IT SERVICES FOR NEW EMPLOYEES

Central Ohio Technical College

Welcome to Central Ohio Technical College!
This information is designed to help all new faculty and staff learn about the IT services that are offered on campus. The Office of the Chief Information Officer (OCIO) provides IT services to Central Ohio Technical College. Information about these services can be found below.

HOW DO I GET HELP?

There are several ways you can contact the IT Service Desk for help with your IT needs.

Call for immediate assistance 24/7
740-366-9244 or 614-688-4357 (HELP) Press 3 for MITS

Get online support via Self Service 24/7

Email
NWK-helpdesk@osu.edu

IT Service Desk
Founders Hall Room 196 1179 University Drive
Newark, Ohio 43055
M - F 7:30AM-5:00PM

ACCOUNT SETUP

You will be issued a COTC Username (which is also a guest OSU account) consisting of your lastname.# (i.e., doe.7). This account will need to be activated prior to logging in. There will be instructions sent you on how to activate this account. When you have the account activated, it will allow you to be able to access the campus computers and network.

PASSWORD RESET PROCEDURES:

All account passwords are required to be reset every 180 days. Visit my.osu.edu to set up and manage your digital identity, including your username, password, email delivery preferences and more.

EMAIL

Sign into Microsoft Outlook with your COTC email (lastname.#@mail.cotc.edu) and password. Email is accessible online or through the Outlook app (available on Android and iOS).

DUO/BUCKEYEPASS

Duo/BuckeyePass is a multifactor authentication service that provides a second layer of security to your account. To access your email and other Office 365 products, download the Duo Mobile app to get started.

OFFICE 365

Microsoft's Office 365 product suite allows the COTC community to collaborate, share, organize and improve upon the work we are doing together through one consistent experience. Access email, store and share files, communicate with your coworkers, host meetings, track your to-do lists and more by integrating applications and downloading them on up to five devices.

MYCOTC/COTC CONNECT

myCOTC is the web portal and you will use to access campus resources and your courses in Moodle. If you are involved in the process of your department's budget, you will also use COTC Connect to put in web requisitions and view budget reports. Click on 'myCOTC' from cotc.edu, or navigate to my.cotc.edu. For more training on what you will use myCOTC for, talk with your supervisor.

SKYPE FOR BUSINESS

Our phone system is Skype for Business which provides an enhanced collaboration tool set that includes the following features: telephony via VOIP, online meetings, instant messaging, video, and sharing with up to 250 people. Contact the Newark Help Desk to request Skype services.

WIRELESS INTERNET ACCESS

Connect to secure high-speed wireless internet through the **osuwireless** network on campus. All buildings in Newark have wireless internet. Osuwireless is a secured connection accessed with your COTC name.#, WiFi@OSU is an open connection.

COTC ZOOM

COTC Zoom is a college-wide web conferencing tool that allows you to video chat with your colleagues, collaborate virtually on a research project, host remote office hours with students, work together on class projects and more. Check out the Getting Started Guide in the COTC Teaching Resource Center for an overview of the tool.

IT ISSUED EQUIPMENT

As a new employee, you are receiving a computer that is managed by the OCIO. We want to provide you with some of the details you need to know about this new device and how to get help if you need it.

In an effort to keep devices up-to-date and secure, the IT Service Desk team uses the tools MCM (for PCs) and JAMF (for Macs) to apply software patches and updates to college-owned computers. You can expect to receive software updates once a month which may require that you reboot your computer. More details about your device are below:

LOGIN & COMPUTER INACTIVITY

At each login, you will be prompted to read the usage terms and click "OK". You will then type in your COTC username (lastname.#) and password. If your computer is inactive for 15 minutes it will be locked. You can unlock the computer by logging back in with your COTC credentials.

NETWORK DRIVES

You will see the following drive mappings:
- Drive K - A shared drive to collaborate with other OCIO supported areas
- One Drive- A place to store personal files and also collaborate with other users on campus.

PRINTING/COPYING

Printing on campus-owned equipment is setup through a central print server. This system helps manage multiple print jobs from a group of computers that have access to just one printer.

To setup print services to departmental printers, you can contact the OCIO Newark Help Desk for assistance in any of three ways.

Call for immediate assistance 24/7
740-366-9244 or 614-688-4357 (HELP) Press 3 for MITS

Get online support via Self Service 24/7

Email
NWK-helpdesk@osu.edu

The Xerox multifunction printers will also require a code to make copies. If you are not sure what your copy code is, contact the Services Center by phone (740-366-9218).

THE OHIO STATE UNIVERSITY

Office of the Chief Information Officer
ocio.osu.edu

LOCAL ADMINISTRATIVE PRIVILEGES (LAPS)

If you need LAPS, you will need to request them through the OCIO Self Service portal by following the instructions below:

1. Log in to the Self Service portal.
2. Click "Order Services" in the left column.
3. Select the Client Computing Services category on the right.
4. Scroll down to click on "Request/Renew Local Administrative Privileges For Desktop".

Most users do not need LAPS. Click to read this comprehensive article for more information about LAPS eligibility and the process.

SOFTWARE SERVICES GUIDELINES:

The IT Service Desk team can assist with ordering site licensed software or you can use the Order Services tool in Self Service. For more information on the university licensed software that is available and how to order it, click here to visit the Service Catalog on the Self Service portal. If you are unsure which category your software needs fall into, don't hesitate to reach out to the Service Desk to help guide you.

Software that is purchased needs to be updated and maintained. The OCIO team regularly patches most software and can help with updates upon request. If you need an updated software version, please submit a request through Self Service. The OCIO does not maintain software licenses or keep an inventory of those licenses.

OTHER RESOURCES

Check the OCIO System Status page for known outages and incidents