Keeping You Connected

Committed to Serving Our Customers

Computer Services is charged with providing leadership and innovation in information technology planning, implementing efficient and reliable technology infrastructure, developing and deploying effective information systems and many other technology related tasks. All of these services are intended to help our customers and coworkers do their jobs as effectively as possible. We always welcome and encourage you to provide us with any suggestions or recommendations on how our department can improve our offerings and services.

Marcus Hobgood
Director Computer Services
Medical School, RM G-303
mhobgo@lsuhsc.edu
318-675-5420

Quick Links

LSUHSC-Shreveport:
http://www.sh.lsuhsc.edu

Computer Services Tutorials:
http://www.lsuhsc-s.edu/cs/tutorials.php

LSUMC Master Change Password:
https://www.lsuhsc.edu/changepassword

LSUMC Master Security Questions:
https://intranet.lsuhsc.edu/passwordprotect

Net Access:
https://netaccess.lsuhsc-s.edu

Web Email:
https://sh-mail.lsuhsc.edu/exchange

Laserfiche:
http://sh-laserfiche/weblink7/Browse.aspx

RAS:
http://10.1.120.110/isapi/rasweb.isa/login

Adobe Learning Management System
http://training.lsuhsc-s.edu

Ask Sassy Systems:
http://www.sassysystems.blogspot.com

http://www.lsuhsc-s.edu/cs

LSU Health Sciences Center-Shreveport

Computer Services

Keeping You Connected

Clinical Support
675-5470 option 1
ShvInvSup@lsuhsc.edu

Desktop Support
675-5470 option 2
Sh-helpdesk@lsuhsc.edu

Programming Support
675-5470, option 1
shvprogramming@lsuhsc.edu

Information Security
675-5470 option 2
Shv-IT-Security@lsuhsc.edu

Louisiana Rural Health Exchange
675-5470 option 2
ShvRhSupport@lsuhsc.edu

Network Services
675-5470 option 2
ShvNetworkSupport@lsuhsc.edu

Server Support
675-5470 option 2
shvserversupport@lsuhsc.edu

Help Desk Operation Hours
8:00 a.m. - 4:30 p.m.
Mon - Fri

Self Service – You Can Do IT!

Email Account Locked

Reset/Unlock from any computer:
https://www.lsuhsc.edu/changepassword

Password: Minimum length 8 characters, begin with a upper/lower case letter, includes a number or character (@, #, $, or _) AND one upper case letter.
Tutorial:
http://training.lsuhsc-s.edu/passwordreset

Email Security Checks

Answer/Review Questions:
https://intranet.lsuhsc.edu/passwordprotect
Answer 3 of the 8 Questions with answers easily remembered, do not use specials symbols/ characters, and answers are NOT case sensitive

Mobile Phone Setup

Configure Palm Treo, Blackberry and iPhone for email access:
http://www.lsuhsc-s.edu/cs/servers.php

Internet Access To Resources

Need to securely access on-campus resources from anywhere on the Internet? Install VPN (Virtual Private Network):
https://vpn.lsuhsc-s.edu

More Self Serve Options

http://www.lsuhsc-s.edu/cs/tutorials.php

We're Moving to the NET!

Clinical applications are moving to a new address: http://netaccess.lsuhsc-s.edu. Look for E-announcements, system change messages and flyers announcing NET ACCESS changes that will impact you!

Desktop Support

Supporting systems and approved software applications with fast, friendly expert service. Check out Desktop's frequently asked questions:

http://www.lsuhsc-s.edu/cs/faq.php

Tools for Everyday…

Adhoc report, clinical application security access, RAS access, clinical system change, install a computer application or other forms, visit:
http://www.lsuhsc-s.edu/cs/forms.php

Protecting and securing our network. For more information, visit:
http://www.lsuhsc-s.edu/cs/InfSec.php

Clinical Information Training Schedule, Help Desk Call Stats and Announcements, visit:

http://www.lsuhsc-s.edu/cs

E-Training Resources

Need Education or 'How To' Resources?

Computer Services Tutorials:
http://www.lsuhsc-s.edu/cs/tutorials.php

Adobe Connect Learning Management System:
http://training.lsuhsc-s.edu
http://training.lsuhsc-s.edu/cedquickstart
http://training.lsuhsc-s.edu/trainingmanager

New Employee Computer Access:
http://training.lsuhsc-s.edu/accountactivation

http://training.lsuhsc-s.edu/firstdayaccess

Need Sassy's Help?

Computer Assistance Blog

Email Sassy your computer questions and read Sassy's answers.

http://www.sassysystems.blogspot.com