredheart.edu
Sacred Heart University is part of a select group of academic institutions that embrace the mobile computing philosophy. Sacred Heart University’s vision for the future of education is one in which technology plays an important part. Our goal is to expose our students to as much technology as practically possible, and help to create an environment where the use of technology becomes both familiar and second nature. Our Mobile Computing Program and wireless network initiative are examples of our dedication to that goal.

**The Factory**  
[techsupport@sacredheart.edu](mailto:techsupport@sacredheart.edu)  
(203) 365-7575  
The Factory provides certified over-the-counter technical support and repair services for all laptops supported by the University. The Factory also hosts our in-house Call Center which provides over-the-phone technical support for all IT related services.

**Hours of Operation**  
Monday - Thursday: 7:30AM - 8:30PM  
Friday: 7:30am - 4:30pm  
Saturday: 8:00am - 12:00pm

**Academic Computing**  
[software.sacredheart.edu](http://software.sacredheart.edu)  
Program specific software is available on demand from our software download site. This site is frequently updated with popular software titles for students to use.

**Audio Visual**  
[av.sacredheart.edu](http://av.sacredheart.edu)  
The Audio Visual Department provides the SHU community with audio, video, and instructional technology equipment. Our goal is to provide faculty and students with technology-based learning environments. LCD projectors, BluRay disk players, laptop connections and document cameras are few examples of our state-of-the-art equipment in our classrooms. Other equipment is available upon request.

**Blackboard**  
[blackboard.sacredheart.edu](http://blackboard.sacredheart.edu)  
Blackboard is a web-based software that permits the faculty member to create courses delivered partially or entirely on the web. It provides tools for online course management and sharing, assessment, and online collaboration. Courses using Blackboard might be text based but can be enhanced with audio and video.

**SPA: Student Planning and Advisement**  
[spa.sacredheart.edu](http://spa.sacredheart.edu)  
SPA is an online tool used by students to create academic plans, receive advising support from advisors, and assess your progress towards a degree. It is the tool used for course registration and to review what registration blocks are assigned to your account. People can also identify their emergency contacts, update their home and local address, phone numbers, chosen first name, and provide SHU with an emergency notification number for urgent university-wide alert messages. New options are added to SPA each year.
**University Email**
At SHU, email is considered to be official correspondence. Students are entitled to a university email address which can be accessed from any internet accessible device. Check your email daily for important notifications, events and academic related information via My SHU Portal.

**Regroup**
sacredheart.regroup.com/login
This mass communication tool allows recipients to opt out of undesired emails classified with “public” in email address. Manage your subscriptions at our site.

**My SHU Portal**
myshu.sacredheart.edu
myshu@sacredheart.edu
The My SHU Portal features direct access to the most popular online tools and services. This homebase consists of tools like access to email, Blackboard, SPA (Student Planning and Advisement), Calendar, Timesheets, Library resources, and the Bookstore. We strive to continuously improve our services.

**Web Advisor**
webadvisor.sacredheart.edu
Web Advisor is our online tool that allows incoming freshmen to see their upcoming term schedule prior to the start of the fall term. Faculty use it to input grades and academic warnings.

**SHU Safe**
Download SHU Safe App
Our 911 app provides students, faculty and staff with a personal “blue light”, allowing direct access to campus police or local 911 upon any danger. This system provides campus police user location, medical history, current photos, and emergency contacts.

**Cyber Security & Infrastructure**
It is illegal to download or share materials which you do not hold copyrights to. The SHU network is a shared resource, primarily for academic use. Students who abuse this resource by generating high network traffic are tracked by the University’s Network and Telecommunications Department. If the heavy usage is not of an academic nature, the student is given a warning to limit usage and will be monitored more closely for repeat offenses, resulting in judicial action, loss of privileges, and/or consequences.

**Password & Security**
It’s important to have a password only you know. You will be prompted to change your password every 180 days. Don’t share your network access. You are responsible for any activity taking place while joined to our network. Changing your password affects network access, Blackboard, SPA, Web Advisor, MySHU, computer login, computer labs, and print services.

**Emergency Alert**
myshu.sacredheart.edu
SHU employs SHU EAS to inform the community of any emergencies on campus. Register to stay up to date.
**SHU PAD**

http://print.sacredheart.edu

Package Pick-up
The student will be sent an email once package arrives on campus. ID must be shown to retrieve package.

Address Format
Student Name
MC <Box Number>
Sacred Heart University
5151 Park Avenue Dept 1085
Fairfield, CT 06825 - 1085 CT 06825 - 1085

Services
Copying | Faxing | Notary | Packaging | Ship - ping | Wide-Format Printing

**Printing**

http://print.sacredheart.edu

With 17 computer labs spread throughout campus, students have 24-hour access to internet and printing services. These multifunctional devices allow students to print, copy, scan and fax. Visit our site for more info.

**WebEx**

WebEx is SHU’s remote meeting tool. If you’re unable to physically join a meeting, or have inclement weather interfering with class time, WebEx is the solution. To use WebEx all you need is an account and internet connection. A webcam is optional. Contact us for more information.

**Telecom**

https://sacredheart.philo.com

SHU offers an HD TV Channel Lineup accessed via Cable TV or via Philo EDU. Philo is our IPTV solution for viewing the same lineup on your phone or laptop.

Do not recommend:
Westinghouse | JVC | less common brands *Lack QAM tuner, don’t properly receive TV Channels

Highly recommend:
LG | Samsung | Vizio | Sony | Panasonic

Philo is available through most Smart TVs as well as streaming devices (Ro - kuTV). Log in using our philo site.

**Lecture Capture**

lecturecapture@sacredheart.edu

Record you lectures and integrate them with Blackboard for an enhanced learning experience. This tool also allows face-to-face recording sessions for online students to experience teaching
styles. Increase your instructor presence by creating short tutorial videos using our fully supported personal capture tool. Contact us for more information.

**Technology Training**

[training.sacredheart.edu](http://training.sacredheart.edu)

The Information Technology Department offers hands-on computer workshops throughout the year. Each month a group workshop schedule is release with topics related to the technology needs of the community. In addition, members of the SHU community have the ability to register for individual training on the product of their choice.