OCCS offers faculty, staff, and students a wide range of information technology services and support. Our mission is to provide high-quality cost-effective computing and communications services that meet the needs of the University community.
Knowledge Database: http://itkb.odu.edu
Search for answers to commonly asked questions.

Online Incident Reporting: https://fp.odu.edu
Request for assistance can be submitted online. Log in using your MIDAS ID and password.

Email: occshelp@odu.edu
Phone: 757-683-3192 (24/7)
Accounts
There is no unauthenticated access to University resources. Access to resources is provided through a MIDAS account. Your University Student E-mail is the official method of communication for the University. Your Leo Online log in is not the same as MIDAS.

University Labs
Norfolk campus (Webb Cyber Lab & University Library) and Higher Education Centers.
Webb Center – 24/5.
IT Consultant on duty – most hours.
Color Printing and Scanners available in all labs.
Pay for Print - $1.25 quota; $.05 per sheet to add pages.
Remote printing available to lab and remote printers.

Wireless
Use MIDAS ID and password to log in.
Available in all Academic Buildings, Residence Halls and most Green Spaces.
OCCS has an active project to allow services such as Blackboard, Leo Online, myODU Portal to use Shibboleth (shown above) starting in August. It is the same page currently being used for student email and it uses your MIDAS ID and password. When this change is made, these services will have this same login screen.
Monarch Techstore
Located in Webb Center
Educational Discounts are available
Computer Equipment & Supplies
Authorized Apple Reseller – iPad, iPod and other Apple products
Only place to purchase Mobile Monarch Notebooks
100% of profits are donated to the University’s Unrestricted Scholarship Fund.

Emergency Alerts System
Information via e-mail, text message, voice message or instant message.
All students automatically get an email alert even if they do not opt into this system.
For general campus safety information visit http://studentaffairs.odu.edu/safety/.

Instructional Resources
Log in with MIDAS ID and password – www.blackboard.odu.edu
Main course management tool used by faculty
Assignments, Tests, Quizzes, Discussion Boards, etc.
Information on other instructional resources can be found on the http://occs.odu.edu
### Technology Resources

<table>
<thead>
<tr>
<th>Resource</th>
<th>Webb Center</th>
<th>Learning Commons</th>
<th>Higher Education Centers</th>
<th>Residence Halls Community Learning Commons *</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows and Macs</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Printing (including color)</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Scanning</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Reservable Collaboration Rooms/Spaces</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Collaboration Spaces</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Open 24/5</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Sound Room</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Presentation Room</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>GIS Software Suite</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Final Cut Pro</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>Equipment Checkout</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>

*Community Learning Commons are not available in all residence halls.*
**Wired Internet**
Must request activation from Housing.
10-100 NIC and Ethernet cable required – these are available from the Monarch Techstore.
Be sure all operating system patches are applied before connecting to network.
You also need an up to date anti-virus software. This can be downloaded from the OCCS website.
One data jack per bed.

**Telephone Service**
Must request activation from Housing
Phone not provided
Calling card required for long-distance
One phone jack per room

**Cable Television**
Includes University Information, University movie channels and some premium channels.
Coaxial cables not provided – may be purchased at Monarch Techstore
One cable jack per room

**Software**
For support must have product keys for all software
Media for Data Backups

Additional information can be found at http://occs.odu.edu/gettingconnected/resnet.
Acceptable Usage Policy (AUP)
The Commonwealth of Virginia has an AUP that explains how computer systems are to be used by all state employees and students. Old Dominion has its own supplemental AUP. Collectively, these AUPs cover several topics:
• Computers may not be used for any illegal activity.
• Use of the network may be monitored.
• Accessing and downloading sexually explicit material is strictly prohibited.

Owner Responsible for Account
When an account is created, the account owner accepts and agrees to the usage policy. Account assistance and password resets are services provided to the account owner only. Violations of the acceptable usage agreement, including using student e-mail for spamming campus or harassment etc. can lead to loss of computing privileges.

Protect passwords
Students are responsible for any activity that is done on an account for which they are the “owner” of record. Create a strong password – minimum of 8 mixed-case characters including numbers and at least one special character.
You are personally responsible for your password – never share it with others.
OCCS will never ask you for your password. Never respond to phishing emails asking for your password. Change your password often.
MIDAS allows students to reset their own password without knowing the current one IF they can correctly complete a security profile that they created when setting up the MIDAS account.

