Technology Info for Parents of Incoming Students

Getting Started

New students will receive a “New Student Quick Start Guide” with their ODU username and temporary password. This step-by-step guide will show your student how to change their password, check their class schedule, and check their e-mail. You can find a copy of the quick start guide under “Help Guides” at http://helpdesk.ohiodominican.edu

If the student is bringing a computer to campus, make sure they bring any CDs that came with the computer. If your student encounters a problem during the school year, these CDs will be useful for troubleshooting your student’s computer. To access the Internet from their residence hall, the student will also need an Ethernet cable. Depending on room configurations, your student may need a 15+-foot Ethernet cable.

Computer Access

Most students bring their own computers to college; however, this is not required. There are computer labs throughout the ODU campus, which provide your student with the resources they need to complete their projects. There are computers available in the residence halls, student center, all academic buildings and Spangler Learning Center.

Computer Purchasing

If you are purchasing a new computer, the ODU Computer Helpdesk supports both Windows and Apple computers. Any computer manufactured within the last 3 years should be compatible with the campus network. Many students prefer laptops rather than desktops because of their size, flexibility, and convenience.

Software Purchasing

The ODU Webstore offers highly discounted software such as Microsoft Office and Adobe products. Your student can access this software with his or her ODU username and password by going to the eAcademy WebStore. If your student does not have a personal computer, all campus computers have the Microsoft Office Suite and other useful software installed.

Printing

Students are not required to bring a printer to campus because students can print from ODU computers. ODU uses a print management system called Papercut to manage campus printing. At the start of each semester, ODU provides each student with a $25.00 balance, which allows
for up to 500 sheets of printing. If your student needs more than the allotted 500 sheets, he or she may add more Papercut funds at the ODU Business Office in Erskine Hall.

**Network Registration**

In order to protect the ODU network, each device must register before Internet access is granted. This includes computers, mobile devices, game consoles and other network enabled devices. All computers are required to have the latest security updates and valid virus protection. Computers that do not pass the online network registration scan will be required to install all updates before registering. Your student will be required to pass an online scan and register their computer each year.

**Wireless Access**

Wireless network access is available in all academic buildings as well as Spangler Learning Center, Bishop James A. Griffin Student Center and Lynam Hall. Wireless access is also available outdoors on the oval.

Your student can easily connect to the wireless network by selecting the ODU-START_HERE wireless network, open their Internet browser, and follow the steps on the ODU wireless network setup wizard. After connecting, students who have not registered their device will need to complete the network registration.

**Network Acceptable Use Policy**

Information regarding access, copyright, harassment, email, plagiarism, vandalism, security and privacy is available at [http://www.ohiodominican.edu/NetworkPolicy/](http://www.ohiodominican.edu/NetworkPolicy/)

**Getting Help at the ODU Computer Helpdesk**

The ODU Computer Helpdesk offers free technical support for your student. Should your student need assistance with their computer during the school year, encourage them to check out our documentation at [http://helpdesk.ohiodominican.edu](http://helpdesk.ohiodominican.edu) or visit us on the Middle Floor of the Spangler Learning Center.

**Contact Information and Hours**

Middle Floor, Spangler Learning Center.  
ODU Computer Helpdesk  
Phone: 614-253-3633  
Toll Free: 888-251-0773  
E-mail: helpdesk@ohiodominican.edu  

Regular Semester Hours:  
Monday – Thursday 8:00 AM - 10:00 PM  
Friday – 8:00 AM - 5:00 PM  
Saturday – 8:00 AM - 2:00 PM  
Sunday – 1:00 PM - 9:00 PM  

*See website for summer hours