



INFORMATION TECHNOLOGY

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Computer Labs and Printing

Q: Where are the computer labs located?

A: We have two computer labs on campus, both located in the main administrative building. 1C65 is on the first floor across from the student center, and 3E35 is on the third floor right next to the elevator in the E hallway. We also have student computers in the Learning Center Copy Center and the library.

Q: When are the computer labs open?

A: 1C65 is open 24/7. 3E35 is only available per class schedules.

Staffed Hours: Monday thru Friday 7:30am – 5:30pm

Nearest Wepa Kiosk – outside of Founders Student Center

We do have other areas with computers for use across campus however. Upstairs in the Learning Center Copy Center and the library have public computers for use by students per campus hours as well.

Q: What is Wepa?

A: Wepa is the student print solution for the OU-Tulsa campus. Documents can be uploaded to the wepa cloud via a number of methods including desktops, laptops, web and mobile devices. Once documents are uploaded, you can go to any of the Wepa print kiosks located on the campus to release your print jobs.

Q: Where can I print?

A: Wepa print kiosks are located at three locations on the campus: outside of the Founders Student Center of the Administration Building (24/7), the Learning Center Copy Center and the Library. For further information on Wepa, click here: [Wepa @ OU-Tulsa](#)

Provided Services

Q: I forgot my password. What do I do?

A: You can come by the Service Desk in 1C65 and bring photo identification for us to verify your identity and unlock your account. Alternatively, if you set up security questions, you will be able to do this any time without needing assistance. If you have an OUHSC username, you can manage your password [here](#). If you have an OUNetID, you can manage your password [here](#).

Q: Can I sync my phone with my OU/OUHSC email account?

A: Yes. You can find the detailed instructions here for your device below, and the IT staff at the Service Desk in 1C65 can assist if you need further assistance.

Android – [OUHSC](#) | [OUNetID](#)

iOS – [OUHSC](#) | [OUNetID](#)

Q: How do I access my email account?

A: For OUHSC accounts: webmail.ouhsc.edu

For OU accounts: [Office 365](#)

Q: How do I set up Outlook with my OU/OUHSC email account?

A: If you require assistance, come see us in 1C65 and we will be happy to assist you.

For OUHSC accounts: [click here](#)

For OU accounts: [click here](#)

Q: Is there any way you can look at my personal computer?

A: We typically do not interact much with personal computers, but we do offer a free laptop health check day at the beginning of each year. Look for us during Welcome Week to find our specific dates on when you can come by for us to take a look at your computer.

Q: Where do I go for help with my computer?

A: We provide limited computer support for student computers, but you can always check in with us at our IT Service Desk in 1C65 between 7:30AM and 5:30PM on weekdays. We provide Microsoft Office software free of charge and provide recommendations for antivirus software to students to assist your productivity and safety while using your computer. Check out our websites:

For Microsoft: <http://www.ou.edu/tulsa/it/software.html>.

For Antivirus: http://www.ou.edu/content/tulsa/it/antivirus_software.html

Q: Do you have wireless connectivity all across campus?

A: Yes, we do have wireless connectivity in almost all buildings on campus. We have a public network that everyone can see called OUGuest. This is intended for guests, and not for regular student use. It will not allow you to secured university resources and will not allow you to establish links with some programs we use (lockdown browser in particular). For your personal laptop devices, OUBASE is recommended as a solution for this issue.

Q: How do I connect to wireless?

A: OUBASE is a hidden network, and will not appear when you scan for networks. We have detailed instructions [here](#) for most devices. If you require further assistance, we can assist you in 1C65 at our Service Desk.

Q: Do you offer Microsoft Office to students?

A: Yes, for free. Please check out our website at <http://www.ou.edu/tulsa/it/software.html> or visit us in 1C65 for more details.

Classroom Technology

Q: Where can I get the latest version of Lockdown Browser?

A: You can find the latest version [here](#).

Q: How do I reserve a classroom?

A: Currently, we do not reserve classrooms for study groups and/or study sessions without an instructor. For special events, you can request a room [here](#) or contact the person in charge of scheduling for your department/college.

Q: How do I reserve a study room?

A: Our study rooms are first come, first serve. You can use the touch panels outside of the rooms in the library and learning center to locally book the room for up to an hour. Some colleges have private study rooms for their students only, which you can access if you are a student of that college.

Q: Is there any information about how to use the technology in the classrooms?

A: We have some online assistance at http://www.ou.edu/content/tulsa/it/classroom_support.html that may assist you with your questions. The interactive touch panel is a great start to familiarize yourself with how to control our distance education classrooms. We also have staff available from 7:00AM until 10:00PM at x3812 that can meet with you to discuss your inquiries into our equipment.

Q: Who do I call when I have other classroom issues?

A: For any emergencies that may or may not be life threatening, please call 911, or x3333, (Campus Police), from a campus phone. If your classroom is locked, x3812 will get you to us and we can typically be there within 5 minutes, but if you see us in the hall, feel free to flag us down if your classroom is locked and it shouldn't be (typically Campus Police opens classes 30 minutes prior to class start). Campus Police actually controls all the doors remotely, and they can be reached at their non-emergency number x3900. You can also call x3812 for us to coordinate with Operations if there are environmental problems such as temperature, lighting, or power issues.

Q: What do I do when I need assistance in a classroom?

A: For any technology related issue, please call x3812 from the phone on the instructor podium/desk, or 918-660-3812 from your mobile phone.

General FAQs

Q: Do you have any "Green Initiatives" or recycling programs?

A: The campus currently provides paper and plastic bottle recycling. We have tried to place recycle bins next to or inside the printing areas to facilitate the recycling of wasted paper. In addition, we are currently exploring ways we can distribute some of our informational handouts and pamphlets in an effective electronic format.

Q: Where can I get the latest information about what is going on with IT on campus?

A: We are on [Facebook](#)! Like our page to stay up to date with all of our tips and tricks, our special events, lunch and learns, and any outages we may be experiencing.

Q: Is there a place I can go for general technology questions?

A: Our Service Desk employees may be able to help with general questions if you need. They are located in 1C65. Call (x3550), email (tulsait-servicedesk@ouhsc.edu) or visit us!

Useful Links & Contacts

<http://www.ou.edu/content/tulsa/it/faqs.html>

<http://www.ou.edu/content/tulsa/it/at-faq.html>

Academic Technology Support

Hours: M-F 7:00 AM – 10:00 PM; Weekends 8:00 AM – 5:00 PM

Phone: 918.660.3812

Email: Tulsa-IT-AcademicTechnologyServices@net.ou.edu

Service Desk

Hours: M-F 7:30 AM – 5:30 PM

Phone: 918.660.3550

Email: tulsait-servicedesk@ouhsc.edu