

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
713-525-6900

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
Logging In (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.	Helpdesk ithelpdesk@stthom.edu
Office Equipment and Software (telephone, network connections, printer, office computer and software)	Helpdesk ithelpdesk@stthom.edu
Classroom and Lab Support (instructor and student workstations, classroom software, screens, projectors)	Media Services media@stthom.edu
Event Support (technology setup and support for sanctioned events) Note: fees may apply	Media Services media@stthom.edu
Instructional Technology Support – Primarily Blackboard (technical issues with course operations)	Blackboard Support bbhelp@stthom.edu
Instructional Technology Training – Primarily Blackboard (technical issues with course operations)	Blackboard Training tsstraining@stthom.edu
Outlook and Webmail	Helpdesk ithelpdesk@stthom.edu

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