

OFFICE OF THE CHIEF INFORMATION OFFICER

INFORMATION TECHNOLOGY RESOURCES



IT.OSU.EDU



**THE STUDENT GUIDE TO COMPUTING, LEARNING TECHNOLOGIES,
CABLE TV, BUCKEYE MAIL, SAFE COMPUTING,
INTERNET ACCESS, AND MORE!**

WELCOME TO IT @ THE OHIO STATE UNIVERSITY

Information technology is a vital component of campus life. Ohio State offers a variety of IT resources to support and enrich your coursework and personal endeavors. We encourage you to take full advantage of our services, browse our web sites for links to all kinds of technology-related information, and contact us if you need assistance. Keep this resource guide on hand throughout the year and stay up to date on information technology news and events by reading IT CommuNITy, our online newsletter, at ocio.osu.edu/blog/community.

WHAT YOU NEED TO KNOW ABOUT OHIO STATE IT

- Your **Ohio State Username** (in lastname.# format) is your unique identifier for accessing university services and forms your official e-mail address (lastname.#@osu.edu).
- Ohio State will never ask for your Ohio State Username or password by e-mail. Never give your **password** to anyone!
- **Buckeye Link**, buckeyelink.osu.edu, is your one-stop site for essential Ohio State academic resources and services.
- **Buckeye Mail** is Ohio State's student e-mail service.
- **BuckeyeSecure**, ocio.osu.edu/buckeyesecure, gives you advice to help keep your online activities and personal information secure.

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- The Office of the CIO offers a variety of **employment** opportunities for students. These positions offer competitive wages, flexible schedules, and on-the-job learning and promotions as skills increase. Check out employment at it.osu.edu/jobs.
- The **IT Service Desk**, ocio.osu.edu/help, provides information technology assistance for the university community. Assistance is available by phone, e-mail, and walk-in.
- **BuckeyeBar**, 60A Thompson Library, is Ohio State's walk-in help desk for technology assistance.
- **ResNet Support Center**, resnet.osu.edu provides technical computer support to students living in university housing.

WEB RESOURCES

Your Ohio State Username and E-mail

All students receive an **Ohio State Username** for accessing secure Ohio State services, such as OSU Wireless, Carmen, BuckeyeLink, and logging on to university computers.

This unique identifier takes the form of lastname.#, for example, brutus.2. When you add @osu.edu (e.g., brutus.2@osu.edu), it becomes your official university e-mail address. Manage your own **osu.edu** e-mail account and change your password by going to my.osu.edu.

Buckeye Mail

Access your Ohio State e-mail messages anytime, anywhere using a web browser at buckeyemail.osu.edu. Your lastname.#@buckeyemail.osu.edu address is your **Windows Live ID** login.

Free Online Storage

Buckeye Mail accounts come with 25GB of storage on Windows Live **SkyDrive** that allows online access, anywhere.

Internet Access

High-speed Internet access, both wired and wireless, is available at no cost in and around virtually all campus buildings, classrooms, laboratories, libraries, and residence halls. Get more information regarding wireless, including coverage areas and guest access, at wireless.osu.edu.

ResNet

ResNet provides high-speed Internet access in every residence hall room, with wireless and a wired port for each student. For more information visit resnet.osu.edu or call 614-292-5700.

Buckeye Link

The online **Student Center** at buckeyelink.osu.edu provides integrated access to self-service where you can:

- Enroll in the Tuition Option Payment Plan
- Search for classes
- View any “holds” you may have
- Pay online by check or credit card
- Change your contact information
- View your class schedule
- View financial aid status and awards



GETTING ASSISTANCE

IT Service Desk

Get answers and help easily and conveniently online at ocio.osu.edu/help. The IT Service Desk handles questions, problem reports, service requests, and inquiries regarding Internet connectivity, e-mail, computer hardware and software, telephones, cable TV, and related topics. For walk-in consultation assistance for e-mail accounts, site-licensed software, password management, Internet connectivity, and related topics, stop by 025 Central Classroom Building. For walk-in laptop support, see **BuckeyeBar** information below. For all other help, visit ocio.osu.edu/help, send e-mail to 8help@osu.edu or call 614-688-HELP (4357). For hours of operation, see 8help.osu.edu/1691.html.



