



**INFORMATION &
TECHNOLOGY
SERVICES**

What does ITS have for you?

www.etown.edu/its

Helpdesk

www.etown.edu/offices/its/Helpdesk.aspx

For technology support, stop by Nicarry 108, call x3333, or email helpdesk@etown.edu.

Staffed by fulltime professionals during normal business hours and students during evening and weekend hours.

Knowledgebase

helpdesk.etown.edu/helpconsole2012/KB/

Do you need help now? Helpsheets and videos for 24/7 tech support.

Atomic Learning

www.atomiclearning.com/highed/login/etown

Watch on-demand video tutorials on common technology topics and programs.

For students, too!

ITS Blog

groups.etown.edu/its/blog/

Stay in the loop! Sign up for weekly tech tips and ITS updates.

Workshops

http://www.etown.edu/offices/its/Current_Class_Schedule.aspx

Attend in-person or webinar trainings to learn new tricks and technologies.

Contact Kathy Kellie (kelliek@etown.edu) or Linda Macaulay (macaulayl@etown.edu) for individual training.

Web Help Desk

Helpdesk.etown.edu

Submit your own, easily monitored requests for tech help from our ITS staff.

Media Services

www.etown.edu/offices/its/Equipment_Reservations.aspx

Borrow our equipment for your academic needs.

Equipment available is listed here:

http://helpdesk.etown.edu/helpconsole2012/KB/default.aspx?pageid=equipment_check_out

Email Karen Eatherton (mediaservices@etown.edu) to schedule classroom delivery of equipment.

Technology-Enabled Classrooms

helpdesk.etown.edu/help/classrooms

Most classrooms on campus have:

- ceiling mounted LCD projector and speakers;
- podium with built-in computer, DVD/VCR, document camera; and
- connection for an instructor's laptop.
- Please try the equipment ahead of time and contact the ITS Helpdesk for assistance.
- MAC/iPad users will need a cable, available from the ITS Help Desk, to be able to connect to podiums.

Clickers

<http://helpdesk.etown.edu/helpconsole2012/KB/default.aspx?pageid=iclicker>

Student response system that can be checked out at the Helpdesk.

Network Folders

<http://helpdesk.etown.edu/helpconsole2012/KB/default.aspx?pageid=network1>

Private, Public, Department shared, Class (optional)

ITS recommends that all college work be stored in network folders as they are backed up nightly.

Do not store any personal identifying info. (ie. Student names, IDs, addresses) on personal computer or removable media.

Blackboard

<https://blackboard9.etown.edu/>

Learning management system

Contact Linda Macaulay (macaulayl@etown.edu) for training and support.

VPN Software

<http://helpdesk.etown.edu/helpconsole2012/KB/default.aspx?pageid=vpn1>

VPN software will allow access to campus folders from another computer with internet access (ie. Home).

To enable VPN access, forms are available at the ITS Help Desk (Nicarry-108).

Video-on-Demand

http://helpdesk.etown.edu/helpconsole2012/KB/default.aspx?pageid=video_furnace_support

DVDs and video tapes can be digitized and stored for students to stream on their computers outside of class.

Please give at least a week notice for this service.

Give materials to be digitized to the ITS Help Desk for Brian Helm (helmb@etown.edu).