New to OCA? Start Here!

1. Getting Started - Introduction

Welcome to the Getting Started section of the IT Help Desk, your all-in-one guide to beginning your journey with OCA. In this section you will find a basic overview of OCA systems, followed by a step-by-step guide to accessing essential sites and applications, along with how to get set up ready to begin your course.

It is important to keep in mind that every student begins their journey at different stages of experience and knowledge, so if you need to take some extra time to get to grips with the technical aspects of online study, please don't feel discouraged! The TEL Team and your tutor can offer valuable insight, so always remember to seek additional support when you need it. To contact the TEL Team, you can email techsupport@oca.ac.uk, or 'Submit a request' via the Help Desk.

Throughout this section you will be directed to specific support pages contained within the IT Help Desk, but you can search for any further queries you may have, or browse through the information categories available directly. The number of support pages will continue to expand as we add to the available resources, so check back when you are seeking support.

If you are unsure where to direct questions relating to elements of study outside of technical support, remember to refer to the

'Meet our Student Support Teams & Contacts' section of the Student Handbook OU, also available via the 'My Courses' page when signed into OCA Learn.

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