BuckeyeBar

For walk-in technology consultation and support regarding laptop Internet access or computer viruses and issues, stop by the IT Service Desk's **BuckeyeBar** in 60A Thompson Library. For more information or hours of operation, visit ocio.osu.edu/help or call 614-688-HELP (4357).

Student Life Technology Services (ResNet) Support Center

The **ResNet Technology Services Support Center** provides technical computer support to students living in university housing in the Columbus and regional campuses. Telephone and in-room support hours are daily from 7 a.m. to 11 p.m. ResNet OnSite is available three nights a week from 4:30 to 7:30 p.m. and staff are located at two residence hall lobbies each night. For assistance visit resnet.osu.edu or call 614-292-5700.



COMPUTING HARDWARE

Deciding on a Computer?

Choose the type of computer with which you are most comfortable, unless your college, department, or major program has made a specific recommendation. Start with a fairly complete list of what you want to do with it and make sure it has adequate features and capabilities to serve you for a reasonable period of time. Additionally, Ohio State currently supports *Windows XP, Vista, Windows 7* and *Macintosh OS X 10.4* and later. If you are bringing a used computer to campus, make sure it meets the suggested minimum requirements. Get details at 8help.osu.edu/918.html.



Computers, Accessories, and More

WiredOut, The Tech Store @ OSU offers significant educational discounts on many technology products including a variety of computer models and technology items such as iPods, printers, accessories, and software. For details, check out wiredout.osu.edu or call 614-292-8883.

The Wexner Center Store, an Apple authorized campus store, offers educational discounts for students. For details, check out store.wexarts.org or call 614-292-1807.

Additional information for computers is available at 8help.osu.edu/1493.html. Also look for discounts from major computer web sites under their education section.



COMPUTING SOFTWARE

Free and Discounted Software

Ohio State offers a variety of software for Windows, Macintosh, and UNIX/Linux at reduced cost or no charge. Visit ocio.osu.edu/software for links to site-licensed software programs, including discounted Microsoft applications for students. WiredOut, The Tech Store @ OSU, also offers significant educational discounts on a wide variety of software. For details, check out wiredout.osu.edu.

Responsible Use of Campus Technology

You can use almost any software that you want on campus as long as it is legally obtained and the use doesn't violate any policies or laws, or present security risks. Be aware, however, that using unsupported products makes it harder to find help if you need it and your college, department, or major program may have specific requirements. For more information on the university's responsible use policy, visit ocio.osu.edu/responsible-use.

STUDENT COMPUTER CENTERS

The Office of the CIO manages many **Student Computer Centers**, conveniently located around campus where you can do course work, access the Internet, and check and send e-mail. Use of the computers is free. Most centers are open on a first-come, first-served basis, with day and/or evening hours.

The labs are equipped with Windows and/or Macintosh computers and a variety of peripheral equipment.

Software includes applications for word processing, graphics and digital publishing, spreadsheets, e-mail, and web browsing.

Most centers have special needs accommodations.

Visit ocio.osu.edu/elearning for hours of operation and software availability.

