I.T. SURVIVAL GUIDE

HELP DESK

If you need help with your personal computer, please contact the IT Help Desk at 419-772-1111 or help-desk@onu.edu. Walk-ins are also welcome (located in Northern Commons 121).

✔ Basic Computer Troubleshooting
✔ Network Troubleshooting
✔ Software Installation
✔ Operating System Installation
✔ Virus/Malware Removal
✔ Mobile Device Setup
✔ Data Backups & Restoration

PC MAINTENANCE

Here are a few things you can do to keep your PC running at max performance.

✗ ANTI-VIRUS SCANS
✗ MALWARE CHECKS
✗ WINDOWS UPDATES
✗ DISK CLEANUP
✗ DISK DEFRAGMENT
✗ REGULAR BACKUPS

Free Software Downloads: Ninite.com

OFFICE 365
FREE for all ONU STUDENTS!

office.com/getoffice365

GAME CONSOLES

Register your gaming device with the IT Help Desk to successfully connect to the ONU GAMING wireless network.*

* MAC Address must be added to filter list or connection will be denied.

ONU

419-772-1111 | help-desk@onu.edu

FORGOT YOUR PASSWORD?

Give us a call and we’ll reset it for you. Sign up for SMS alerts and reset your password via text.

NEED TO KNOW YOUR PRINT BALANCE?

Simply open a browser and go to http://onuprinters.onu.edu:9191/