



Frequently Asked Questions – OSU and OSUWMC User Accounts and Email

Q. What is my OSUWMC MedCenter ID and Password?

- A. Your MedCenter ID and Password is the unique account assigned to you at the Medical Center for accessing Medical Center computing resources including Medical Center email, Medical Center computers and most Medical Center applications. It is different from your OSU Internet Username, however the passwords for these two accounts are synchronized. Your MedCenter ID is the first three or four letters of your last name followed by a number. Example: If your name is Monty Mouse, your MedCenter ID might be Mous99. Your email address would be monty.mouse@osumc.edu.

Q. How do I get my MedCenter ID and Password?

- A. You will get your MedCenter ID and Password from your manager or supervisor. Any questions about the MedCenter Login ID and Password may be directed to the Medical Center Help Desk at 293-HELP (4357).

Q. What is my OSU Username and Password?

- A. Your OSU Username and Password is the unique account assigned to you by OSU for accessing many OSU services and resources including benefits enrollment, parking passes (CampusParc), and OSU email. Your OSU Username is your last name, a period (.), and a number. Example: If you are still Monty Mouse, your OSU Username might be mouse.1999. Because of the format, the OSU Username is sometimes called the “name dot number” or name.#. Your email address would be mouse.1999@osu.edu.

Q. How do I get my OSU Internet Username and Password?

- A. If you provided a personal email address during your hiring process, your OSU Internet Username will be sent to that email address. The email will contain your OSU ID number and your Ohio State Username (lastname.#) and instruct you to access my.osu.edu to request an activation code. If you did not receive this email, or if you need assistance, contact the OSU Help Desk at 688-HELP (4357).

Q. Do I really have two email accounts now?

- A. Yes. But as an employee of the Medical Center, you are required to use your Medical Center email for business purposes and you are not allowed to forward your Medical Center email to another account. However, you can forward your OSU email to your Medical Center email. This is strongly recommended so that you will not miss important communications. You can forward your OSU Email to your Medical Center email when you visit my.osu.edu to activate your Ohio State Username. Look for “Deliver My E-Mail To”. If you need assistance with this, contact the OSU Help Desk at 688-HELP (4357).

Q. HELP!!

- A. If you have questions, you should generally start with your supervisor.
Both your Medical Center and OSU account passwords are managed at my.osu.edu.
For issues with your Medical Center account, contact the Medical Center Help Desk at 293-HELP (4357).
For issues with your OSU account, contact the OSU Help Desk at 688-HELP (4357).