FHU Quick Reference Tech Guide

A Step-by-Step Guide for Students

Need Help?

If you need help, you can request support using any of the following methods:

Send an Email—Send an email describing the problem you've found to helpdesk@fhu.edu

Create a Ticket—Browse to helpdesk.fhu.edu and follow the on-screen instructions to create a support ticket

Call—Call 731-989-6111 and a support technician will assist in troubleshooting or configuration

Printing

Before you can print on campus, you will need to set up your devices to print to the campus printers and download the PaperCut software. For instructions on how to do this, go to the Print Management System (http://www.fhu.edu/tutorials/student/printing.aspx).

Wireless Information

For step-by-step instructions on how to set up WiFi on your devices, go to the Technology Reference Guide (http://www.fhu.edu/techguide).

Cable TV

For information about the campus cable TV system, as well as a channel line-up, go to the Cable TV Channel Lineup (http://www.fhu.edu/Libraries/SFit_Main/FHU_Cable_TV_Lineup.sflb.ashx).

Web Address Reference

blackboard.fhu.edu
Campus course management system—Access to everything related to your campus coursework
For help with Blackboard: http://www.fhu.edu/tutorials/student/blackboard.aspx

students.fhu.edu
Student email system—web-based email system hosted by Google
For help with Google mail: https://support.google.com/mail/?hl=en

only1.fhu.edu
Student password reset system
For help with Only1 password reset: http://www.fhu.edu/tutorials/student/only1.aspx

my.fhu.edu
Student portal for registration and administrative system

apps.fhu.edu
Student classroom applications

fhu.edu/printmanagement
Student Print Management System—how-to documents explaining the setup and use of the print management system

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