



IT Matters

Elizabethtown College Information & Technology Services Student Newsletter – August 23, 2019

Office Sign-in Required in Classrooms & Labs



Computers in classrooms, labs, and other shared environments now require that users sign into Microsoft Office if they wish to use Office programs. When an Office application is opened for the first time since you have logged onto the computer, it will prompt you to sign in.

[Additional Details »](#)

Sign-in Required to Activate Adobe Software



All E-town users (faculty, staff, and students) are now required to sign in to activate Adobe applications (Acrobat and Creative Cloud) before using the software. This change is due to Adobe's implementation of a new licensing model. To access any Adobe software installed on campus computers, start the software and choose Sign-In when prompted.

[More Information »](#)

Need Help Connecting to Wi-Fi?



Each fall, ITS holds drop-in sessions for new students who are having difficulty connecting to E-town's Wi-Fi. Before coming to a session, be sure you have tried to connect using the instructions you were given at orientation. In the event that you are still having trouble, you can come to a drop-in session during the times listed in this article.

[Get Help »](#)

Office 365 OneDrive



Most students are aware of the Microsoft Office package that's available to students. But did you know that Office also has an online component, called Office 365? Think the constant backing up of your files that you get with Google Drive, but with Microsoft Office's more refined features and universal accessibility for E-town students.

[Using OneDrive »](#)

ITS Fall 2019 Hours



During the semester, the Help Desk is available 7 days a week at helpdesk@etown.edu, 717-361-3333, or you can visit the office in Nicarry 125 during the day and at the Library Circulation Desk in the evenings and weekends. Holiday hours can be found on the [ITS webpage](#).

Nicarry Help Desk Hours:

Monday – Thursday: 8:00 am - 7:00 pm
Friday: 8:00 am - 5:00 pm

ITS Library Hours:

Monday – Thursday: 7:00 pm -10:00 pm
Saturday: 12:00 pm - 4:00 pm
Sunday: 7:00 pm -10:00

Web Printing



Often, first years and even upperclassmen don't know the full scope of the printing services that E-town offers. Many students email themselves files and print them out from a computer lab. While this is a perfectly viable option, web printing can be much faster! To web print, simply go to print.etown.edu and log in using your E-town username and password. Print release stations are located all over campus!

[Sending Prints »](#)

Network Drives



Network drives are a valuable resource that E-town offers its faculty, staff, and students. They can be used for document sharing for anything from clubs collaborating to faculty sharing files with their classes to students working on a group project. Plus, they are a more secure place.

[Network Drives »](#)

Connect With Us:

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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