Protect PCs
Download all patches
Install, update and use anti-virus and anti-spyware software
Back up personal data frequently
Be cautious of e-mails, especially those with attachments or that look like Spam
Browse wisely and be alert

Protect your Future
The download of copyrighted music/video without purchase or authorization is illegal and carry very stiff penalties.
The University has a three strikes policy – three violations of illegal downloading leads to suspension from school.
The University receives requests from organizations that protect copyrighted material requesting information on students who violate copyright laws with which we must comply.
Software

- McAfee
  - Available free of charge
  - Download from the OCCS website
- Microsoft Office
  - 2010 for Windows and 2011 for Mac
  - Available for purchase from the Monarch Techstore
  - $72 if purchased with Mobile Monarch notebook
    ($80 if purchased separately)

**McAfee**
To download McAfee -
Go to occs.odu.edu
Click on Hardware and Software
Click on Download
Click on for Student, Faculty/Staff
Log in with your MIDAS ID and password

**Microsoft Office**
We offer the Student Select version for sale. The Windows version includes Word, PowerPoint, Excel and Access. The Mac version includes Word, PowerPoint and Excel.
Mobile Monarch Program

- Strongly Recommended Notebook Program
  - Apple, Dell and Lenovo
    - Multiple Models
  - Benefits
    - Special Pricing
    - Up to a 4-year Warranty
    - Loaners available
    - On-campus Hardware Repair Center
      - Priority Service
      - Full Support

Website: http://occs.odu.edu/mobilemonarch

All orders are processed through the Monarch Techstore. You can go directly to the Monarch Techstore Online Cart to purchase your notebook online or drop by the store in Webb Center. Only notebooks purchased from the Monarch Techstore will be considered Program Notebooks.

**Special Pricing for ODU Students.** Mobile Monarch notebooks are competitively priced and include an educational discount for students.

**4-year Warranty.** Standard warranties for computers are 1-3 years. This program provides protection for your notebook for up to 4 years, even if you are no longer at ODU (theft and damage due to fire are warranty exclusions, which are normally covered by your homeowners/renters insurance policy).

**On-campus Warranty Service.** Most service on your computer can be done at our on-campus service center by certified Apple, Dell and Lenovo technicians, so you don’t have to wait for a service technician to come to you or for your notebook to travel to some out-of-state service center.

**ODU Loaner Computers.** Registered ODU students generally will be able to obtain a loaner notebook if service on their Mobile Monarch computer is not completed by end of day.
**Priority Service.** Students with Mobile Monarch notebooks will receive priority service at the Technical Support Center for any issues (hardware or software) they may have with their notebook.
Apple warranties are available for 1, 3 or 4 yrs. The 4yr warranty is only available at time of purchase. It cannot be added afterwards.

Third party coverage is available for accidental damage protection on Apple Notebooks. Repairs must be done by the insureing company. OCCS can repair accidental damage for non-insured notebooks. A pre-repair quote will be given.

Lenovo and Dell warranties are available for 3 or 4 yrs. The 4yr warranty is only available at time of purchase. It cannot be added afterwards.

Lenovo’s and Dell’s Accidental Damage Protection does not cover cosmetic damage.
OCCS technical support is at no cost to students.

Walk-up support is available for wireless connectivity issues. All other issues require drop-off. Notebooks will be worked on in the order they are received and may not be returned same day. This is dependent upon volume.

Students are responsible for updating their virus protection software. OCCS Technical Support Center will assist with installation of McAfee. Operating System automatic updates should be turned on.

When appropriate, we will schedule one-on-one sessions to assist students with their service request. Students will be involved in resolution. Limited assistance is provided for non ODU or other academic software.

Students are responsible for their personal data. Personally owned data will need to be backed up prior to appointment time. Students need to provide the media. Assistance will be provided to obtain back-up. Students are responsible for providing restore CDs if necessary.
# On-Campus Service Center

<table>
<thead>
<tr>
<th>Service</th>
<th>Apple/Dell/Lenovo Mobile Monarch</th>
<th>Apple/Dell/Lenovo Non-Program</th>
<th>All Other Manufacturers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority Service</td>
<td>✓</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>Anytime Drop-off</td>
<td>✓</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>Loaner Service</td>
<td>✓</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>Software Support</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Hardware Support</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>Warranty Service</td>
<td>✓</td>
<td>✓</td>
<td>✗</td>
</tr>
<tr>
<td>Out of Warranty Service (with Time and Materials Cost)</td>
<td>✓</td>
<td>✓</td>
<td>✗</td>
</tr>
</tbody>
</table>

* Includes all Apples, Dell Latitudes and Lenovo Edges and ThinkPads
Student Employment

- IT Positions Available
  - A+ Certification
  - Job Exploration Opportunities
  - Work-study positions available
  - We hire Freshmen
    - All majors welcome

**IT Positions**
OCSS Computer Labs
Desktop Support
Technical Support Center
ResNet Support
Web Development/Maintenance
Networking

**Job Exploration Opportunities**
Opportunity to grow and experience different areas of technology within our organization.

OCSS representatives will be available at the Services Fair to obtain further information.

Application will be available online through the Career Management Center website.
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