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

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

📞 (567) 661-7017
✉️ 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

For answers to Oserve Frequently Asked Questions:

✉️ 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
Tech Troubles? We Have Answers! The IT Help Desk helps students, faculty and staff.

**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. Click on Activate Account and follow the prompts.

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

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

**Password Resets**
Reset your own password by visiting sspr.owens.edu. With proper identification, the IT Help Desk will reset passwords.

**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.

**Common Computer Labs (CCL)**
The IT Help Desk assists with Microsoft Office software, printer, basic login issues and connection problems in the computer labs.