



IT Matters

Elizabethtown College Information & Technology Services Newsletter – May 7, 2019

Class & Lab Software Requests: 2019-2020



If you use specialized software for your classes, please review [this document](#) to ensure the software you plan to use is listed in the rooms you will be teaching in next year. Change requests must be submitted to helpdesk@etown.edu by Friday, May 24th for the changes to be included for next year.

[Review Lab Listing »](#)

Set Alternate Contact Information



A forgotten password doesn't need to spoil your summer travel as you can reset your password without needing to call the Help Desk. To use this service, you first need to set-up alternate contact information before you forget your password.

[Set It Up Now »](#)

Summer Phishing Scams



Summer is a great time for scammers and phishers to attack, relying on the busyness of our schedules and more relaxed attitudes. You can use the [Phish Alert Button](#) in Outlook on your computer and mobile devices, and in webmail to report messages you suspect are phishing attempts. (For users who have tried the contextual version of the PAB, the one displayed as "Phish Alert V2" between the email header and body, we have been notified by KnowBe4 that it doesn't work at this time, but the issue is under review.) If you don't see the Phish Alert Button, you can forward the message to mailcop@etown.edu.

VPN Over the Summer



VPN or Virtual Private Network allows a user to access network resources (including private and public folders) and software while off campus. The college provides a secure method for VPN, but you must submit a request for a VPN connection. Contact the Help Desk to schedule an appointment if you wish to use VPN over the summer.

[Request VPN »](#)

Out of Office Replies & Phone Messages



Leaving your office or campus for the summer requires some planning. Set an out of office email response or an alternate voicemail greeting to let anyone contacting you that you might not get to them right away.

[Out of Office »](#)

Spring Cleaning



The close of the semester is a great time to spring clean your devices. Back up your device, delete any unneeded files or emails, clean out your network folders, and let your computer run updates.

[Spring Cleaning »](#)

ITS Summer Hours



No matter where you are, we are here if you have any questions about your device or using an E-town product off campus, ITS will be there to help you all summer long. ITS will be open Monday through Thursday from 8 am to 4:30 pm, and Friday from 8 am to 2 pm.

[Summer Hours »](#)

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