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/