



# IT Matters

Elizabethtown College Information & Technology Services Newsletter – December 10, 2019

## Don't be Phished this Holiday Season



Phishing is a word that strikes fear in the heart of anyone concerned with cybersecurity (which should be everyone). These scams increase in frequency over the holiday season, since people are busier and less likely to carefully inspect a message to verify its legitimacy. What are the tell-tale signs of a phishing attack?

[Additional Details »](#)

## Holiday Computer Sale



ITS periodically has computers that have been removed from service and offers them for sale to faculty & staff. These computers are available on a first-requested, first-served basis. Each computer has been tested for functionality and has a clean operating system installed, but no warranty is provided.

The computer specifications are on the [computer sale website](#). All requests must be submitted through this website; we cannot accept requests through email, walk-ins, or phone calls. As computers sell-out, they will be automatically removed from the site.

Computers may be picked-up on Thursday 12/12, from 2:30-4:30pm at the Help Desk. Questions can be directed to the Help Desk at [helpdesk@etown.edu](mailto:helpdesk@etown.edu).

[Computer Sale »](#)

## Jayweb, Jenzabar, and Canvas Upgrades



On December 31<sup>st</sup>, ITS will be performing an upgrade on Jenzabar, JayWeb, and Canvas, with a maintenance window scheduled from 6am until 10pm. Jenzabar and JayWeb are expected to be unavailable for most of this time and Canvas is expected to be generally available with only minor disruptions.

**Canvas and Jayweb users:** After the upgrade, the login method will change to match the login process for the web email. You will see the blue and white Elizabethtown College login page, and will use your full email address (including the @etown.edu) and password to access those accounts.

**Jenzabar users:** When returning to campus on January 6th, you will see a new version of the Jenzabar software installed on your computer. Additional details will be sent via email closer to December 20th.

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## Reminder: VPN Changes



VPN allows the user to access network resources (including private and public folders) and software while off campus. Some changes to the process of connection to VPN on college-owned Windows computers have been made this semester. You now need to select a certificate after entering your VPN username and password.

[More Information »](#)

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## Winter Break Hours



The ITS Help Desk will be open from 8:00 AM through 4:30 PM Monday through Friday during the weeks of December 16th and January 6th.

The Help Desk office will be closed from December 21st through January 5th, but the team will be checking email and phone messages, and responding to questions. Please contact us at [helpdesk@etown.edu](mailto:helpdesk@etown.edu) or 717-361-3333.

And remember: Canvas support is always available at 1-833-334-2830 for faculty and 1-855-488-3228 for student questions.



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## Tech Tips from the ITS Blog

[Connecting New iOS 13 iPads to Wi-Fi »](#)

[New SPAM Filter System »](#)

[Adobe License Expiration Message »](#)

[Microsoft Office on Shared Computers »](#)

[Survey Monkey Updates »](#)

[Canvas Left Menu Style »](#)

[Office 365 Upload Center Changes »](#)

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### Connect With Us:

[Facebook](#)

[Twitter](#)

[ITS Blog](#)

### Contact Us:

Phone: 717-361-3333

Email: [helpdesk@etown.edu](mailto:helpdesk@etown.edu)

Walk-in: Nicarry 125

Online Tickets: [helpdesk.etown.edu](https://helpdesk.etown.edu)

Website: [www.etown.edu/its](http://www.etown.edu/its)

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**Knowledgebase:** Helpsheets and videos for 24/7 tech support

**Atomic Learning:** On-demand video tutorials on common technology topics