

Q: Is this email spam?

A: The easiest way to determine if an email is spam is to verify the sender of the email. If you suspect the email came from an individual, we suggest calling or instant messaging them to see if they sent you the email. If you need additional help identifying if an email is spam, please contact the OTC Helpdesk: helpdesk@otc.edu, or 417-447-7548.

Q: What anti-virus should I use?

A: If you are using a computer owned by OTC, it already has anti-virus software installed and configured. If you are using a personal device, we recommend you reference AV-Test.org to find the best antivirus for your operating system. Free solutions include Microsoft Security Essentials for Windows and Sophos for Mac.

Q: What do I do if I get the OTC Webpage Blocked while trying to browse the Internet?

A: In accordance with the Acceptable Use Agreement, Information Security does filter some websites. If you believe that a webpage has been blocked in error, please contact the OTC Helpdesk: helpdesk@otc.edu, or 417-447-7548.

Q: How do I request computer usage information?

A: If you suspect a co-worker is misusing computing resources or violating the OTC Acceptable Use Agreement, you can make a formal request for computer usage information through the OTC Human Resources Department. Computer usage information contains user logon information and user web browsing history.