



IT STAFF

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The mission of Lancaster Computer Services is to provide a strong technical foundation for learning, teaching, and research at Ohio University Lancaster and the Pickerington Center. Our goal is to provide technical leadership in evolving and maintaining a rich information technology environment and in supporting students, faculty, staff, and the community.

Please note the University policies regarding computer, telephone, and network usage in the Campus Information section. Please be mindful of these policies and take appropriate care when operating university owned technology and accessing the Internet.

REPORTING COMPUTER PROBLEMS

Anyone can submit a service request via our Footprints web form on the Lancaster/Pickerington website. This is our preferred and quickest method for submitting a service request and receiving immediate support. Just follow the links below and fill out the simple web form.

Lancaster: <http://www.ohio.edu/lancaster/facultystaff/workorders.cfm>

Pickerington: <http://www.ohio.edu/pickerington/facultystaff/workorders.cfm>

For personal assistance, please visit the IT helpdesk located on the 3rd floor across from the student services reception desk, or call ext. 13338. If no one is available to take your call, leave a brief message about the nature of your request/issue with your name, location, and contact information and someone will promptly return your call.

COMPUTER LABS

There are many instructional computer labs at Lancaster campus and Pickerington Center. An open computer lab with PC's and Mac's is located in Herrold Hall, Room 215A. There are also many PC and Macintosh computers for student use in the library.

Open Lab – Herrold Hall Room 215A

Hours:

Monday through Thursday 8 am – 9 pm
Friday 8 am – 5 pm
Saturday CLOSED
Sunday CLOSED

Winter Break and Summer Hours:

Monday to Friday 8 am – 5 pm

Use of instructional labs must be reserved like all other classrooms. Contact Kathy Holt at ext. 13305, e-mail holtk@ohio.edu or Maryann Lape at ext. 13339, e-mail lape@ohio.edu for room reservations. All instructional labs have 20 student computers and 1 instructor computer.

Herrold Hall, Room 217 – Windows 8.1, MS Office 2016
Herrold Hall, Room 218 – Mavericks (Mac) & Windows 7, MS Office 2011/2013 - Dual Boot
Herrold Hall, Room 219 – Windows 8.1, MS Office 2016
Brasee Hall, Room 405 – Windows 8.1, MS Office 2016
Pickerington Center, Room 111 – Windows 8.1, MS Office 2016

For a detailed list, visit our Classroom Directory:

<http://www.ohio.edu/lancaster/facultystaff/classrooms/classroomdirectory.cfm>

OUTLOOK WEB ACCESS

Outlook Web Access allows users with an Exchange account to access their OU e-mail from any PC with Internet access using a web browser. Follow the link below and enter your Ohio ID and password to login.

Outlook Web Access: <https://catmail.ohio.edu/>

VACATION / OUT OF OFFICE MESSAGE

To set your automatic replies simply go to File then click on Automatic Replies in Microsoft Outlook.

Follow the link below for detailed instructions.

http://www.ohio.edu/oit/email/exchange/email_vacation.cfm

REMOTE ACCESS

To access data/files in your home directory (home@ohio.edu) or H: drive just follow the link below from any PC with Internet access and login using your Ohio ID and password.

Remote Access Link: <https://sslvpn.oit.ohio.edu/dana/home/index.cgi>

NETWORK REGISTRATION

All devices accessing Ohio University's wired network must have the MAC/Physical Address registered. For information about how to register your device follow the link below.

NetReg: <http://www.ohio.edu/oit/netreg/>

FACULTY CLASS LISTS

For detailed information about how to access your class lists, advisee lists and other useful resources please follow the link below.

Faculty & Advising Center: <http://www.ohio.edu/registrar/adv.cfm>