



Information &
Technology Services

New Student ITS Tech Orientation Video Transcript

Katie: Hello and welcome to your first semester at Elizabethtown College. My name is Katie,

Austin: And my name is Austin,

Katie: And we work at the Campus's Information & Technology Services Department, or ITS for short.

Austin: We here at ITS know that your transition into college life can be both exhilarating and confusing, so to help with your transition, we would like to share with you how technology works here on campus, such as computer requirements, Etown management systems, printing, and internet safety.

Katie: Here at Elizabethtown College, we recommend that you use a computer with an up-to-date operating system installed. If you would like to know more about our computer requirements such as specific hardware components recommendations, click the computer specifications link below.

Austin: We understand that software, such as Microsoft Word or Excel, is crucial in an academic setting. That's why Etown College provides the full version of Microsoft Office for up to five of your personal devices for free. You do not need to buy your own copy of Microsoft Office.

Katie: Also, you don't need to purchase antivirus software. The college will provide a free copy of FortiClient. Every student must have FortiClient installed on their personal devices to connect to our network. You'll be able to download FortiClient once you arrive on campus. Until then, we recommend using free antivirus software.

Austin: It's a good idea to check if your computer has any updates that need to be installed before trying to connect to our network. Ensuring that your computer is up to date will make the process of connecting to our network much smoother.

Katie: Your Etown email is a vital tool for your upcoming college career. You should frequently check your email to stay up to date with notifications such as campus events, financial aid correspondence, class announcements, and other important information. Your email can be accessed by visiting mail.etown.edu or through the Outlook app.

Austin: Canvas is Etown's Learning Management System. This is where instructors will list things such as their syllabi, class materials, and grades, all of which can be found on the course homepage

under modules. Your Canvas dashboard will fill with course materials no sooner than two weeks before the semester starts. If you would like to receive emails for Canvas updates, you can select your notification preferences in the settings under your account in the navigation on the left. Canvas can be accessed by logging into canvas.etown.edu in a web browser or through the Canvas mobile app.

- Katie: Jayweb is Elizabethtown's all-purpose portal where information such as your course schedule, college transcript, housing, and financial aid details can all be found. Jayweb can be accessed by logging onto jayweb.etown.edu in a web browser.
- Austin: As a student, it's a given that sooner or later you'll need to print. Printer stations are available for student use throughout campus in residential and academic buildings. Although it may be tempting to bring your own personal printer, remember that we do not allow users to set up their own wireless printing. Any printer that you bring to campus must be used through a wired connection. Students can print up to 500 gray scale pages each semester at no additional cost, so there's no need to bring your own printer to print on campus. Simply go to print.etown.edu and log in with your Etown credentials.
- Katie: It's always a good idea to keep a backup of your important files. Jaynet is our campus's network drive that allows students to store their files and access them from any computer on campus. You can also access the network drives on your personal computer. ITS provides all students with a public folder for sharing data with the campus community and a private folder that only you can access.
- Austin: You should never save any copyrighted material in your public folder, such as music or movies, as that violates the college's acceptable use policy. Additionally, files should never be saved directly on lab or library computers as those computers erase files frequently.
- Katie: Along with Jaynet, students can also save their files to OneDrive as a part of their free Office 365 package. OneDrive files are stored in the Microsoft Cloud and can be accessed on the web with your Etown credentials. You should use at least one of these methods to keep your files safe.
- Austin: Internet and data safety is of the utmost importance. Here at Elizabethtown College, we make it a point to inform everyone on and off campus about the dangers of phishing and password sharing.
- Katie: Phishing is a practice where scammers try to trick you into giving them your username and password. With your credentials, they would be able to steal personal information, access accounts, and send mail to others pretending to be you.
- Austin: Phishing emails usually try to appear professional to trick you into thinking they're real. Phishing is most prevalent at the beginning of a semester or during breaks as they try to blend in with legitimate school emails.
- Katie: If you are ever unsure about an email you receive, use the Phish alert button, or PAB, found at the top of Outlook to report the email. It's better to be cautious and report a clean email instead of clicking on links that may be dangerous. ITS will review the email and let you know if the email is safe.
- Austin: When it comes to password sharing, remember, never share your password with anyone. ITS will never ask for your password. If you see an email asking for your username, password, or any other personal information, it's a phishing attempt and should be reported with the PAB.

Katie: All users of our Etown computer system agree to abide by the acceptable use policy, which means that you will conduct yourself ethically, legally, and responsibly on our network.

Austin: There you have it! Hopefully this video gave you the essential information needed for your time at Elizabethtown College.

Katie: ITS is always available to help with general questions or provide assistance with technology. You can send us an email at helpdesk@etown.edu, call at (717) 361-3333, or walk into Nicarry 125 and meet face to face with one of our technicians.

Austin: Additionally, our knowledge base has tons of detailed guides to help with the variety of subjects including wireless connections, Etown systems, and much more. We are always happy to help and hope you have a great semester here at Elizabethtown College.