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2021

### OCIS Helpdesk Portal: Webpage snapshot

Kean University

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## OCIS Helpdesk Portal: Webpage snapshot

### Abstract

Email Announcement of OCIS Portal

### Keywords

Technology, OCIS

How can we help you today?



## **Browse Solutions**



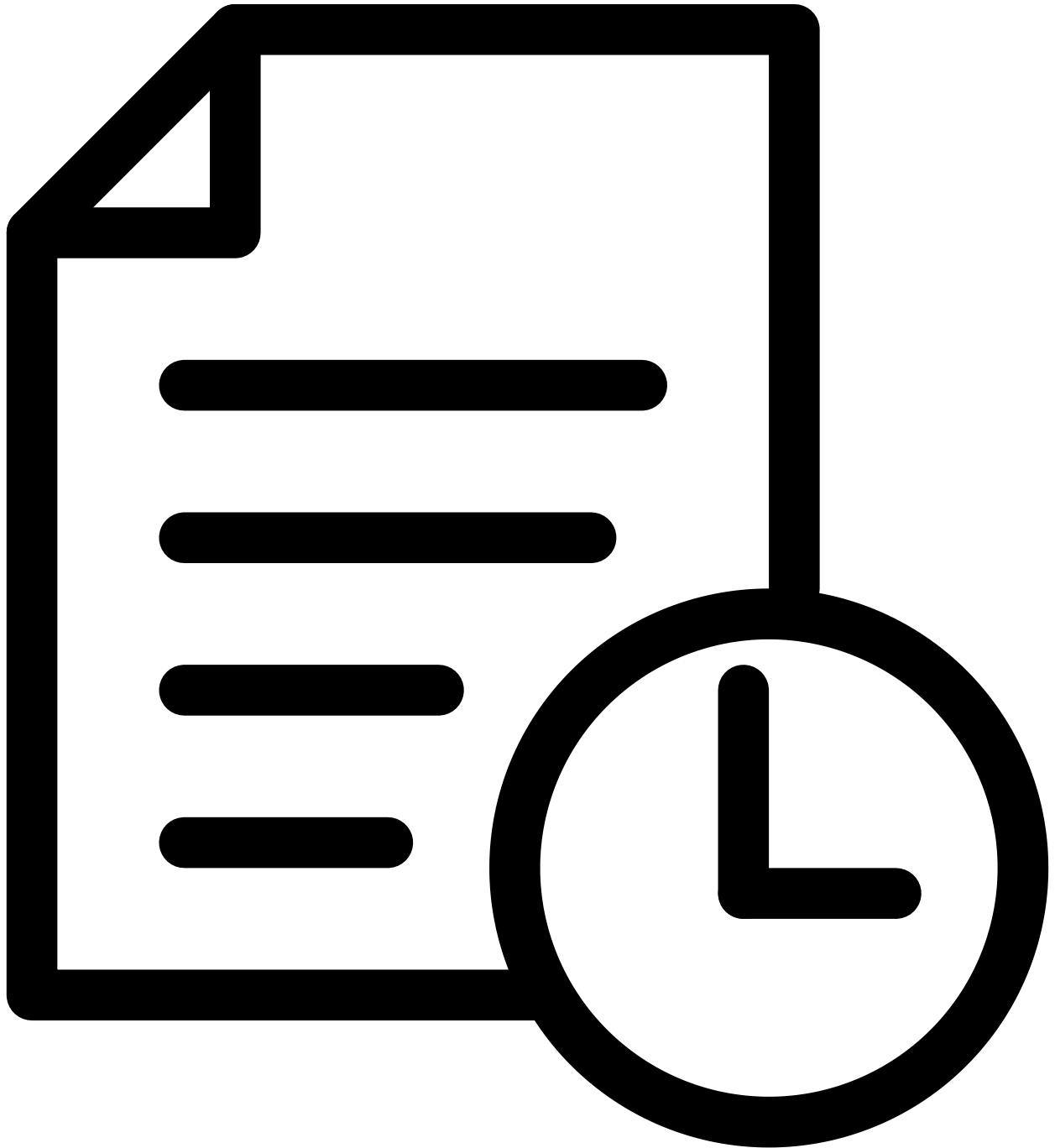
## **Request New Service**



## **Your Tickets**



## **Report an Incident**



**Pending Approvals**

**Announcements**

- [Welcome to the Portal](#)
- [Working From Home \(Faculty & Staff\)](#)
- [Remote Learning \(Students\)](#)
- [General Info & FAQs](#)

- [Reset My Password](#)
- [E-Mail & Accounts](#)
- [Loaner Laptops](#)
- [Accessibility](#)
- [Computers & Equipment](#)
- [Internet & Network](#)
- [Telecom](#)
- [Applications & Software](#)
- [Audio Visual](#)
- [Technician Articles](#)

