

INFORMATION TECHNOLOGY SERVICES Q&A

1. Are any of the OC open labs available for spring quarter?

Once the Gov.'s stay home, stay safe order is lifted, we may be able to open some of our labs for students who need to be on campus but until then, our OC student open labs are closed.

2. Are there any devices that we can check out to take home?

Yes, please go to <https://bit.ly/OCstudentlaptopreservation> to make a reservation.

3. What happens after I fill out the form to make a reservation?

- When a laptop becomes available, you will be contacted to pick it up from one of our IT locations on the Bremerton, Poulsbo, or Shelton campuses.

NOTE: We're staggering appointments to ensure social distancing. Detailed information on location, date and time will be provided when we contact you.

- You will be required to attend a pre-scheduled walkthrough workshop when you come to pick up the laptop (10-15 minute).
- When checking out a laptop, you will be required to sign the [IT Resource Use Agreement](#). Please bring a government issued ID when you come pick up the laptop.

4. We don't have Internet at home, where can we go to get Internet?

We are setting up certain parts of our OC parking lots in our different locations so students can park and use the wireless in their cars. More details will be communicated by the end of this week. Please check your OC email and/or the OC website: <https://www.olympic.edu> to get the most updated information.

5. Our classes require the Adobe products and we can't afford to buy one, how can we get access to Adobe.

OC-IT is working with Adobe so that students can download and install Adobe products on their home computers.

We also have the Adobe products available in <https://workspace.olympic.edu> for students to use the Adobe products in the OC cloud.

6. Our classes require special apps like Solidworks, Solid Edge, Mathematica, Matlab, AutoCAD, Arcserve, where can we access those without coming to any OC campus?

We have special applications available in our OC Cloud environment called OC Workspace. Please visit <https://workspace.olympic.edu> to check out the available applications you can access from home.

7. I don't know the technology I need for my classes, who do I contact?

Please contact your instructor.

8. I'm having issues with my OC student account, who do I contact?

Please contact the OC-IT Help Desk at helpdesk@olympic.edu or 360-475-7600.