

# 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 Technology and Digital Innovation](#) (OTDI) provides IT services to Central Ohio Technical College.

## 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 Managed IT Services (MITS)

### Get online support via [Self Service](#) 24/7

Email us at [NWK-helpdesk@osu.edu](mailto:NWK-helpdesk@osu.edu)

### Visit the IT Service Desk

Hodges Hall Room 24  
1179 University Drive Newark, Ohio 43055  
M - F 7:30 AM-5:00 PM

## 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 to 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](https://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 (also referred to as BuckeyePass) is a multifactor authentication service provided to Ohio State and COTC faculty, staff, students, and student employees. It helps protect your account even if your password is stolen. Multifactor Authentication (MFA) is a security feature offered by many websites, applications, and devices that dramatically improve account security.

All COTC users will need both the OSU instance of Duo and the COTC instance of Duo. To register your devices, go to [go.cotc.edu/duo](http://go.cotc.edu/duo) and log in with your name-#@cotcmail.cotc.edu and [buckeyepass.osu.edu](http://buckeyepass.osu.edu). We recommend registering more than one device so you have a backup if your device is lost, stolen, broken or otherwise unavailable.

## MICROSOFT 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](http://cotc.edu), or navigate to [my.cotc.edu](http://my.cotc.edu). For more training on what you will use myCOTC for, talk with your supervisor.

## MICROSOFT TEAMS

Our phone system through Microsoft [Teams calling](#) which provides an enhanced collaboration tool set that includes the following features: telephony via VOIP, online meetings, instant messaging, and video,. Contact the Newark Help Desk to request Teams services.

## WIRELESS INTERNET ACCESS

Connect to secure high-speed wireless internet through the **eduroam** network on campus. All buildings in Newark have wireless internet. [Eduroam](#) 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

College computers are managed by OTDI. 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:

## NETWORK DRIVES

OTDI supports different ways to store your files.

- One Drive- A place to store personal files and also collaborate with other users on campus.
- K:// Drive - A shared drive to collaborate with other OTDI supported areas

## PRINTING/COPYING

Follow Me Print is a print solution that allows faculty and staff and students to print documents from their desktop and mobile devices to a cloud-based print queue. Customers can send their print job to any printing device in their area and swipe their BuckID to release the job for printing or copying. For more information about instructions and a list of FAQ's, visit [here](#).

## LOCAL ADMINISTRATIVE PRIVILEGES (LAPS)

If you need LAPS, you will need to request them through the OTDI 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 OTDI 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 OTDI does not maintain software licenses or keep an inventory of those licenses.

## OTHER RESOURCES

[Check the OTDI System Status](#) page for known outages and incidents