## **Welcome to the Portal**

### **Getting Started**

- [An Introduction To FreshService](#)
- [Edit Your Profile & Delegate Approvals](#)
- [Glossary of Portal Terms & Definitions](#)

### **Tickets & Service Requests**

- [How To Submit An Incident Ticket](#)
- [How To View & Edit Your Tickets](#)
- [Tips For Communicating Your Issue](#)
- [How To Use The Service Catalog](#)
- [What are Incidents and Service Requests?](#)

### **Other Features**

- [How To Initiate A Remote Support Session](#)

### **Video Tutorials**

- [FreshService Tutorial Videos Playlist \(https://www.youtube.com/playlist?list=PL2yyMXQMd0V79wBmCO7gJMDMIYSvbrccy\)](https://www.youtube.com/playlist?list=PL2yyMXQMd0V79wBmCO7gJMDMIYSvbrccy)
- [Welcome To The Portal Walkthrough Video \(https://www.youtube.com/watch?v=dExnyP\\_nLPE\)](https://www.youtube.com/watch?v=dExnyP_nLPE)
- [About The Service Catalog \(Short Video\) \(https://www.youtube.com/watch?v=VdTsdDDMy8Q\)](https://www.youtube.com/watch?v=VdTsdDDMy8Q)
- [How To File Service Requests \(Video\) \(https://www.youtube.com/watch?v=6rEZAeqN9Rw\)](https://www.youtube.com/watch?v=6rEZAeqN9Rw)
- [What's the Difference Between Service Requests and Incidents? \(Video\) \(https://www.youtube.com/watch?v=UWbaGKcRrjI\)](https://www.youtube.com/watch?v=UWbaGKcRrjI)

[View all \(7\)](#)

## **Working From Home (Faculty & Staff)**

### **Application Links**

- [Workday \(https://www.myworkday.com/kean/login.html\)](https://www.myworkday.com/kean/login.html)
- [Ellucian Colleague \(Requires VPN\) \(https://ui5.kean.edu/UI/Home/index.html\)](https://ui5.kean.edu/UI/Home/index.html)
- [Exchange E-mail Web Version \(https://exchange.kean.edu/\)](https://exchange.kean.edu/)
- [WebNow \(Requires VPN and Internet Explorer\) \(https://kean.hosting.ljk.co/webnow\)](https://kean.hosting.ljk.co/webnow)
- [Microsoft Office for Education Registration \(https://www.microsoft.com/en-us/education/products/office\)](https://www.microsoft.com/en-us/education/products/office)

[View all \(7\)](#)

### **Blackboard**

- [Blackboard Guides for Faculty](#)
- [Learning Commons Blackboard Manuals \(https://libguides.kean.edu/blackboard\)](https://libguides.kean.edu/blackboard)
- [Student Help Articles](#)

### **VPN**

- [How To Use The VPN \(https://helpdesk.kean.edu/support/solutions/articles/15000057275-using-the-vpn\)](https://helpdesk.kean.edu/support/solutions/articles/15000057275-using-the-vpn)
- [What Does & Doesn't Need The VPN](#)
- [Windows Activation error](#)
- [VPN Download Site \(https://sslvpn.kean.edu/\)](https://sslvpn.kean.edu/)

### **Telephones and Bria**

- [About Bria Softphone \(https://helpdesk.kean.edu/support/solutions/articles/15000061622-bria-softphone\)](https://helpdesk.kean.edu/support/solutions/articles/15000061622-bria-softphone)
- [Download Bria for iPhone and Android \(https://helpdesk.kean.edu/helpdesk/attachments/15033235459\)](https://helpdesk.kean.edu/helpdesk/attachments/15033235459)
- [Bria User Guide \(https://helpdesk.kean.edu/helpdesk/attachments/15033235463\)](https://helpdesk.kean.edu/helpdesk/attachments/15033235463)

### **Network Drives and File Sharing**

- [How To Access A Network Drive From Home](#)
- [Backing up to Google Drive \(https://helpdesk.kean.edu/support/solutions/articles/15000061944-how-to-upload-files-to-google-drive-manually-\)](https://helpdesk.kean.edu/support/solutions/articles/15000061944-how-to-upload-files-to-google-drive-manually-)
- [Backing up to OneDrive \(https://helpdesk.kean.edu/support/solutions/articles/15000061946-how-to-upload-files-to-onedrive-manually-\)](https://helpdesk.kean.edu/support/solutions/articles/15000061946-how-to-upload-files-to-onedrive-manually-)