614-292-8400 • scc@osu.edu • ocio.osu.edu/labs-and-classrooms

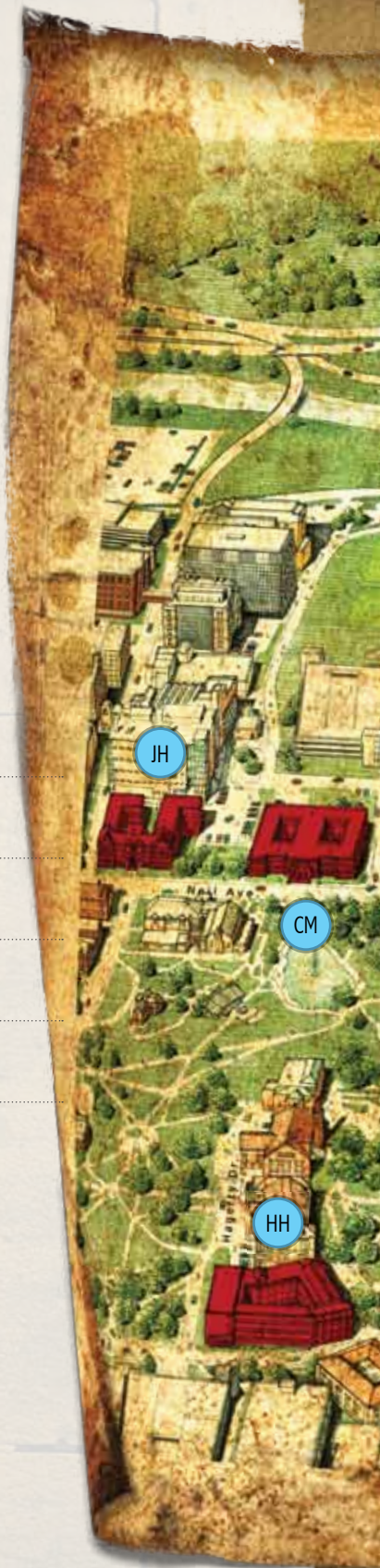
LAB LOCATIONS

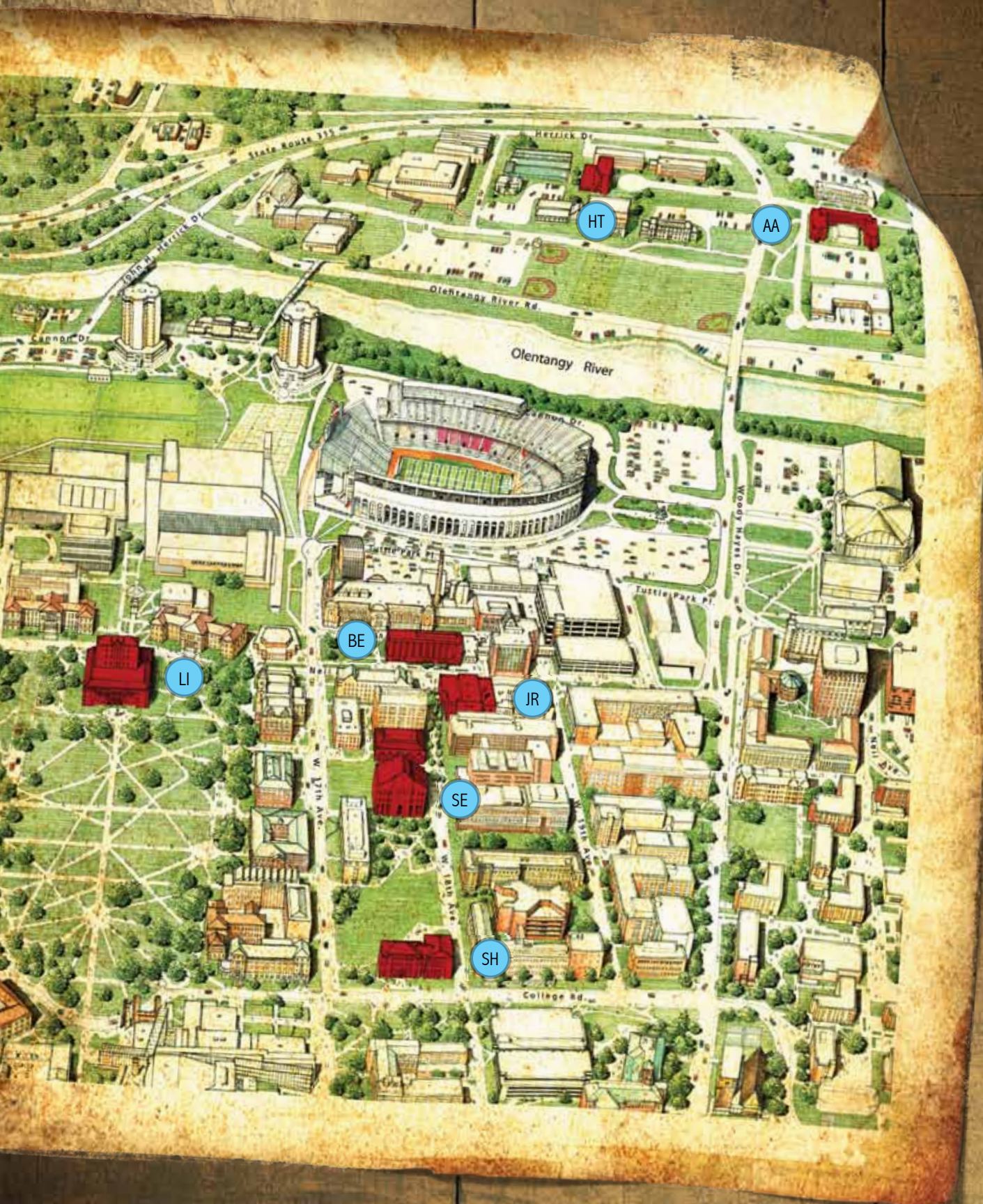
- AA 005 Agricultural Administration (AA)
292-1436
- HT 272 Howlett Hall (HT)
292-9576
- BE 590 Baker Systems Engineering (BE)
292-2025
- JR 220 Journalism (JR)
292-3220
270 Journalism (JR)
688-4129
- SE 120 Science and Engineering Library (SE)
247-4690
300 Science and Engineering Library (SE)
292-7571

