Technical Support

- Centralized reporting for ALL computing and communications issues
  - Phone, Email, Online Incident Reporting, Walk-up
  - 24-hour support available
    - Phone, email, online reporting (https://fp.odu.edu)
  - Located at 1504 Webb Center
    - Mon – Fri  8 am – 9 pm, Sat 8 am – 4 pm
  - IT Knowledge Database (http://occs.odu.edu)
Computer Accounts

• MIDAS
  • Faculty/Staff Accounts
    • Need Computer Account Request Form
    • Faculty/Staff email and network resources
    • Cannot print in OCCS labs
  • Student Accounts
    • Access to network resources in OCCS labs
  • Blackboard
    • Must use MIDAS ID

• LEO Online

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Technology Resources

- Wireless
  - Authenticated system
  - Most buildings and green spaces
- Emergency Alerts System
  - Opt-in
  - Email, phone, text message
Computer Labs

• Norfolk Campus academic labs
  • Library and Webb Center
  • 1st floor BAL -- East/West entrances, 2nd and 3rd floors BAL -- study areas
• Higher Education Centers
• Instructional labs
• About the labs
  • Hours
  • Pay for print
Learning Commons

- Consolidated Help Desk
- Access to expertise and resources
- Flexible furniture and workspaces
- Safe place to study, relax and socialize
- Collaborative spaces
- Specialized areas of focus
- Social spaces
- Quiet spaces

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Instructional Resources

- Blackboard
- FSCS
- Adobe Acrobat Connect
- Software download
  - McAfee available free of charge
- Remote file access
  - http://occs.odu.edu/gettingconnected/
- Opscan grading

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Classroom Central

- Support for Technology Classrooms
- One place to report all classroom issues
- Turning Point Technologies Personal Response Systems (PRS)
- Classroom Course Capture
- Document camera delivery
- Training provided by CLT
  - http://clt.odu.edu/
Technology Classroom Access

- All rooms are secured
- Equipment desks/podiums secured
- OC1 Key
  - All classrooms in Constant Hall
  - Department requests key from Facilities Management

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Technology Classroom Access

- University Proximity ID access
  - BAL, Education, Health Sciences, Student Rec Ctr, PSII 1100, Dragas
  - Request PROX ID by email to cardcenter@odu.edu from Budget Unit Director:
    - Full name, UIN, budget code
  - Access requires PROX ID and email to occshelp@odu.edu
    - Full name, UIN, 5-digit prox card #, classroom
Technology Classroom Access

- CRSM key
  - All other rooms
  - Department requests key from Facilities Management
- Equipment cabinet key from OCCS – TSC
Acceptable Usage Policy (AUP)

Owner responsible for account

Password Security
  - Use strong passwords

Use SpamTrap (www.spamtrap.odu.edu)

Protect University Sensitive Data
Monarch Techstore

- Computers, software and peripherals
- Apple, Dell, Lenovo – recommended notebooks
- Other technical supplies available
- 100% of profits – unrestricted student scholarships

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Mobile Monarch

- Strongly Recommended Notebook Program
- Up to a 4-year warranty
- Dell Latitude, Lenovo ThinkPad
  - Up to 4-year accidental coverage
- Apple MacBooks/MacBook Pros
- On campus Service Center
- Loaners, priority service
- Non-program support

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