

Information Technology Services

ITV/Zoom Classroom Training:

All NOC faculty and staff who are teaching ITV courses should schedule training on ITV & Zoom usage.

For training, call ext. 6291 or ITHelpDesk@noc.edu

Printer/Copier Help Request:

For printer & copier support, please fill out and submit the *Printer Services Request* form found on the Information Technology website.

www.noc.edu/printer-services-request

Blackboard:

Please use the following contact information for assistance with using Blackboard or problems utilizing Blackboard or its third-party services.

(580) 308-3021 24/7

Bbhelp.noc.edu

Loaner Laptops/Projector:

Laptops and projectors are available for temporary use through the IT Department.

For check out:

Tonkawa Ext. 6291

Enid Ext. 2252

Stillwater Ext. 6930.

Event Requests:

To set up an event needing IT support, complete and submit the *Schedule Request Form* from the School Dude website. Please check any Required IT Services under *Setup Requirements*. This will generate a request for your event with technology support. Please submit your School Dude request as soon as possible.

If unsure, check any IT services you may potentially need, and IT will contact you for further details.

login.myschoolbuilding.com/msb/signin

NOC Employee IT Policy:

The employee IT Policy can be found on the Information Technology website on the NOC Homepage.

www.noc.edu/planning-policies



Contact Information

ITV & Zoom.....	580.628.6801
Blackboard	580.308.3021 (24/7)
myNOC	580.628.6291
Document Mgt/Imaging.....	580.628.6348
Email/RightFax.....	580.628.6337
Wireless	580.628.6332
IT Help Desk	580.628.6291
After Hours Support	580.628.6267 (voicemail messages will be sent to an email address)

The offices of the IT Department are located in

Wilkin Hall Room 206 (Tonkawa)

Zollars Memorial Library (Enid)

Stillwater Classroom Building(Stillwater).



NORTHERN
Oklahoma College

IT Resources Brochure Faculty/Staff

www.noc.edu/it



IT Mission Statement

Information and Instructional Technology at Northern Oklahoma College covers many areas such as computing, media, interactive television, wireless, classroom instruction, and telephone services for each of our three campuses. It's a complex and rapidly changing environment that demands constant review and innovation. Our goal is to continually enhance the resources and expertise of the college community in support of its role in maintaining an exceptional learning environment for Northern Oklahoma College students.



COURIER SERVICES

When sending an item, please make sure to fill out the courier envelope completely with name of recipient (instructor, facilitator, etc.), course number/title, day & time of class and any other pertinent notes. If possible, please allow an extra day for delivery. **Deliveries are made Monday, Wednesday & Friday.**

In Order of Delivery:

TONKAWA – 580.628.6291

The courier box for outgoing mail is located in the IT Department, Wilkin Hall 208. Designated boxes are marked for Enid, Stillwater and Ponca City/University Center. A second mailbox for the U.C. is located in the Administration mailroom. Pick-up is fifteen minutes after opening office hours. Delivery back to campus is approximately 2:00 p.m., with incoming mail distributed to the Administration mailroom by 3:00 p.m.

ENID – 580.548.2252

In Enid, the courier box is located in the Administration Building mailroom. Items should be there by 8:30 a.m. for 9:00 a.m. pick-up. Outgoing mail should be placed in the box by 8:15 a.m. for same day pick-up and delivery. Incoming courier mail is distributed at approximately 10:00 a.m.

STILLWATER – 580.628.6904

Stillwater's courier box is located in the main workroom on the 2nd floor. Courier pick-up and delivery time is approximately 12:00 p.m.

UNIVERSITY CENTER (U.C.) – 580.718.5600

To send information via courier at the U.C., please check your item with at the Student Services desk and they will route to the appropriate campus. The courier delivery and pick up time is approximately 1:30 p.m.

VPN SERVICE & ZOOM

NOC's VPN (Virtual Private Network) service allows employees to connect to their file share directory and Jenzabar systems with a more secure connection. This is not an automatic feature for every employee, please contact your Department Manager or Division Chair if you are needing to utilize NOC's VPN service.

Zoom is NOC's go to platform for all video conferencing and classroom video connections to include ITV courses. Please do not create your own Zoom account as the free version has limited features. You are able to record all your meetings or courses with Zoom's cloud-based storage. When logged into your Zoom account, you may access those records or share them as well. All NOC devices have Zoom already installed.

Zoom Assistance:

(580) 628-6280

ITHelpDesk@noc.edu

EMAIL

- Your Outlook account is accessible off campus by going to the home page at www.noc.edu and selecting Staff/Faculty Email under the "College Resources" heading. You will need to enter your complete email address when logging in.
- To reset your password (before expiration), log in from the Outlook Web App. Select the settings gear at the upper right and choose "Options". From the left menu, click "General", then "My Account". You will see the "Change your password link" at the right side of your account screen.