

Need Help?

IT Help Desk Hours

The IT Help Desk is available for all technical support needs.

September to May

Monday – Friday	8:00 a.m. - 4:30 p.m.	Walk-in & Phone
Monday – Thursday	4:30 p.m. - 7:00 p.m.	Phone Only

May to September

Monday – Friday	8:00 a.m. - 4:30 p.m.	Walk-in & Phone
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Submit a service request

IT service requests are submitted online through myOkanagan. Click on the employee tab and select IT Service Request from the OC Express – Requests and Notices section

IT Help Desk Contact Information

Phone Numbers:

250-762-5445 local 4444

1-866-839-4032

Local: 4444

Email:

servicerequests@okanagan.bc.ca

Web:

www.okanagan.bc.ca/itservices

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Introduction to IT

IT Services at Okanagan College provides comprehensive technology support for staff, faculty and students, including:

- IT Help Desk support
- Online learning technology including Moodle and streaming hardware
- Enterprise application support (Banner, myOkanagan, FAST, Argos)
- Assistance with computer problems
- Wireless networking, telephone, and email support
- Classroom and office technology support

For more information about technology services offered by Okanagan College IT Services, please visit: <http://www.okanagan.bc.ca/itservices>.

Quick Reference: Logins

myOkanagan Account Allows you to login to the myOkanagan portal and Moodle	
myOkanagan portal Moodle OC Wireless Network	User ID: Your nine-digit employee number e.g. 300123456 Password: Default is your birthday (MMDDYYYY) e.g. June 15, 1982 = 061582

Network Account Allows you to login to campus computer, Outlook Email and eduroam**	
Campus Computers Outlook Web Access eduroam Wireless **	User ID: Your nine-digit employee number e.g. 300123456 Password: A temporary password will be sent to your department.

**eduroam requires appending a suffix of @okanagan.bc.ca (see Wi-Fi section)

Service Request System

IT service requests are submitted online through myOkanagan. Click on the employee tab and select IT Service Request from the OC Express – Requests and Notices section. Complete the form, including your campus, room number; and a brief description of the problem you are reporting, including any error messages you see.

If you are unable to complete the online form or are at risk of canceling a class due to technology failure please contact the IT help desk directly at local 4444.

Deepfreeze

Okanagan College computers are protected from changes, by a tool called “Deepfreeze”. IT services uses deepfreeze to help keep viruses from rendering your machine useless and giving you the comfort knowing you can reboot to get things back to normal. A computer that is in a “frozen” state will discard any system changes upon reboot.

It is recommended to keep your machine in a “frozen” state and to only “thaw” the workstation when you need to install a known good application.

myOkanagan Portal

myOkanagan is a web-based portal that hosts a range of tools and resources for students, staff and faculty. Some examples include:

- Class lists & Timetables
- myOkanagan.bc.ca email
- Grades
- "College Matters" news
- Access to Banner, FAST, ELMS,
- Requests and Notices
- Documents and Reports

To access the myOkanagan portal, go to: <https://my.okanagan.bc.ca>

myOkanagan Login

User ID: Your nine-digit employee number e.g. 300123456

Password: Default is your birthday (MMDDYY). e.g. June 15, 1982 = 061582

myOkanagan Password Reset

This service allows you to reset your password on your myOkanagan account via email. In order to use the service, you must have previously set up an alternate email address in myOkanagan. You will be prompted to provide the address the first time you log into myOkanagan. The prompt appears for both new and existing users. If you wish to change your alternate email address, you can do so by going to My Account, Setup Alternate Email for Password Recovery within myOkanagan.

The alternate email address can be any non-Okanagan college email account. This will send a password recovery link to your alternate email address. You will need to click the link in the email or copy/paste it into your browser. This link will bring you to the myOkanagan password recovery page, where you will need to click the Login button to enter myOkanagan. Finally, you will be prompted to change your password and accept the Responsible Use policy.

Network Access

Network Access credentials allow you to access campus computers, your Outlook web access and campus wireless (Wi-Fi).

Network Login

User ID: Your nine-digit employee number e.g. 300123456

Password: A temporary password will be sent to your department.

Note: Once you receive your temporary password, you must change it immediately.

When logging into a Lab Computer as an employee, your user ID should be followed by @emp.oc e.g. 300123456@emp.oc. You will still use your regular network password.

Network Password Reset

Begin the reset process by clicking “Forgot Your Password?” on the myOkanagan login page. Next, you should enter your 9-digit Okanagan College ID number (e.g. 300123456) and choose Network as the account to recover.

