Labs and Printing FAQ

Q: What is the difference between PrintOU-T and PaperCut?

A: Often these terms will be used interchangeably, however, PrintOU-T is the actual printing application whereas PaperCut is print metering software.

Q: How do I set up my PaperCut account?

A: All you need to do is go to [http://tulsa.ou.edu/PrintOU-T](http://tulsa.ou.edu/PrintOU-T) to set up your account. Log in with your network credentials, from this point forward when you log into a campus computer, it will automatically appear in the upper right hand corner during startup.
Q: How much does it cost to print?

A: Black and White single sided printing is $0.10 per page and Black and White double sided is $0.15 per page.

Q: How do I print on campus?

A: We use a service called PrintOU-T for printing. This program helps control waste, encourage better printing practices, and manage printing costs for the campus. To use, you must set up your account. Everyone gets a free $5.00 credit at the start of each semester. These allocations do not carry over from one semester to the next and once depleted cannot be modified. Once this purse is used up for the semester, you can link your printing account to your Sooner Card to add additional money for printing. Staff in 1C65 or the library can help you with this.

Q: Where do I print on campus?

A: We have printing in both computer labs, as well as upstairs in the Learning Center Copy Center, the commons area in building three, and the library. We also have a large area printer in the library. Ask one of the attendants at the desk for more information on large area printing. We also offer wireless printing with your laptop or phone by logging into http://tulsa.ou.edu/PrintOU-T with your network login and password.

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 lounge, and 3E35 is on the third floor right next to the elevator in the E hallway. We also have areas in building 3, the Learning Center Copy Center, and the library with computers and printers for your convenience.

Q: When are the computer labs open?

A: 1C65 is open 24/7. 3E35 is only available per class schedules. We do have other areas with computers for use across campus however. Building 3, upstairs in the Learning
Center Copy Center, and the library have public computers for use by students per campus hours as well.

**Provided Services FAQs**

**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 userid, you can manage your password [here](#). If you have an OUNetID (4x4), 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 | OU 4x4](#)
- iOS – [OUHSC | OU 4x4](#)

**Q: How do I access my email account?**

A: For OUHSC accounts: [webmail.ouhsc.edu](#)

   For OU accounts: [exchange.ou.edu | 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](http://www.ou.edu/tulsa/it/software.html)
For Antivirus: [http://www.ou.edu/content/tulsa/it/antivirus_software.html](http://www.ou.edu/content/tulsa/it/antivirus_software.html)

Q: Do you have wireless connectivity all across campus?
A: 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 access network drives (your U: drive), 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](http://www.ou.edu/content/tulsa/it/antivirus_software.html) 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: We do. Please check out our website at http://www.ou.edu/tulsa/it/software.html or visit us in 1C65 for more details.

Classroom Technology FAQs

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. We have started using USB storage drives for faculty and staff to educate them on the use of classrooms, and are constantly looking for new ideas that reduce waste and cost.

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. We also have a knowledge base with most of our frequently asked questions located at help.ouhsc.edu

Useful Links & Contacts
http://www.ou.edu/content/tulsa/it/faqs.html
http://www.ou.edu/content/tulsa/it/at-faq.html
http://help.ouhsc.edu/

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