

BEST PRACTICES

Detailed information about the following best practices are available in DePauw's IT KnowledgeBase at kb.depauw.edu by entering the provided search terms.

Keep track of your documents

There are several options available to you for document management, 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 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*), such as phishing scams, upgrades, new technologies, virus alerts, and more. You will find it 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 upon graduation or leaving DePauw.

TECHNOLOGY RESOURCES FOR STUDENTS

IT KnowledgeBase (*#KnowIT*)

Find answers quickly online 24/7

kb.depauw.edu

Student Laptops

General Information

Mike Moore ♦ mikemoore@depauw.edu

765-658-4296 ♦ Julian 118

depauw.edu/it/laptop

Student Technology Support

Academic and University-related training

Jin Kim ♦ jkim@depauw.edu ♦ 765-658-1094

Roy O. West Library, Lower Level

bit.ly/DPU_STS

Printing Services

Union Building, Lower Level

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

printingservices@depauw.edu

depauw.edu/it/dps

Tenzer Technology Center & Visualization Lab

Michael Boyles ♦ tenzercenter@depauw.edu

(765) 658-4151

depauw.edu/academics/centers/tenzercenter



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.

(Summer hours are 8 a.m. to 4 p.m.)

Visit Us

Union Building, Lower Level

Contact Us

(765) 658-4294

HelpDesk@depauw.edu

Connect

[@DePauwHelpDesk](https://twitter.com/DePauwHelpDesk)

facebook.com/dpuhelpdesk

DEPAUW IT ACCOUNTS

bit.ly/KBAccts

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. Learn about Google Apps Account security at bit.ly/2StepNewAcct.
2. DePauw Account – Enables you to access e-Services at my.depauw.edu, Box at box.depauw.edu, network drives & printers, and Moodle at moodle.depauw.edu. Learn about DePauw Account security at bit.ly/DPU_Duo.

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](https://twitter.com/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) – Timely technology tips, including virus alerts and system maintenance outages.

[@DePauwIT](https://twitter.com/DePauwIT) – Noteworthy technology announcements from Information Services.

[@DPUStudentTech](https://twitter.com/DPUStudentTech) – Periodic announcements focusing on student training opportunities.

PREPARING YOUR LAPTOP



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

After you are settled in, then you can complete this Technology Checklist to prepare you and your laptop for DePauw's 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 using your DePauw Account username and password.
- Depending on your operating system, download the following software. **(NOTE: You can do this on your own in your living unit by following the instructions in the links below.)**

For a Mac Laptops

- Office 365 at bit.ly/DPU_Office365.
- Creating network aliases and printing on a Mac at bit.ly/MacNWInstall.
- Symantec security protection at bit.ly/MacSymantec.

For a Windows Laptops

- Office 365 at bit.ly/DPU_Office365.
- Connecting to network drives at bit.ly/WinNW.Authorization.
- Installing network printers at bit.ly/PrintWin.
- Symantec Endpoint Protection for added security at bit.ly/WINSymantec.
- 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 bit.ly/SyncID.
- Learn about DePauw's Secure Wireless network at bit.ly/KBSecureWiFi.
- Learn about options for printing and copying at bit.ly/DPUPrinting.

DEPAUW ID CARD

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 Card: 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. 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. with summer hours from 8 a.m. to 4 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 Community PLUS dollars at GET Places.
- Access GET from your phone, tablet, or laptop.
- Upload an ID photo following the provided guidelines at GET.
- Deactivate/reactivate your card.
- Invite family and friends to add funds to your account (Note: \$25 minimum).