

# University of St. Thomas

## Information Technology Support Resources

### Quick Contacts

#### Helpdesk

ithelpdesk@stthom.edu  
713-525-6900

Note: Tickets are opened and tracked. This is a good place to ask most support questions that are not classroom technology related.

#### Media Services

**Class, Lab, Event Support**  
media@stthom.edu  
713-525-6966

#### Instructional Tech Support and Training

Blackboard Support  
bbhelp@stthom.edu

Blackboard Training  
tsstraining@stthom.edu  
www.stthom.edu/bbtraining



### Hours of Operation

#### Helpdesk

8:00AM – 5:30PM (M-F)  
Closed weekends

#### Media Services

**Classroom Support Hours**  
8:00AM - 10:00PM (M-Sat)  
Closed Sunday

#### Event Support Hours

8:00AM - 10:00PM (M-Sat)  
Closed Sunday

### Activate Your Celt Login ID

If you are new to the University and your IT paperwork has been completed, you should activate your Celt Login ID (username), and completed your secure profile if you have not already done so. You cannot access the network, myStThom, email, or Blackboard until this is completed. Use any computer with an internet connection and navigate to <http://clas.stthom.edu> or visit [myStThom](#) and click on the Activate Celt Login ID link in the right side navigation. Follow the step-by-step instructions. If you experience difficulty or have questions about logging in, please contact the [Helpdesk](#).

### Contacts for Typical Support Issues

Issue	Contact
<b>Logging In</b> (Celt Login ID, myStThom, Blackboard, Outlook, Webmail, office computer)  Please note that if you are new to the University or you are a returning adjunct, the proper paperwork must be completed by your department and processed by the VPAA, HR, and IT before access is granted.	<b>Helpdesk</b> ithelpdesk@stthom.edu
<b>Office Equipment and Software</b> (telephone, network connections, printer, office computer and software)	<b>Helpdesk</b> ithelpdesk@stthom.edu
<b>Classroom and Lab Support</b> (instructor and student workstations, classroom software, screens, projectors)	<b>Media Services</b> media@stthom.edu
<b>Event Support</b> (technology setup and support for sanctioned events) Note: fees may apply	<b>Media Services</b> media@stthom.edu
<b>Instructional Technology Support – Primarily Blackboard</b> (technical issues with course operations)	<b>Blackboard Support</b> bbhelp@stthom.edu
<b>Instructional Technology Training – Primarily Blackboard</b> (technical issues with course operations)	<b>Blackboard Training</b> tsstraining@stthom.edu
<b>Outlook and Webmail</b>	<b>Helpdesk</b> ithelpdesk@stthom.edu

Visit <http://www.stthom.edu/it> for additional information.