### **OCIS Support**

- [Will OCIS Be Open in January 2022?](#)
- [Still Need Help? Contact OCIS](#)
- [Other Help Articles \(https://helpdesk.kean.edu/support/solutions\)](https://helpdesk.kean.edu/support/solutions)
- [Spam & Online Safety Tips \(https://helpdesk.kean.edu/support/solutions/articles/15000049787-information-on-spam-phishing\)](https://helpdesk.kean.edu/support/solutions/articles/15000049787-information-on-spam-phishing)

## **Remote Learning (Students)**

## **Applications**

- **[How To Use Software Found in Labs](#)**
- **[Open the Apporto Virtual Computer \(https://kean.apporto.com/\)](https://kean.apporto.com/)**
- **[SPSS Installation Instructions \(https://drive.google.com/drive/folders/1VicR9x2yN0Qfoe4x6ZDr646aRE4rWBkD\)](https://drive.google.com/drive/folders/1VicR9x2yN0Qfoe4x6ZDr646aRE4rWBkD)**
- **[Register for Free Microsoft Office \(https://helpdesk.kean.edu/support/solutions/articles/15000044506-free-microsoft-office-suite-for-students\)](https://helpdesk.kean.edu/support/solutions/articles/15000044506-free-microsoft-office-suite-for-students)**

## **Blackboard**

- **[Blackboard Articles for Students](#)**

## **Still Need Help?**

- **[Contact OCIS](#)**

## **General Info & FAQs**

### **FAQ**

- **[Downloadable Guide to General Computer Usage](#)**
- **[Links for Ellucian & WebNow](#)**

### **Policies**

- **[Kean University Computer Related Acceptable Use Policy](#)**
- **[Kean University Policy on Electronic File Sharing of Media](#)**
- **[Service of Personal Equipment](#)**

### **Links**

- **[MIR3 Campus Police Alerts Portal \(https://ondemand.mir3.com/kean/login/\)](https://ondemand.mir3.com/kean/login/)**
- **[Go to WebNow \(https://kean.hosting.lxk.co/webnow\)](https://kean.hosting.lxk.co/webnow)**
- **[Go to Ellucian/Colleague \(https://ui5.kean.edu\)](https://ui5.kean.edu)**
- **[Ellucian CRM Advise for Faculty \(https://www.kean.edu/media/crmadvise323\)](https://www.kean.edu/media/crmadvise323)**
- **[Blackboard Link \(https://blackboard.kean.edu/webapps/login/\)](https://blackboard.kean.edu/webapps/login/)**

**[View all \(8\)](#)**

### **Other Campuses**

- **[Ocean County Printing Information \(Gateway Building\)](#)**
- **[Wenzhou Kean IT Website & Articles \(http://helpdesk.wku.edu.cn/hc/\)](http://helpdesk.wku.edu.cn/hc/)**
- **[Wenzhou Kean IT Contact Page \(https://wku.edu.cn/en/org/it/\)](https://wku.edu.cn/en/org/it/)**

### **Support for On-Campus Residents**

- **[Cable TV Support](#)**

## **Reset My Password**

## **Password Links**

- **[How To Change Your KeanGoogle/ClearLogin Password](#)**
- **[Reset My Password \(https://kean-edu.clearlogin.com/update-password\)](https://kean-edu.clearlogin.com/update-password)**
- **[I Forgot My Password / I Can't Log In \(https://kean-edu.clearlogin.com/forgot-password\)](https://kean-edu.clearlogin.com/forgot-password)**

## **E-Mail & Accounts**

### **E-Mail & ClearLogin Help**

- **[Canned & Automatic Responses in Gmail](#)**
- **[Changing Your Google Account Display Name](#)**
- **["Authenticator MFA Registration" Page When Logging In To KeanGoogle](#)**
- **[E-Mail Password Reset Help \(https://helpdesk.kean.edu/support/solutions/15000045825\)](https://helpdesk.kean.edu/support/solutions/15000045825)**
- **[Forward all e-mails to a different account \(https://support.google.com/mail/answer/10957?hl=en\)](https://support.google.com/mail/answer/10957?hl=en)**

**[View all \(7\)](#)**

### **Outlook**

- **[Create an Archive in Outlook](#)**
- **[How to Import or Restore an Archive in Outlook](#)**

### **Other Accounts**

- **[Faculty Experience and Ellucian CRM Advise \(https://sites.google.com/kean.edu/ellucian-crm-advise/advise\)](https://sites.google.com/kean.edu/ellucian-crm-advise/advise)**
- **[Change Enrollment to CampusAlert™](#)**

## **Loaner Laptops**

### **How To Get A Loaner Laptop**

- **[Get a Loaner Laptop \(https://libguides.kean.edu/laptoploaner\)](https://libguides.kean.edu/laptoploaner)**
- **[About Loaner Laptops](#)**

