USC School of Social Work

Quick Start Guide

GETTING STARTED

- **_Setting up your USC E-Mail_**: To activate, please visit itservices.usc.edu/uscnetid. You will need your USC ID number and your Date of Birth in order to complete this process. If you run into any technical difficulties, please notify your HR contact.
- **_Accessing Email_**: Your USC email is available through outlook.com/usc.edu (also found on the USC homepage, popular links at the top of the page). Login with full email address and use password created during your initial setup.
- **_Computer Login:_** This logs you into your workstation computer and provides access to School of Social Work services. **_From your work station call the Help Desk, 213-821-5630 for login password._** After you have access to your workstation, please put in a technical support request for:
    - Microsoft Office Outlook set up for email access
    - Mapping of printers and networked drives

QUICK REFERENCE WEBSITES:

- **_School of Social Work Homepage_**: sowkweb.usc.edu
- **_Staff and Faculty Resources:_** sowkweb.usc.edu/faculty-staff-resources
- **_Faculty Specific Resources:_** sowkweb.usc.edu/faculty-staff-resources/faculty-lounge
- **_USC ITS Homepage:_** itservices.usc.edu

QUICK START HOW TOs:

- **_Computer login problems:_**
    - Call the Help Desk, 213-821-5630
- **_Technical support request and/or software updates:_**
    - **_Staff and Faculty Resources:_** sowkweb.usc.edu/faculty-staff-resources
    - Find Requests and click either Technical Support or Social Work Help Desk
- **_Reserve a Room:_**
    - **_Staff and Faculty Resources:_** sowkweb.usc.edu/faculty-staff-resources
    - Find Requests and click Room Reservation
- **_Borrow equipment or request meeting setup support_**
    - **_Staff and Faculty Resources:_** sowkweb.usc.edu/faculty-staff-resources
    - Find Requests and click Audio/Visual – University Park Campus or City Center
- **_Equipment Order_**: To request additional equipment, please contact your supervisor.
- **_Telephone support:_**
    - Submit a Technical Support request detailing what you need, including the phone number, the location, the specific request, the account number to be charged and, if possible, the grid number (located on the wall plate above phone cord)
    - Phone Manuals available at: https://itservices.usc.edu/telecom/phonesets/