Computer Login Procedure

After powering up the LAB/Library PCs, you should be carried to a login page prompting for credentials:

**Your Account Information would be**                          **Example**
Username: Firstname.Lastname                                John.Cena
Password: password100%                                        password100%

Upon logging in for the first time, you would be prompted to change your password. The password must be:

- At least 6 characters
- Contains at least one number
- Contains at least one Special Character (Example: @,*,%,$,#)

If you have problems logging on, this may be for the following reasons:

1) Your Account is Expired
2) Your Account details are Invalid

For account renewals or password resets you can contact us via the following methods:

1) Visiting the IT Helpdesk located in the NCC Department in the office
2) Sending an Email to helpdesk@sam.edu.tt
3) Calling the IT Helpdesk at 663-6681 Ext 160

Please be sure to provide your account username when contacting us as well as any errors you may be receiving while attempting to login.

**PLEASE REMEMBER YOUR PASSWORD**

SAM IT Department Website: [http://sam.edu.tt](http://sam.edu.tt)