

What kind of support does the Owens IT Help Desk offer?

Purpose and Responsibilities of the IT Help Desk

The purpose of the IT Help Desk is to provide technology support for students, staff and faculty at Owens Community College.

The IT Help Desk assists students, staff and faculty with accessing Ozone, Blackboard, email, and the Common Computer Labs.

Students

The responsibilities of the IT Help Desk are outlined below:

- **Blackboard:** The IT Help Desk is responsible for making sure the student can log into the Blackboard, flat file format issues and verify the appropriate classes are accessible. The IT Help Desk is also responsible for notifying the BlackBoard System Administrator of any irregularities or outages.
- **Common Computer Labs:** The IT Help Desk is responsible for making sure students can log into the CCL.
- **Email/Omail:** The IT Help Desk is responsible for providing support for all areas of email.
- **Ozone:** The IT Help Desk is responsible for providing support for all areas of the Ozone.
- **Password resets:** With OCID
- **Web Registration:** Whenever possible, the IT Help Desk should walk students through the process of web registration.

Employees

IT Help Desk can assist employees in the following areas:

- Logging into the network and various Owens-approved software
- Password resets
- Phones issues
- School Supported Phone issues
- Ozone
- Blackboard
- GroupWise
- Banner

IT Help Desk Support Resources

Network/Ozone Login

The IT Help Desk assists with user login.

Your initial username is your full first name, underscore, full last name: jonathon_doe. Some usernames will have a number following the last name due to multiple students having the same name (example: jonathon_doe2).

Your initial password is your two-digit birth day, two digit birth year, and 4th and 5th digits of your social security number. For example, if John Doe's birthday is January **05**, 19**79** and his social security number is 999-**22**-3333, his initial password is **057922**.

You are required to change your password once you initially login. Passwords expire every 120 days.

Password Resets

Reset your own password by visiting <https://pwm.owens.edu/pwm/public/ForgottenPassword>. With proper identification, the IT Help Desk will reset passwords.

Blackboard

The IT Help Desk is responsible for login, navigation, and notifying the University of Cincinnati of any irregularities or outages. Other Blackboard technical questions or support can be escalated through the IT Help Desk to eOwens or 3rd party 24/7 support.

Additional Blackboard support and resources are available 24/7 by visiting https://www.owens.edu/distance_ed/blackboard.html and clicking the eOwens Blackboard Support Portal link.

Student Printing

The IT Help Desk is responsible for checking accounts, balances and reprinting jobs (with 30 minutes of failed print job) for the Student Print Solution. For more information about the Student Print Solution visit: <https://www.owens.edu/studentprint/faq.html>.

Common Computer Labs (CCL)

The IT Help Desk assists with Microsoft Office software, printer, basic login issues, and connection problems in the computer labs.

Ozone

The IT Help Desk assists with login, navigation and all areas of Ozone.

Omail+/GroupWise

The IT Help Desk is responsible for providing support for Omail+ and GroupWise email. Student Omail+ users are entitled to additional Google applications and features, however the IT Help Desk doesn't have the resources to support these applications and features. Please visit <http://www.google.com/intl/en/contact/> for Google technical support.

Web Registration

Whenever possible, the IT Help Desk will walk students through the process of web registration.

OWIFI

The IT Help Desk assists in resolving basic wireless connection problems and location of hotspots.

Intranet

The IT Help Desk is responsible for providing support for the Owens' Intranet.

Personally Owned Devices

Students and employees are responsible for their personally owned devices. The IT Help Desk does not have the resources to provide hardware or software assistance for these devices. The IT Help Desk provides students and employees with guidance connecting to the campus wireless network.

OTECH

OTECH provides desktop computers to students in need for assistance with their educational experience at Owens. To contact OTECH support, visit www.owens.edu/otech, call (567) 661-6832 or visit College Hall 213 (support is by appointment only). OTECH staff members are students helping students.

Social Networking Websites

Websites such as Tumblr, MySpace, Twitter, and Facebook are not supported by the IT Help Desk. Please visit the individual social networking site for their contact and support information.

Homework

Students should not rely on the IT Help Desk as a source of support when completing homework assignments. All questions regarding instructions and subject matter should be directed to your instructor.

The mission of the IT Help Desk is to provide the highest quality technical support for students, faculty and Staff.

Article ID: 192

Last updated: 09 Jun, 2015

Revision: 8

Information Technology Services -> Help Desk -> What kind of support does the Owens IT Help Desk offer?

<https://www2.owens.edu/faq/entry/192/>