- SH 235 Stillman Hall (SH)
247-7957
- LI 160 Thompson Library (LI)
247-4577
- JH 050 Jennings Hall (JH)
292-9703
- CM 119 Campbell Hall (CM)
292-0247
- HH 171 Hagerty Hall (HH)
292-0743

PRINTING

Printing services are available for a nominal fee on university laser printers in many Student Computer Centers, on site or wirelessly from any location. A BuckID card is required. For more details on wireless printing, see uniprint.osu.edu/printman/osuprintmap.





LI

BE

SE

SH

JR

HT

AA

State Route 335

10th W. Herlick Dr

Herlick Dr

Olatangy River Rd

Olatangy River

Woody Hayes Dr

Tuttle Park Pl

W 17th Ave

W 18th Ave

W 19th Ave

College Rd

W 20th Ave

TECHNOLOGY FOR THE CLASSROOM AND BEYOND



Ohio State's Online Learning Environment

Carmen is Ohio State's learning management system. Instructors use Carmen to post syllabuses, assignments, lecture notes and announcements; pose discussion questions; give quizzes; and manage grades. Students use Carmen to take part in online course activities. To access Carmen courses, go to carmen.osu.edu and log in with your Ohio State Username.

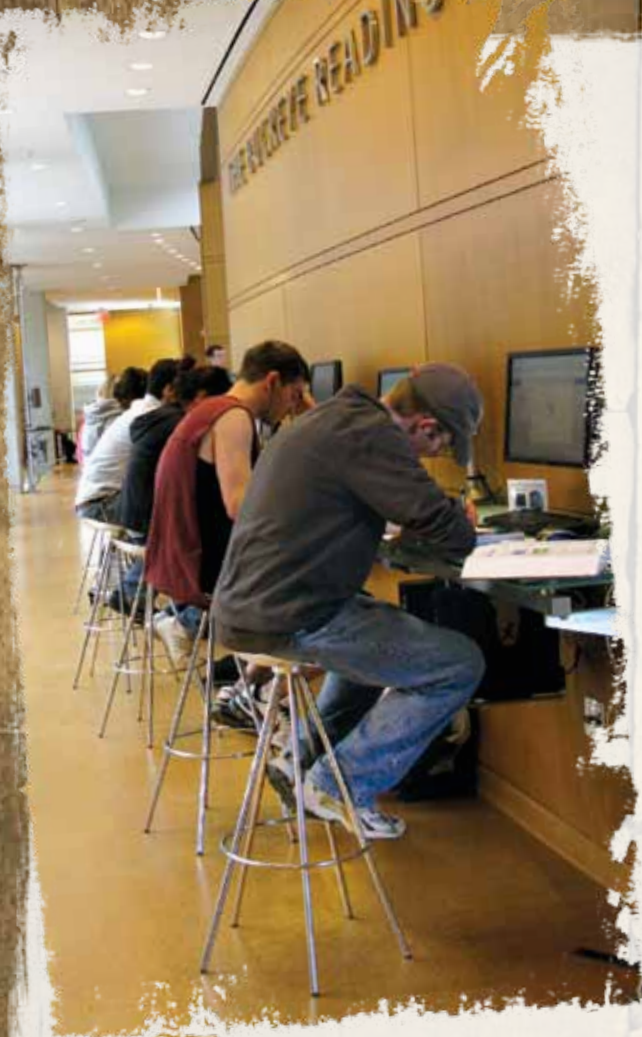
Online Search Tutorial

University Libraries maintains the **LIBLEARN** web site to help users learn basic and advanced online search skills and important research techniques. More than 15 self-paced online tutorials are in the net.TUTOR program. A variety of research guides, movies, and other relevant information will be particularly helpful when it's time to research topics and write papers. Online credit courses are also available and are described at liblearn.osu.edu.

Classroom Services

Classroom Services include the distribution and renewal of equipment and media for class use to faculty, staff, and students. Services include LCD projectors, laptops, digital audio recorders, still and video cameras, etc. For assistance, support services, and resources, visit ocio.osu.edu/labs-and-classrooms.





Digital Union

At the Office of the CIO's Digital Union, students can consult with expert staff and use multimedia production facilities and training resources to complete projects and learn about new technologies. The Digital Union is located in 370 Science and Engineering Library. Hours vary by quarter; check the current schedule at digitalunion.osu.edu, send e-mail to digitalunion@osu.edu, or call 614-292-2793.

iTunes U

Ohio State iTunes U provides easy access to a diverse range of Ohio State digital audio and video content through the **iTunes Store**, Apple's online music, video, and podcast service. For more information, visit itunes.osu.edu.

