

## **Technical/Computer Help**

The ITS Student HelpDesk is the best resource for most technical problems. Students may stop in to see them on the first floor of Sherrod Library in room 105 (next to the computers and printers).

Phone: 423-439-5648 and press 1 (one) Email: [itshelp@etsu.edu](mailto:itshelp@etsu.edu). Website:

<https://www.etsu.edu/helpdesk/new-users/students.php>.

## **D2L Help**

Many D2L how-to questions are answered on this website:

<http://www.etsu.edu/d2l/students.aspx>. The Student HelpDesk can be contacted with additional questions.

## **Problems Viewing Course Videos**

This website lists some possible solutions for problems that might be encountered when viewing streaming videos through online course sites.

<http://www.etsu.edu/academicaffairs/elearning/ats/services/StreamingMediaHelp.aspx>.

The HelpDesk can also be contacted with questions.

## **Password Reset**

ETSU passwords expire every 90 days. Passwords can be reset at the Password Reset link located beneath the D2L login fields or the page can be accessed directly at:

<https://etsuis.etsu.edu/accountactivation/AccountActivation.aspx>.

The Student HelpDesk can assist students who have trouble resetting the password or have been locked out of their accounts.

## **Virus Protection**

Students may download free Symantec antivirus software at: <http://antivirus.etsu.edu>.

An ETSU username and password are needed to download the software.