

BEST PRACTICES

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

Keep track of your documents

There are several options available for managing your files including Google Drive, SkyDrive, MediaFire, and Box. 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 information 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 information security online and on campus. Search for the terms "official communications" and "healthy computing."

ADDITIONAL TIPS

Read all HelpDesk@depauw.edu emails

The HelpDesk emails tech-notice 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 your homework, studying for exams, 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 academic pursuits and your personal email account for personal business. Why? Your Google Apps email account will be disabled when you graduate 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 retired.

TECHNOLOGY RESOURCES FOR STUDENTS

IT KnowledgeBase

#KnowIT

Find answers quickly online 24/7

kb.depauw.edu

Student Technology Support

Academic or university-related training

(765) 658-1094

goo.gl/P296qK

Follow us on Twitter @DPUSudentTech

Printing Services

Union Building, Lower Level

(765) 658-4169 or (765) 658-4170

printingservices@depauw.edu

depauw.edu/it/dps

Digital Media Lab

Roy O. West Library, Lower Level

depauw.edu/it/dml

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DEPAUW
UNIVERSITY

Est. 1837

IT HELPDESK

depauw.edu/it/helpdesk

*Providing technology support
to students*

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 @DePauwHelpDesk

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 – Access e-Services at my.depauw.edu, 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

[@DePauwHelpDesk](https://twitter.com/DePauwHelpDesk) – Announces timely technology tips.

[@DePauwIT](https://twitter.com/DePauwIT) – Releases important Information Services announcements.

[@DPUStudentTech](https://twitter.com/DPUStudentTech) – Provides periodic information about student training opportunities.

PREPARING YOUR LAPTOP



We understand how busy you are when you first arrive on campus; so, please feel free to use a public computer in a technology lab or a scholar station at a University Library for your printing needs at first.

After you are settled in, then you can complete this Technology Checklist so you and your laptop are prepared for the campus computing environment.

- 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 username and password
- Log in to Box at box.depauw.edu
- Download the following software according to the operating system for your laptop. (**Note:** *You can do this on your own in your living unit by following the instructions in the links provided.*)

MAC LAPTOP

- Office 365 at tinyurl.com/ITOffice365
- Creating network aliases and printing on a Mac at <https://goo.gl/BdymNm>
- Symantec a /goo.gl/RMtD4T

WINDOWS LAPTOP

- Office 365 at tinyurl.com/ITOffice365
- Connecting to network drives at goo.gl/evFNgg
- Installing network printers at goo.gl/pRKgJ2
- Symantec at goo.gl/elHVVT
- Malwarebytes at malwarebytes.org
- SUPERAntiSpyware at superantispyware.com
- Log in to Moodle at moodle.depauw.edu using your DePauw Account username and password
- Sync/activate your DePauw ID card to the campus network printers at goo.gl/F4CMHf
- Learn about DePauw’s Secure Wireless network at goo.gl/yZyGFA
- Learn about options for printing and copying at goo.gl/P296qK

DEPAUW ID ONECARD

depauw.edu/it/onecard

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

Fees

- *First Card:* You receive your first card at no charge, and you will keep it as long as you continue to be a student at DePauw.
- *Replacement Cards:* The cost to replace your student card is \$20. This fee is applied directly to your tuition account.

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 icard@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 to obtain a temporary door access card

Add funds to your DePauw ID Card

GET enables you to manage your money, add funds, and more...anytime...anywhere.

Go to get.cbord.com/depauw to:

- Manage your campus accounts with GET Funds
- Find local restaurants that accept DPU PLUS dollars at GET Places
- Access GET from your phone, tablet, or laptop
- Upload an ID photo following provided guidelines
- Deactivate/reactivate your card
- Invite family and friends to add funds to your account (\$25 minimum)