IT Matters

Protect Your Account – Set-up MFA

Usernames and passwords are increasingly becoming a target for theft and often, the target (you) isn't even aware of someone else accessing the account. Multi-Factor Authentication (MFA) adds an additional layer of protection to your account by verifying your identity when an unknown connection is initiated. Until this verification is complete, no one can access your account, even if they know your password.

Sign-up for MFA »

2020-2021 Lab Software Requests

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 29th for the changes to be included for next year.

Software List »

License Server Maintenance

On Monday, May 18th, ITS will be updating the server that manages shared licenses on the college network. Access to Mathematica, MatLab, Sibelius, SPSS, and other software using a concurrent or shared licensing structure may experience some periods of inaccessibility during the update. Thank you for your patience as we work to maintain and improve the network.

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. If you don't see the Phish Alert Button, you can forward the message to mailcop@etown.edu.

Report Phishing »

Change Your Email User Photo

Since the move to Office 365, we have had many questions from users about the ability to use your own picture for your email profile image. This knowledgebase article provides step-by-step instructions for making that change yourself. The picture that you select has to be in a .gif, .jpg, .jpeg, or .png format, and should meet the guidelines listed at the top of the article.

Change Your Photo »

Set Alternate Contact Information

Summer is a busy time, and sometimes we miss that notification from ITS that our password is expiring until it's too late. As a precaution against this, be sure to set up alternative contact information so that you will be able to reset your password if needed.

Set Contact Information »

Spring Cleaning Your Devices

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.

Clean Up »

Faculty Professional Development Blog

Don't forget that there are useful resources for professional development on the E-town Faculty Professional Development Blog. Check it out to learn more about Zoom and other tech tools available to support your work.

See the Blog »

Out of Office Replies and Phone Messages

Consider setting 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 »

Hoonuit (Atomic Learning) Access Ending

The license for Hoonuit (Atomic Learning) will end as of June 30, 2020. If you currently are using this resource, be sure to complete any tutorial series you wish before this date. If you have resources linked in a Canvas course or on your website, be sure to delete these links by June 30. If you need assistance finding another tutorial resource on a topic to meet your teaching objectives or professional development needs, please reach out.

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 Friday from 8 am to 4:30 pm.

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Contact Us:

Phone: 717-361-3333
Email: helpdesk@etown.edu
Online Tickets: helpdesk.etown.edu
Website: www.etown.edu/its

Knowledgebase: Helpsheets and videos for 24/7 tech support