A password recovery link will be sent to your alternate email address. You will need to click the link in the email or copy/paste it into your browser.

After clicking this link, your account is assigned a temporary one-time-use password. You are given the option to change your password immediately, or you can login to Windows using the temporary password and do so from there. In either case, the password complexity rules must be followed.

Please note that resetting this password will affect all services in your Network account: your computer login, your Outlook email login and your eduroam wireless (Wi-Fi) login.

Outlook Email

Okanagan College employees are provided with an Outlook email account. Your email address will be *first initial+last name@okanagan.bc.ca*. For example, John Smith would be jsmith@okanagan.bc.ca.

Your email account can be accessed either online, via Outlook Web Access (OWA) or via the Outlook desktop client.

User ID: Your nine-digit employee number e.g. 300123456

Password: Your Network Password

Accessing Outlook via Outlook Web Access (OWA)

Okanagan College employees can access their email via the web at the following web addresses. *Use the link for your home campus.*

Kelowna	https://owa.sk.okanagan.bc.ca/owa
Kalamalka/Revelstoke	https://owa.kal.okanagan.bc.ca/owa
Penticton	https://owa.pen.okanagan.bc.ca/owa
Salmon Arm	https://owa.sa.okanagan.bc.ca/owa

Accessing Outlook on an Okanagan College Computer (Desktop Client)

When using outlook on an Okanagan College desktop or laptop computer, the outlook profile will first need to be configured. Please submit an IT Service request to have this completed. You are still able to access email through the Outlook Web Access.

Outlook Password Reset

Please see the Network Password Reset instructions on page 5.

Wireless (Wi-Fi) Access on Campus

eduroam Wireless (Preferred)

eduroam (education roaming) is a wireless network service that provides students, staff and faculty from Canadian education institutions with secure internet access. The eduroam wireless is our preferred service for mobile device users at Okanagan College.

For setup specific to your mobile device or laptop operating system, please refer to www.okanagan.bc.ca/itservices.

User ID: Your nine-digit employee number and "@okanagan.bc.ca"
e.g. 300123456@okanagan.bc.ca
Password: Your Network Password.

Note: You must have logged into a computer on campus and changed your temporary network password before you are able to access eduroam.

OC Wireless (Alternate)

The OC wireless network is also available at all Okanagan College campus. When you select this network, it will connect and a webpage will open prompting you for a user name and password.

User ID: Your nine-digit employee number e.g. 300123456
Password: Your myOkanagan password.

Telephone Services

IT Services is responsible for maintaining and ensuring the effective use of telephone services at all campuses.

People Directory

The Okanagan College People Directory is available online. To search the Employee Directory visit:

http://www.okanagan.bc.ca/about/People_Directory.html

Making Changes to the Employee Directory

If you need to make any changes to the information displayed in the People Directory you can edit your own entry through the myOkanagan portal. On the employee tab, under OC Express-Administrative Functions, expand the Employees section and select My Entry in the OC People Directory.

Voicemail

To setup voicemail you can either dial 89 or press your voicemail labelled button. Default passcode is 1 2 3 6 5 4. Once your passcode has been entered you will be prompted to set up your mailbox. If you experience any problems with your passcode entry, please call the IT Services Helpdesk at local 4444.

Here are some directions for how to check for messages in your voice mailbox from outside OC, by calling area:

Kelowna locals dial: 250-862-5454

You will hear, "Welcome to the message centre, please enter a mailbox number..."

- Enter your local
- Your voicemail message will start to play; at that point dial *
- You will then be prompted to enter your passcode

Penticton locals dial: 250-492-4305

Vernon locals dial: 250-545-7291

Salmon Arm locals dial: 250-832-2126

You will hear, "Thank you for calling Okanagan College..."

- Enter 5454

You will hear, "Please wait while I transfer your call. Welcome to the message centre, please enter a mailbox number..."

- Enter your local
- Your voicemail message will start to play; at that point dial *
- You will then be prompted to enter your passcode

Off-Campus File Access

Web Access to files

You can access your network files via a web browser using myFiles.

<https://www.myfiles.okanagan.bc.ca>

User ID: Your nine-digit employee number e.g. 300123456

Password: Your Network Login.

VPN (Virtual Private Network)

A VPN connection allows you to remotely connect to Okanagan College as if you were connected on campus. After connecting to the VPN server, you will be able to run Outlook, access files, and access applications remotely from your home, Starbucks, airport, hotels, etc.

