VPN
What is it?
VPN or Virtual Private Network is a way for you to securely connect to campus resources even when you are off-campus. The most common use is to connect to your office workstation.

How do I connect to VPN?
Specific details can be found in the ITS Knowledgebase for how to connect to VPN from a Windows PC or a Mac computer. Everyone has access to VPN, but you will need to enable MFA.

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

Cisco Jabber
What is it?
Jabber is a tool that allows you to use your cell phone as if it is your desk phone on campus. It also has a chat feature to instant message faculty and staff who use the tool.

How do I get Jabber?
ITS must enable Jabber for your account. Check out this ITS KB article for how to install Jabber:

What if I don’t have a cell phone?
If you don’t have a cell phone that can use the Jabber app, then you can still forward your office calls to another phone. This must be done while you are on campus from the Jabber program running on your office PC.


Zoom
What is it?
Zoom is web-conference software that allows you to talk to others, share what is on your computer screen and/or text chat. Everyone has access to a basic Zoom account.

How do I get Zoom?
Check out this ITS KB article for how to get a Zoom account and to learn more:
Meet Me Conference Calls
What is it?
Meet Me conference calls are part of our Cisco phone system features.

How do I get it?
You must contact ITS to reserve a phone number to use this service. More information can be found in the ITS Knowledgebase here:


Office365 OneDrive
What is it?
OneDrive is an app that is part of Microsoft Office365 that allows users to save files to the cloud and access them anywhere they have internet access.

How do I login?
The easiest way to login is to click the e-mail button from the college homepage and then click the 9 squares in the upper left of the screen to access all of the O365 apps. More details about OneDrive can be found in the ITS Knowledgebase here: