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
- Storage Quotas

**OhioLink**
All OhioLink issues should be directed to the information desk at the Library at (567) 661-7017 or Libhelp@owens.edu.

**Oserve**
Oserve is Owens’ smart stop for records, registration and finance. Please contact the office at (567) 661-7378 or in person on the Toledo-area Campus in College Hall 152, on the Findlay-area Campus in the Commons, at the Source Learning Center in the Student Services area or at Arrowhead Park Learning Center in the Student Services area or visit them online at https://www.owens.edu/oserve.

For answers to Oserve Frequently Asked Questions, visit https://www.owens.edu/oserve/faq.html.

**FAFSA**
The Owens Community College school code is #005753. All FAFSA questions should be directed to Oserve at (567) 661-7378.

**Food Vending Machines**
For vending machine support, please contact Auxiliary Services at (567) 661-7207 or food_service@owens.edu.
Tech Troubles? We Have Answers!  
**IT Help Desk. We Help 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

**Submit an IT Online Service Request**  
Open a service request at anytime by visiting ITHD.owens.edu.

**Search the Owens Knowledgebase**  
Find answers to frequently asked questions about Owens’ hardware, software, and other technical issues by visiting: www.owens.edu/faq.

**Visit IT Help Desk**  
College Hall 213

**Follow IT**  
IT notices, scheduled maintenance and outages: status.owens.edu

**For Hours Visit the IT Help Desk Web Page**  
www.owens.edu/helpdesk

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**Need Answers?**  
**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, 1979 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 Blackboard Administrator 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+ (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 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, email otech_support@owens.edu 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. For homework assistance and/or tutoring please visit the Learn Support Services online at https://www.owens.edu/learning.