## **Accessibility**

### **Presentation and Formatting**

- **[Exporting Text From A PowerPoint \(Converting to Word\)](#)**
- **[Enabling Live Captioning in Zoom \(https://helpdesk.kean.edu/a/solutions/articles/15000047885\)](https://helpdesk.kean.edu/a/solutions/articles/15000047885)**

## **Computers & Equipment**

### **The Physical Computer**

- **[Swollen/Enlarged Battery in Laptop or Phone](#)**
- **[What To Do When A Computer Falls](#)**

### **Data**



- [How To Back Up Files To A USB](#)
- [About File Back Up](#)
- [Google/Microsoft Cloud Back-up \(https://helpdesk.kean.edu/support/solutions/folders/15000075206\)](https://helpdesk.kean.edu/support/solutions/folders/15000075206)

## **Internet & Network**

### **Connecting to the Internet**

- [Registering Devices for Campus Wireless Access](#)
- [Connect to Campus Internet through KUAIR-FACSTAFF](#)
- [Connect to Campus Internet through KUAIR](#)
- [Connecting to Kean Wi-Fi As A Guest](#)

### **Online Browsing & Cybersecurity**

- ["Your Connection Is Not Private"](#)
- [Information on Spam & Phishing](#)
- [Guide to Internet Browsers](#)
- [How to Back Up & Restore Chrome Bookmarks](#)
- [Managing Passwords & Cybersecurity Tips](#)

[View all \(6\)](#)

### **VPN**

- [Using the VPN](#)

## **Telecom**

## **Applications & Software**

### **Zoom & Online Conferencing**

- [Setting Up a Kean University Zoom Account](#)
- [Enable Automatic Live Transcript in Zoom](#)
- [Using your Kean account on Zoom for Paid features.](#)
- [Others Can't Hear Me In A Virtual Meeting](#)
- [Can't Get Into Zoom Meeting](#)

### **Blackboard**

- [Learning Commons' Blackboard Manuals & Training Videos \(https://libguides.kean.edu/blackboard\)](https://libguides.kean.edu/blackboard)
- [Extend an Exam Timer in Blackboard](#)
- [View Blackboard Collaborate Recordings](#)
- [Blackboard Account is Locked](#)

### **Microsoft Office & Google Drive**

- [Pre-Recording A PowerPoint Presentation \(Including Microphone and Webcam\)](#)
- [Free Microsoft Office Suite for Students](#)

- [How To Upload Files to Google Drive \(Manually\)](#)
- [How To Upload Files To OneDrive \(Manually\)](#)
- [Autosaving Documents in Microsoft Office](#)

[View all \(6\)](#)

### **Ellucian Colleague & Recruiter**

- [KeanWise Student Petition Access Error](#)

### **Perceptive Content (ImageNow/WebNow)**

- [Perceptive Software - aka Webnow/Imagenow](#)

### **Other Software**

- [Administrator Password to Install Software](#)
- [Install ChemDraw for Windows and MAC](#)
- [What are the supported Apple Macintosh Operating System Versions for IBM SPSS Statistics?](#)  
[\(https://www.ibm.com/support/pages/what-are-supported-apple-macintosh-operating-system-versions-ibm-spss-statistics\)](https://www.ibm.com/support/pages/what-are-supported-apple-macintosh-operating-system-versions-ibm-spss-statistics)

### **Audio Visual**

#### **Faculty**

- [Using Plantronics Calisto 620 Bluetooth Speaker](#)
- [Cisco Board \(Rolling Cart\) Usage Instructions](#)
- [Using Jabra Speak 710 Bluetooth Speaker](#)
- [Connect To Projectors \(CAS\)](#)
- [How To Connect To Hybrid Classroom Equipment](#)

### **Technician Articles**

	• <a href="#"><u>BlackBoard Course Adjustments</u></a>	<a href="#"><u>Request</u></a>
<b>Popular Services</b>	• <a href="#"><u>Domain Account &amp; Network Resources</u></a>	<a href="#"><u>Request</u></a>
	• <a href="#"><u>ID Card Door Access</u></a>	<a href="#"><u>Request</u></a>
	• <a href="#"><u>Event Live Streaming and Recording</u></a>	<a href="#"><u>Request</u></a>
	• <a href="#"><u>Request equipment (Computers, Monitors, Accessories)</u></a>	<a href="#"><u>Request</u></a>

[Request](#)[View all services](#)

[Request](#)

[Request](#)

[Request](#)

[Request](#)

- [Connect to Campus Internet through KUAIR](#)
- Popular Solutions** [Setting Up a Kean University Zoom Account](#)

[View all articles](#)

- **Perceptive Software - aka Webnow/Imagenow**

- **Registering Devices for Campus Wireless Access**
- **Using the VPN**

Can't find what you're looking for?

Let us help you!

**Submit a Ticket**

^

Freshworks Switcher