Computer Training

The Digital Union has several subscription accounts to lynda.com, an award winning provider of online tutorials in a diverse array of programs and topics including *Photoshop*, *Flash*, *Dreamweaver*, *Illustrator*, *Office*, digital photography, web design, digital video, and many others. Visit the Digital Union, 370 Science and Engineering Library, to watch **Lynda** tutorials and to learn other ways for accessing training.

Also, the Office of the CIO's **Digital Union** holds workshops on multimedia topics ranging from *Photoshop* and *iMovie* to *Web Fundamentals* and *Drupal*. See ocio.osu.edu/calendar for the current schedule.

For media creation and delivery solutions, check out **Media Services** at ocio.osu.edu/elearning/services/media-services.

OhioLink

The Ohio Library and Information Network, OhioLINK, is a consortium of 88 Ohio college and university libraries, and the State Library of Ohio. Together, they work to provide Ohio students, faculty and researchers with the information they need for teaching and research at www.ohiolink.edu.



TELEPHONE AND CABLE TV

University Cable TV Services

Basic (analog) cable TV is provided as part of your housing contract in most undergraduate residence hall rooms and apartments on the Columbus, Mansfield, Newark and Wooster campuses. In most graduate, professional and family housing on the Columbus campus, cable TV is an optional service that can be ordered at an additional cost. All housing residents need to provide their own television equipment. University cable TV is not available in non-university buildings. Visit it.osu.edu or call 614-688-HELP (4357) for more details or to order service.

University Telephone Services

Basic telephone service and several features are available as optional services in most undergraduate, graduate, family and professional residence hall rooms and apartments on the Columbus campus. Telephone service includes a direct-dial telephone number with unlimited campus, local, and domestic long distance calling capabilities. Optional telephone features include caller ID, voice mail and call forwarding. Telephone service and features can be ordered from the Office of the CIO upon moving in. In university housing on the Mansfield, Newark, and Wooster campuses, telephone service is provided as part of the housing contract. University telephone service is not available in non-university buildings. All housing residents need to provide their own telephone equipment. Visit it.osu.edu for more details or to order service or contact the IT Service Desk at 614-688-HELP (4357).