Instructions for setting up access can be found on our website:

<http://www.okanagan.bc.ca/itservices>

Moodle

Moodle is a web-based learning environment that helps instructors create, manage and organize their course materials. Every course at Okanagan College has its own companion Moodle site; with a new course section created for each term.

In a Moodle course section instructors can post lecture notes, PowerPoint presentations, and links to websites and are able to set up online discussion forums. They can create online quizzes and assignments that students can submit electronically.

Moodle Login

Open a web browser and go to <https://mymoodle.okanagan.bc.ca> and click the Login link at the top right. A link to Moodle can also be available in the myOkanagan portal.

User ID: Your nine-digit employee number e.g. 300123456

Password: Your myOkanagan password.

Useful Features in Moodle

- Create groups in your course and then create a discussion forum that can be made private for each group.
- Selectively release content based on various criteria (time, date, student, having completed a quiz, or assignment, or viewed a page).
- Create an assignment where students record audio or video or create a drawing.

For specific training or more information about Moodle visit the Educational Technology Centre in room L100.

Media Tools for Online Learning

Blackboard Collaborate is an online web conferencing system used for conducting a synchronous (real-time) distance education class. Sessions can also be recorded for later viewing. Collaborate can be accessed from any computer with an internet connection, allowing instructors and students to join an online session from anywhere in the world. OC has two 50-seat Blackboard Collaborate vClass spaces which can be booked by contacting EdTech.

Blue Jeans is a videoconferencing service intended for virtual meetings. Participants can connect from a variety of platforms including desktop or laptop computers, iPads, iPhones and other mobile devices, and room-based videoconference systems. There is screen sharing and chat capability. IT Services can schedule a meeting for you, or for frequent users, create an account so you can set up your own meetings.

Each Okanagan College campus also has hardware videoconferencing systems used for classes and meetings. The AV loan collection at each campus has a Sony portable videoconferencing system that looks like a 17-inch monitor with a built-in camera and microphone and will work from any live network port on that campus. Each campus also has a LifeSize Express 220 (or LifeSize Team 220 at KLO) high definition videoconference system. This is a 46-inch LED TV on a cart with a camera, tabletop microphone and the codec. The LifeSize Express can only connect to one other system. The LifeSize Team can connect up to 4 sites.

Webcasting is possible with a set up as simple as a webcam and a laptop through OC's Adobe Streaming Media Server. Contact EdTech for advice.

Advice and assistance with screen casting and audio/video recording of lectures and demonstrations is also available through the Educational Technology Centre located in room L100.

Banner Accounts

Banner is the software system in use at Okanagan College for the administration of almost all college business. Banner accounts are provided to employees whose job requires they work within the system.

Banner account requests are submitted by your department administration office via the online IT Account Maintenance Request, and must be approved by a manager.

Questions or problem related to the Banner system should be directed to the IT Services Help Desk.

Fast Accounts

FAST Finance Reporting provides decentralized self-service financial reporting for authorized users, allowing drill down access to all accounts for that user.

Reports include relevant, timely information for actuals, commitments and budgets, showing where money is being spent and how it compares to approved budget amounts.

IT Services provides access to the system via myOkanagan. Account security is maintained by the Finance department.

Any questions or issues regarding access to the FAST Finance Reporting System should be directed to the IT Services Helpdesk. Questions regarding access to particular account codes should be directed to the Finance Department.

Room Technology

The standard OC classroom has a LCD Projector, screen, and speaker system. There is a cable bundle that includes power, network, VGA and audio that will provide connections for your laptop.

Computer labs have the same setup with the addition of an installed instructor computer. There will be a push-button switch that lets you connect your laptop to the projector instead of the instructor computer.

There are a few exceptions to the standard install:

- Model Technology classrooms (E208 Kelowna, PC228 Penticton, SA141 Salmon Arm, D223 Vernon) each have 2 displays with an HDMI matrix switcher that lets you put various sources (instructor computer, laptop, document camera) on either display.
- Okanagan College Language Centre (B223 Kelowna) also has 2 displays and an HDMI switcher.
- KLO Lecture Theatre: sign out the keys and projector remote from the information desk in the foyer. You need to open the audio rack backstage right to adjust the computer volume.
- Wine Sensory Lab Penticton has 2 overhead cameras, 3 displays and an Extron touch panel that sends various sources to the displays.

For more information see <http://okanagan.bc.ca/edtech> or visit the Ed-Tech center in room L100.

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