

BEST PRACTICES

For detailed information about the best practices that follow, go to DePauw's IT KnowledgeBase (#KnowIT) at kb.depauw.edu and enter from the following the provided search terms including the quotation marks.

Keep track of your documents

There are several options available for managing your files including Box, Google Drive, SkyDrive, and MediaFire. Search for "managing files".

Back up your computer regularly

Protect important files such as class-related documents, pictures, research papers, and music collections by scheduling automatic backups. Search for "backing up your computer".

Develop online security awareness

Guarding your identity, learning about DePauw's guidelines for official communication, and healthy computing recommendations are ways you can further develop your awareness of security in an online environment on campus. Search for the terms "official communications" and "healthy computing".

ADDITIONAL TIPS

Read all HelpDesk@depauw.edu emails

The HelpDesk emails tech-notices to all students, faculty, and staff to keep you updated on maintenance outages (#MaintainIT) and IT service announcements (#AnnounceIT) like phishing scams, upgrades, new technologies, virus alerts, and more. It can be helpful to know the availability of systems when scheduling time to do work when you are on the road, presenting at a conference, or planning other technology-related tasks.

DePauw email vs. personal email

It is highly recommended that you use your DePauw Google Apps email account for professional pursuits and your personal email account for personal business. Why? Your Google Apps email account will be disabled when you retire or leave DePauw. If you use it for personal business (e.g. online checking account, credit card, cell phone password recovery, etc.), you will no longer be able to access your accounts when your Google Apps email is disabled.

TECHNOLOGY RESOURCES FOR FACULTY AND STAFF

IT KnowledgeBase

#KnowIT

Find answers quickly online 24/7

kb.depauw.edu

IT Training

#TrainIT

*Empowering staff by enhancing
technological knowledge and skills*

(765) 658-6442

depauw.edu/it/training

Faculty Instructional Technology Support (FITS)

*Assisting faculty with the pedagogical
application of technology*

(765) 658-4794

depauw.edu/it/fits

Follow us on Twitter @DePauwFITS

Printing Services

Union Building, Lower Level
(765) 658-4169 or (765) 658-4170
printingservices@depauw.edu
depauw.edu/it/dps

Media (A/V) Services

Julian #162
(765) 658-4790
mediastaff@depauw.edu
depauw.edu/it/media

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DEPAUW
UNIVERSITY

Est. 1837

IT HELPDESK

depauw.edu/it/helpdesk

*Providing technology support to
faculty and staff*

HOURS

Monday through Friday
7:30 a.m. to 5 p.m.

VISIT US

Union Building, Lower Level

CONTACT US

(765) 658-4294
HelpDesk@depauw.edu

FOLLOW US

On Twitter @DePauwIT
facebook.com/dpuhelpdesk/



DEPAUW IT ACCOUNTS

tinyurl.com/KBAccounts

You have two (2) primary IT accounts – 1. Google Apps Account and 2. DePauw Account. When you change your password in one account, it will not automatically change your password in the other account.

1. Google Apps Account – Go to mail.depauw.edu for email, calendar, and other collaborative tools.
2. DePauw Account – Enables you to access e-Services at my.depauw.edu, Box, network drives & printers, and Moodle at moodle.depauw.edu.

Passwords

DePauw passwords must meet the following requirements:

- Minimum length of 8 characters
- Must not contain your name or username
- Must contain at least 3 of the following 4 types of characters:
 - Lowercase letter (abcd...)
 - Uppercase letter (ABCD...)
 - Number (1234...)
 - Special character (!@#\$. . .)

CONNECTING WITH IT

#ConnectIT

Google Apps Chat

In the “Search people...” box of your Google Apps email account, search for *HelpDesk at DePauw*.

Follow us on Twitter

@DePauwIT – Provides up-to-the minute technology information.

@DePauwFITS – Provides pedagogical information for faculty members.

Google Play

Search for *DePauw HelpDesk* on Google Play to download the free IT KnowledgeBase (#KnowIT) app on your Android cell phone.

COMPUTING AT DEPAUW



Whether you are new to DePauw University or wanting to refresh your knowledge of campus computing, Information Services believes you will benefit from this technology checklist.

It is a resource created specifically for faculty and staff members wishing to enhance their awareness of campus technology as well as the essential services available to you in support of your academic and administrative responsibilities.

- Keep your DePauw ID card with you at all times
- Log in to e-Services at my.depauw.edu using your DePauw Account username and password
- Log in to your campus email at mail.depauw.edu using your Google Apps Account username and password
- Log in to Moodle at moodle.depauw.edu using your DePauw Account username and password
- Log in to Box at box.depauw.edu
- Sync/activate your DePauw ID card to the campus network printers at goo.gl/F4CMHf
- Learn how to connect to DePauw’s Secure Wireless network at goo.gl/yZyGFA
- Learn about options for printing, copying, and scanning at goo.gl/P296qK
- Check out the Information Services Workshop and Event Calendar at tinyurl.com/ISSchedule
- Review Information Technology Policies at depauw.edu/it/policies
- Acquaint yourself with IT Support, Services, and Facilities at depauw.edu/it/whatwedo

Information Services

Inform, Instruct, Empower...

DEPAUW ID ONECARD

depauw.edu/it/onecard

Your DePauw ID card enables you to print to network printers, borrow library materials, access the Lilly Center, and much more.

Taking care of your card

Your DePauw ID card is just as important as your driver’s license, keys, and debit card. It has a chip, magnetic strip, and antennae embedded in it, so do not bend, crack, punch holes, add stickers, mark on, or alter it in any way.

Report a lost or stolen card

- Contact the HelpDesk at (765) 658-4253 or idcard@depauw.edu Monday through Friday from 7:30 a.m. to 5 p.m.
- Report it online at get.cbord.com/depauw
- Contact the Office of Public Safety at (765) 658-5555 after 5 p.m. or on weekends

HOW TO RECOGNIZE

LEGITIMATE COMMUNICATIONS FROM THE HELPDESK

- We will always send email messages from an @depauw.edu address.
- We will always sign our official communications with the name, email address, and telephone number of an employee.
- Whenever we ask you to provide confidential or personal information, we will ask you to send that information to an @depauw.edu address or through a secure DePauw website that will begin with <https://www.depauw.edu>.
- Exception: You will also receive emails from “DePauw Service Request”, our technology tracking system, when you submit an issue or request.