

IT Help Desk

Helping students, faculty and staff



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).

The Ozone login utilizes Microsoft authentication. Your Microsoft username is: username@owens.edu (example: jonathon_doe@owens.edu). During your initial login, you will be prompted to setup an authentication method.

To activate your account, please visit sspr.owens.edu. Click on Activate Account and follow the prompts.

Password Resets

Reset your own password by visiting sspr.owens.edu. With proper identification, the IT Help Desk will reset passwords. Passwords expire every 120 days.

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 and clicking the Technical Support link.

Microsoft Office 365

Office 365 is available for free to active Owens students, faculty and staff. The plan allows you to install Office 365 on PCs, Macs and mobile devices. Get started by visiting: owens.edu/office365

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.

Ozone

The IT Help Desk assists with login, navigation and all areas of Ozone. Find the Ozone portal by visiting my.owens.edu.

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 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.




OWENS
COMMUNITY COLLEGE

Your success starts here.

Need Help? Contact us!

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:

 owens.edu/helpdesk

Search the Owens Knowledgebase

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

 faq.owens.edu

Follow IT

IT notices, scheduled maintenance and outages:

 status.owens.edu

Visit IT Help Desk

 College Hall 213

IT Help Desk Hours

 owens.edu/helpdesk

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
- IT FAQ Requests
- Kiosk
- Login Issues
- Microsoft Azure
- Omail+
- Owifi -Wireless Network
- Ozone & Website
- Password Resets
- Web Registration

OTHER SUPPORT RESOURCES

OhioLink


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

 (567) 661-7017


 libhelp@owens.edu

Student Financial Services

Student Financial Services is Owens' smart stop for records, registration and finance.

 (567) 661-2387

 Toledo-area Campus in College Hall 130

 Findlay-area Campus in the Commons


 owens.edu/sfs

For answers to Student Financial Services Frequently Asked Questions:

 faq.owens.edu


FAFSA

The Owens Community College school code is #005753. All FAFSA questions should be directed to Student Financial Services:

 (567) 661-2387

Food Vending Machines

For vending machine support, please contact Auxiliary Services:

 (567) 661-7207

 food_service@owens.edu

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