



IT Matters

Elizabethtown College Information & Technology Services Student Newsletter – August 12, 2015

Free Access to Microsoft Office



E-Town's licensing agreement with Microsoft allows currently enrolled students to download the latest versions of Microsoft Office products for free during their years here at Etown. Students are able to download Office for their personal PCs or Macs and the Office 365 apps for mobile devices.

[Learn More »](#)

It's Not Me, It's You



Dear Blackboard,

You've been a great LMS, but I just wanted to let you know that things are just not going to work out between us. You've done a lot for me over the years, but to be completely honest, I've found someone new. Someone who's a lot more user-friendly, someone who's easier to navigate, someone who is simply just a lot less of a hassle. That someone's name is Canvas.

[Read the Whole Letter »](#)

Help From the Help Desk



Having trouble with your devices? Worry no more! Elizabethtown College offers full tech support with our very own ITS Help Desk. Our services range from Wi-Fi configuration to diagnostic appointments for virus and malware removal and more. We can easily be reached at helpdesk@etown.edu or at 717-361-3333. Walk-ins are always welcome at the newly renovated Help Desk in Nicarry 125. While the Help Desk is still in the same location in Nicarry, the entrance has moved to the opposite hall, close to the print stations. Find us at the front desk of the library, too!

Help Desk Hours:

Monday – Thursday: 8:00 am - 9:00 pm

Friday: 8:00 am - 5:00 pm

Saturday: 12:00 pm - 4:00 pm

Sunday: 7:00 pm - 10:00 pm

ITS Library hours:

Monday – Thursday: 7:00 pm -10:00 pm

Sunday: 7:00 pm -10:00

[More Help »](#)

Reminder: Password Changes



It's that time of year again! Summer's ending, and the time for school to start will be here before you know it. With fall semester fast-approaching, you will likely be prompted to change your Etown password before coming back to campus in late August. Once you've changed your password via the Outlook Web App, be sure to update your password for Wi-Fi and email on all of your devices, too, so you don't lock yourself out of your account. Click the link below to review the criteria for creating a new password.

[Password Help »](#)

Self Service with the Knowledgebase



Stumped by a technology issue? Visit our extensive [Knowledgebase](#) filled with articles that contain step-by-step instructions on how to do many different tasks. From instructions on how to change your network password to instructions for setting up classroom equipment, the knowledgebase has it all. [Click this link](#) to explore the many features of the Elizabethtown College Knowledgebase.

Don't Get Hooked!



Be cautious of suspicious emails and phishing messages. Phishing messages will try to steal your personal information. This includes (but is not limited to) banking information, social security numbers, or your Etown account information. ITS will NEVER ask for your password over email so if you receive any kind of message asking for personal information, do NOT open it. Report it to ITS immediately at mailcop@etown.edu or 717-361-3333.

[Protect Yourself »](#)

Connect With Us:

[Facebook](#)

[Twitter](#)

[ITS Blog](#)

Contact Us:

Phone: 717-361-3333

Email: helpdesk@etown.edu

Walk-in: Nicarry 125

Online Tickets: helpdesk.etown.edu

Website: www.etown.edu/its

[Knowledgebase](#): Helpsheets and videos for 24/7 tech support
[Atomic Learning](#): On-demand video tutorials on common technology topics

