

# Need More Answers?



## OTHER SUPPORT RESOURCES

### OhioLink

All OhioLink issues should be directed to the information desk at the Library:

📞 (567) 661-7017

✉️ [libhelp@owens.edu](mailto:libhelp@owens.edu)

### Oserve

Oserve is Owens' smart stop for records, registration and finance.

📞 (567) 661-2387

📍 Toledo-area Campus in College Hall 152

📍 Findlay-area Campus in the Commons

📍 Downtown Learning Center  
in the Student Services area

🖱️ [owens.edu/oserve](http://owens.edu/oserve)

For answers to Oserve Frequently Asked Questions:

🖱️ [owens.edu/faq/oserve](http://owens.edu/faq/oserve)

### FAFSA

The Owens Community College **school code** is **#005753**. All FAFSA questions should be directed to Oserve:

📞 (567) 661-2387

### Food Vending Machines

For vending machine support, please contact Auxiliary Services:

📞 (567) 661-7207

✉️ [food\\_service@owens.edu](mailto:food_service@owens.edu)

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

### The IT Help Desk can assist in the following areas:

#### Student Support

- Blackboard Login & Navigation
- College Supported Software
- Common Computer Labs
- ID Card/E-card
- IT FAQ Requests
- Kiosk
- Login Issues
- Microsoft DreamSpark/e-academy
- Omail+
- Owifi -Wireless Network
- Ozone & Website
- Password Resets
- Web Registration

#### Faculty/ Staff Support

- Banner
- Blackboard Login & Navigation
- College-Sponsored Mobile Devices, Smartphones and iPads
- College Supported Software & Hardware
- Microsoft Outlook (Employee Mail) Omail+ (Student Mail)
- Login Issues
- Network Login
- Ozone/Website
- Password Resets
- Phones Issues
- Printers, Toner & Supplies Orders, Training, Maintenance & Troubleshooting

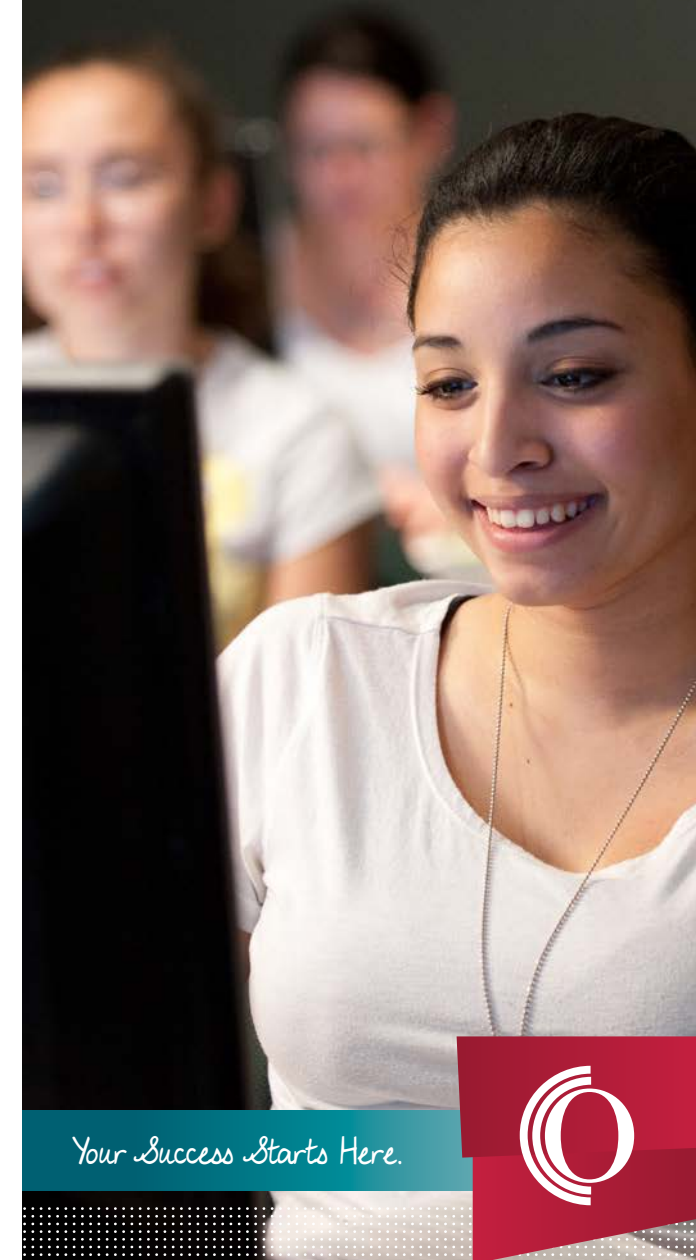


OWENS  
COMMUNITY COLLEGE

R. 11/2020

# IT Help Desk

## Need Help? Contact us!



*Your Success Starts Here.*



# Tech Troubles? We Have Answers!

The IT Help Desk helps students, faculty and staff.

## Call IT Help Desk

 (567) 661-7120 or 1-800-GO-OWENS Ext. 7120

## Email IT Help Desk

 [helpdesk@owens.edu](mailto:helpdesk@owens.edu)

## Submit an IT Online Service Request

Open a service request at anytime by visiting:

 [owens.edu/helpdesk](https://owens.edu/helpdesk)

## Search the Owens Knowledgebase

Find answers to frequently asked questions about Owens' hardware, software and other technical issues by visiting:

 [owens.edu/faq](https://owens.edu/faq)

## Follow IT

IT notices, scheduled maintenance and outages:

 [status.owens.edu](https://status.owens.edu)

## Visit IT Help Desk

 College Hall 213

## IT Help Desk Hours

 [owens.edu/helpdesk](https://owens.edu/helpdesk)



## IT HELP DESK SUPPORT RESOURCES

### Network/Ozone Login

The IT Help Desk assists with user login. Your 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).

To activate your account, please visit [sspr.owens.edu](https://sspr.owens.edu). Click on Activate Account and follow the prompts.

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

### Password Resets

Reset your own password by visiting [sspr.owens.edu](https://sspr.owens.edu). With proper identification, the IT Help Desk will reset passwords.

### Blackboard

The IT Help Desk is responsible for login, navigation and notifying the Blackboard Administrator of any irregularities or outages. Other Blackboard technical questions or support can be escalated through the IT Help Desk to e-learning.

Additional Blackboard support and resources are available 24/7 by visiting [owens.edu/distance\\_ed](https://owens.edu/distance_ed) and clicking the Technical Support link.

### Student Printing

The IT Help Desk is responsible for checking accounts, balances and transactions for the Student Print Solution. For more information about the Student Print Solution visit: [owens.edu/studentprint](https://owens.edu/studentprint).

### 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+ (Student Mail)

### Microsoft Outlook (Employee Mail)

The IT Help Desk is responsible for providing support for Omail+ and Microsoft Outlook 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 [support.google.com](https://support.google.com) 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.

### Social Media

Websites such as Twitter, Facebook and Instagram are not supported by the IT Help Desk. Please visit the individual social media 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. For homework assistance and/or tutoring please visit the Learn Support Services online at [owens.edu/successcenters](https://owens.edu/successcenters).