Technical Support

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STUDENTS: Usernames and Passwords

Otis College ID Number + Otis College Password:

Your Otis College ID Number (or Xnumber) is printed on your ID card.

For example,

> **Username:** X20109876
> **Password:** pAssword4

In most cases, you will use these credentials to access these resources:

- Otis College Dashboard
  - Webmail
  - The Nest
  - Zoom
  - Gdrive
- Most online resources
- Computers

Some research databases (**Grammarly** and **WGSN**) require each user to create an account; the username will probably be your Otis College email address and a password of your own choosing.

Others (e.g. **ProQuest Ebook Central** and **JSTOR**) give you the option to create a personal account for access to more features.

About Student Email Addresses

Since students use their Otis College IDs (Xnumbers) to log into most Otis services, it is easy to forget your actual email address. Student email addresses generally consist of these elements:

first initial + last name @ student.otis.edu = jotis@student.otis.edu

In case that email address already exists, a number will be added to differentiate between the accounts:

first initial + last name + number @ student.otis.edu = jotis5@student.otis.edu

You can find it by logging into the **Dashboard**. Then click on your name in the top right corner and view settings.

In addition to the Dashboard, here are some alternate ways to find your email address:

Webmail

- Click on your name on the upper left.
- OR send yourself an email

The Nest

1. Click on your name in the upper right-hand corner
2. View your **Account Settings** page

Self Service

1. Log into Dashboard
2. Click on **Tech Tools > Student Self Service**
3. Go to **Personal Information Menu** and choose **Personal Information**. It should be listed there.

FACULTY/STAFF: Usernames and Passwords

Otis College Username + Otis College Password:

Your Otis College Username is the first part of your email address, jotis@otis.edu.

For example,

> **Username:** jotis
> **Password:** pAssword4

In most cases, you will use these credentials to access these resources:

- Otis College Dashboard
    - Webmail
    - The Nest
    - Self-Service
    - Zoom
    - Gdrive
    - Formstack
- Most online resources
- Computers

Some research databases (**Grammarly** and **WGSN**) require each user to create an account; the username will probably be your Otis College email address and a password of your own choosing.

Others (e.g. **ProQuest Ebook Central** and **JSTOR**) give you the option to create a personal account for access to more features.

Changing Your Password / I Can't Log In

Password Errors

If you believe your password is correct but you are getting an error, it may have expired or you are otherwise required to change it. You can test that using our Password Test Tool.

> When using this tool, your login is your username from above followed by @otis.edu (ie for students X20001234@otis.edu, for faculty/staff use your email address).
>
> If your password is working normally, you will get the message You are signin. If your password needs to be changed, it will prompt you for that.
>
> If you need to reset your password or your account is locked, please go to the Self Service Password Reset option below.

How do I change my password?

You can change your email password using 2 different methods — the Password Test/Change Tool or logging into a campus computer. If you encounter any errors while changing your password, please contact the IS Helpdesk.

Important: If you have set up your Otis email on another computer (e.g. you personal laptop) or on a tablet or smartphone and are using legacy Webmail (yellow), you must update the settings immediately. Otherwise, the other device(s) will try to log into your account with the old password and lock out both passwords.

Via Password Test/Change Tool

1. Use the Password Change Tool. Your login is the username from above @otis.edu (ie for students X20001234@otis.edu, for faculty/staff use your email address).
2. Update your password on any tablets, smartphones, or other devices.

On an Otis Mac

1. Click on the *Apple* menu button and choose *System Preferences*.
2. Click on the *Accounts* icon. A new window will open.
3. Click on the *Change Password...* button.
4. Enter your old and new passwords into the appropriate boxes.
5. Click *Change Password* to save your changes.

On an Otis PC

1. Click and hold down the *Ctrl - Alt - Delete* keys.
2. The Windows Security window will appear on top of the desktop background; nothing else will be visible.
3. Click on the *Change Password...* button, located in the lower left corner of the Windows Security box.
4. Check that your "User name" and "Log in to" boxes contain your Email Username and OTIS.
5. Enter your old and new passwords into the appropriate boxes.
6. Click the *OK* button to save these changes.

Self Service Password Reset/Forgotten Passwords/Locked Accounts

Microsoft Self Service Password Reset Tool

We have arranged to use the Microsoft Self Service Password Reset Tool. If you have already setup your authentication questions/personal information, you can use the tool to reset your password or unlock your account.

Your User ID is your primary email address at Otis College.

If you are currently able to login and wish to change/update your information for this tool, you can access the setup.

What Happened to the Old Password Manager?

We have replaced the old Password Manager with a Self Service Password Reset Tool directly from Microsoft and another tool from Microsoft to handle password changes. Please check out the section titled Changing Your Password/I Can't Log In above.

I Need Help

How do I change my Otis College Password?

Please refer to Changing Your Password or Forgotten Password.

Where do I go if that does not work?

- Email the IT Help Desk (helpdesk@otis.edu), or
- Submit a Help Desk Ticket, or
- Go in person to their office on the 4th floor of Ahmanson

How do I log into the Otis Wi-Fi?

To access the **Otis_Internet** network. follow the directions on the Dashboard

What if I cannot access the Dashboard?

- During outages, the *Dashboard Is Unavailable guide* will be live It contains information on how to access various campus resources, including:
  - Alternate log-in URL for Webmail
  - Alternate log-in URL for The Nest