**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 for managing your files including Box, Google Drive, and Shared Drive. Search for managing files.

**Back up your computer regularly**

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

**Enhance 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 information security online and on campus. Search for official communications and healthy computing.

**Read all HelpDesk@depauw.edu emails**

The HelpDesk emails tech-notices to all students, faculty, and staff to keep you updated on maintenance outages and IT service announcements like phishing scams, upgrades, new technologies, virus alerts, etc.

**DePauw email vs. personal email**

Per the Electronic Communication Policies, your DePauw email is intended only for University-related business. Use your DePauw Google Account for professional pursuits and your personal email account for personal business (e.g. online banking, credit card, cell phone password recovery, personal social media accounts, etc.)

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**TECHNOLOGY RESOURCES FOR STUDENTS**

**IT HelpDesk**

*Providing technology support to students*

HelpDesk@depauw.edu

765-658-4294

Julian, #163
depauw.edu/it/helpdesk

**IT KnowledgeBase**

*Find answers quickly online 24/7*

kb.depauw.edu

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**Tenzer Technology Center**

*Advanced visualization and computing*

Michael Boyles ♦ michaelboyles@depauw.edu

765-658-4151

Roy O. West Library, Lower Level
depauw.edu/academics/centers/tenzercenter

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**Printing Services**

*Specialized production services*

printingservices@depauw.edu

765-658-4169

Union Building, Lower Level
depauw.edu/dps

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**Media Services**

*Audio and video (A/V) support*

mediastaff@depauw.edu

765-658-4790

Julian, #163
depauw.edu/it/media

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**QUESTIONS OR ISSUES?**

Search the IT KnowledgeBase 24/7

kb.depauw.edu

Submit an IT Technology Request

famis.depauw.edu

Contact Us

HelpDesk@depauw.edu

(765) 658-4294

Follow Us

On Twitter @DePauwIT

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DePauw IT Accounts

bit.ly/KBAccnts

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

1. DePauw Google Account – username@depauw.edu

G Suite is a suite of hosted communication and collaboration applications that include email, calendaring, and several integrated collaboration tools (e.g., Google Drive, Google Shared Drive, Docs, Sheets, Meet, etc.)

Go to mail.depauw.edu to log in using your email address (username@depauw.edu) and bit.ly/2StepNewAcct to learn about securing your account.

2. DePauw Account

Your DePauw Account login enables you to access e-Services (my.depauw.edu) and various Active Directory (AD) driven accounts such as:
- Box (box.depauw.edu)
- Canon printer/copiers/scanners that you will find in various locations around campus
- Moodle (moodle.depauw.edu)
- Network drives (e.g. Instructional or I: drive)

Go to bit.ly/DPU_Duo to learn about securing your DePauw Account.

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 (!@#$…)

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.

After you are settled in, you can complete this Technology Checklist to to prepare your laptop 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 credentials (e.g., username and password)
- Log in to your campus email at mail.depauw.edu using your DePauw Google Account credentials
- Log in to Box at box.depauw.edu using your DePauw Account credentials
- 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 bit.ly/DPU_Office365
- Creating network aliases and printing on a Mac at bit.ly/MacNWInstall
- Symantec at bit.ly/MacSymantec

Windows Laptop

- Office 365 at bit.ly/DPU_Office365
- Connecting to network drives at bit.ly/WinNWAuthorization
- Installing network printers at bit.ly/PrintWin
- Symantec at bit.ly/WSymantec
- Malwarebytes at malwarebytes.com
- SUPERAntiSpyware at superantispyware.com
- Log in to Moodle at moodle.depauw.edu using your DePauw Account credentials
- Learn about DePauw’s Secure Wireless network at bit.ly/KBSecureWiFi
- Learn about options for printing, copying, and scanning at bit.ly/DPUPrinting

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 $25. 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

- Email us at idcard@depauw.edu
- Call us at (765) 658-4239 during our office hours
- 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 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)