Off Campus Internet, Phone, and Cable TV Discounts

If you live at your parents home or off campus, you can save up to \$15 per month on Internet, cable and phone services through the WOW! Affinity Program. To receive the monthly discount, you must authenticate through a special Ohio State phone line at 614-292-7100 to verify student enrollment with OSU. The discount is available to current and new OSU WOW! subscribers. Details available at ocio.osu.edu/blog/community.

SAFE COMPUTING AND PROTECTING YOUR PRIVACY

BuckeyeSecure

Information security starts with you. Make sure your computer is secure before coming to campus so you protect yourself and your peers:

- Install antivirus software, security updates and patches, spyware detection software, and check firewall settings.
- Protect your personal information by not responding to e-mail asking for your Ohio State Username and password or other personal information.
- Create strong passwords and change them every 90 days to better protect your personal files and the university's systems.

Get advice and best practices for protecting your privacy online, safeguarding sensitive information and physical equipment, dealing with copyright and legal issues, and many more IT security topics at ocio.osu.edu/buckeyesecure.

Access to Student Information

Access to information about individual students and student records, including the online **Find People** directory, is governed by the privacy and access provisions of **FERPA** (Family Educational Rights and Privacy Act). The University Registrar is responsible for university **FERPA** policies, and details are available at registrar.osu.edu/policies/releaseinfo.asp.

University Technology Policies

Ohio State's policies governing the use of information technology on campus include the responsible use of computing resources, respect for copyright laws, respect for privacy, use of wireless devices on campus, and protection of university institutional data. Stay informed by reviewing all of the policies online at ocio.osu.edu/policies.

Also be aware that software piracy is illegal and punishable by law. Do not download, copy, file share, install, or distribute digitized material in the form of computer software programs or entertainment media without authorization from the owner/creator. Read more at buckeyesecure.osu.edu.

THINGS YOU SHOULD DO!

- Update any changes to your contact information on the Student Center at buckeyelink.osu.edu.
- Make sure your computer is secure: install antivirus software, security updates and patches, spyware detection software, and check firewall settings. For more information, visit ocio.osu.edu/buckeyesecure.
- Register at buckeyealert.osu.edu to receive alerts in the event of an ongoing campus emergency.
- Use your lastname.#@buckeyemail.osu.edu to access Buckeye Mail at buckeyemail.osu.edu.
- Review Ohio State's suggested minimum computer recommendations at 8help.osu.edu/918.html.
- Review and abide by Ohio State's responsible use policy at ocio.osu.edu/responsible-use.
- Visit wiredout.osu.edu or store.wexarts.org for discounts on computers and more.
- University housing students should review the ResNet FAQ at resnet.osu.edu.

WEB ADDRESSES AND SERVERS

Important Server Addresses

Domain name servers

128.146.1.7 and
128.146.48.7

Buckeye Mail

Incoming mail server
outlook.com

Buckeye Mail

Outgoing mail server
pod51000.outlook.com

Important Ohio State Web Sites

OSU Home

www.osu.edu
Ohio State's homepage

Buckeye Link

buckeyelink.osu.edu
Ohio State's online
academic center

Buckeye Mail

buckeyemail.osu.edu
Official university student
e-mail system

Carmen

carmen.osu.edu
Ohio State's online
learning environment

OSU Wireless

wireless.osu.edu
Connecting to
OSU wireless

IT Service Desk

ocio.osu.edu/help
Get answers to
your IT questions

IT Quick Links

it.osu.edu
Useful IT links
for students

BuckeyeSecure

ocio.osu.edu/buckeyesecure
Stay safe online

Software Downloads

ocio.osu.edu/software
Site licensed software
and more

Disability Services

ods.osu.edu
Information regarding
disability resources
for students

Password and Account Management

my.osu.edu
Change your password
and set e-mail delivery options

Office of the CIO

ocio.osu.edu

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