



IT Matters

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

Spring Cleaning



At the end of each academic year, all content from your network public folder is moved into your private folder, due to academic integrity concerns. Public folders should not be used for course material, please use your private folder instead. The close of the school year is also a great time to spring clean files saved on your devices, and the devices themselves: Back up, delete any unneeded files or emails, clean out your network folders, and let your computer run updates.

[Start the Cleanup »](#)

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 webmail and the Outlook app on mobile devices to report messages you suspect are phishing attempts. If you don't see the Phish Alert Button, you can forward the message to mailcop@etown.edu.

What Happens to Accounts When You Graduate?



Your E-town accounts, like email, Jayweb, and network folders are accessible for one-year post-graduation. Any software downloaded free from the college or additional access provided through the college will also be available for a short period of time after graduation. You can also remove Cisco AMP and Bradford.

[Upon Graduation »](#)



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 »](#)



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