Helpful Tips

Town of Ocean City | 4/19/2013 | Information Technology Department

Help Desk Information

Email Account:
helpdesk@oceancitymd.gov

This is the best point of contact. When you send an email to this account, a work order will be generated and tracked.

Help Desk Phone Number(s):

4 digit dialing: 3999

10 Digit Dialing: 410-289-8882

Outlook Web Application

You can access your email while away from the office.

Webaddress:
https:\\mail.oceancitymd.gov

Username: first initial and lastname

Password: enter your current Windows password

Self Service Information

This service is used to give you the ability to unlock or reset your own Windows network account quickly without the help from Information Technology staff. All of the following links are located on all city computer's in your favorites in Internet Explorer.

You must first registerwhile signed into the City Network to use this service to have the ability to reset your password in the future.

Self Service Information(continued)

To Register to use self service go here:

http://naviline:88/tiweb/passwordreset/register.htm

To update your registration:

http://naviline:88/tiweb/passwordreset/updateregistration.htm

To reset your Windows account password:

http://naviline:88/tiweb/passwordreset/resetpassword.htm

Phone Information

To Access your city phone voice mail while away from the office

Dial: 410-723-6680

Audix voice prompts you to enter information. Follow prompts as you would if you were checking voice mail from your city extension while in the office.

After Hours Support Information

After hours support is used by staff that are experiencing computer related issues after or before normal business hours (Monday-Friday 8 am – 5 pm) that can't wait until the next business day. Please call Communications: 410-723-6602 and relay to the dispatcher that you are experiencing an issue (provide detail) that can then be relayed to the I.T. staff member on call. The on call staff will then correct the issue based on the I.T. Service Level Agreement documentation.