



# IT Matters

Elizabethtown College Information & Technology Services Student Newsletter – May 8, 2020

## Protect Your Account – Set-up MFA



Username 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 »](#)

## 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](mailto:mailcop@etown.edu).

[Report Phishing »](#)

## 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 »](#)

## House Cleaning Files and Devices



Due to academic integrity issues, at the end of each academic year all content from your network public folder is moved into your private folder. 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.

[Clean Up »](#)

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## What Happens When You Graduate?



Your E-town email account will be accessible for one year after graduation. Other network access like Jayweb and network folders are accessible for about one month 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.

[Graduation »](#)



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## 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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### Connect With Us:

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### Contact Us:

Phone: 717-361-3333

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

Online Tickets: [helpdesk.etown.edu](http://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