



IT Matters

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



Office Login Required in Classrooms & Labs

Computers in classrooms, labs, and other shared environments now require that users log 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 log in.

[Additional Details »](#)



Login Required to Activate Adobe Software

All E-town users (faculty, staff, and students) are now required to log 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 »](#)



SurveyMonkey Shared Accounts

SurveyMonkey recently added another layer of security, which only allows sign-ins on two devices, rendering the EtownEmployees and BlueJays shared accounts essentially unusable. ITS is currently working on a solution for this. In the meantime, we recommend using [Microsoft Forms](#).

[SurveyMonkey Update »](#)



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

ITS Library Hours:

Monday – Thursday: 7:00 pm -10:00 pm

Friday: 8:00 am - 5:00 pm

Saturday: 12:00 pm - 4:00 pm

Sunday: 7:00 pm -10:00

Connect With Us:

[Facebook](#)

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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