

Faces to Know

Raven Smith

What is your favorite part about working in the iLab?

My favorite part of working in the iLab is the hands on experience I gain from fixing our computers. I also enjoy being able to help iLab visitors solve their various computer problems.



How do you contribute to ETS?

As an IT Technician my responsibility at ETS is to ensure that the computers and printers are functioning well in the iLab.

What features are underutilized at the iLab?

Students should take greater advantage of the Adobe Creative Cloud software which is available on the iLab computers. We also have software programs such as Final Draft and Avid which are both great computer programs that students can use on the design computers.

What are your greatest motivations?

I am motivated by the possibility of learning something new each day. I take notes while on the job in order to build my resume and to keep track of what I learn.

Jacob Aladejobi

What do you love about IT?

Just the ability to learn new things. It's just so broad. There's always something going on so I just take advantage of the opportunity to constantly learn. That's why I jumped on.



Why did you first join the ETS staff; and how long have you been working for ETS?

I've been working at Howard since November 2010. I started in the iLab as a technician. Initially, I decided to work here for the remission of tuition; but, as I started getting more exposed to the university, it just got better. As I became more proficient and gained more certifications, I went over to more heavy work with the Macs and PCs.

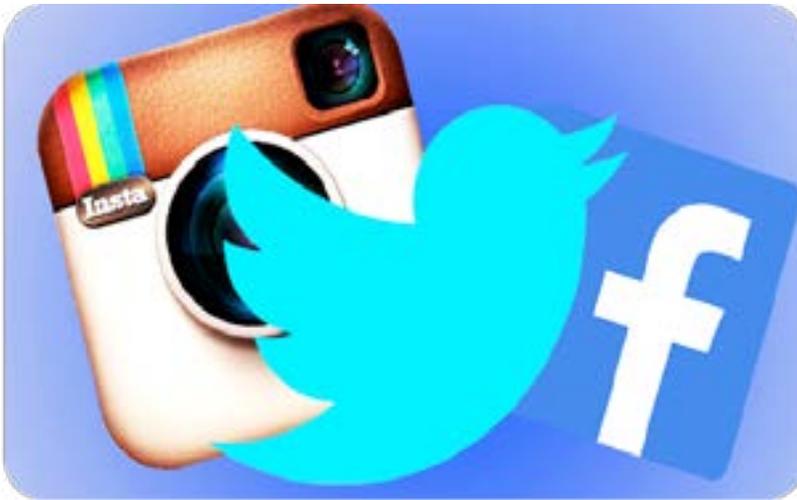
What about working in desktop support has been most rewarding?

Being able to talk to Dr. Frederick on a personal level, an academic level, and a professional level has been the best. He has definitely influenced my growth at the University.

What are your greatest motivations?

Of course my family is one. I am the oldest male in the family so my main goal is to make sure that my family is taken care of. At the end of the day I just want success. I'm not going to stop until I get there.

Social Media



ETS uses social media to connect with the Howard University Community. Facebook and Twitter have always been consistently active and recently Instagram has been added to the repertoire. Social media is an efficient tool to help increase exposure, boost traffic, and quickly communicate with an audience. ETS has benefited from social media in these ways; especially by establishing itself as the foundation of Howard Technology. When checking the ETS Facebook, Instagram, and Twitter accounts daily, the Howard community can find information about updates, announcements, and features on the website. To stay in-the-know and quickly have your questions answered, follow ETS on all of our social media accounts.

Follow ETS on these social network sites:

FB: [Howard University Enterprise Technology Services](#)

Twitter: [@HowardU_ET](#) **Instagram:** [@HowardU_ET](#)



SPAM Redirect to JUNK E-mail

REDIRECT SPAM TO JUNK E-MAIL FOLDER

We are no longer utilizing the Office 365 Spam Quarantine Notification system. Instead, we have moved to having suspicious and potentially harmful spam mail, sent to your Junk E-mail folder. Although this will allow users to receive most e-mails, we need everyone to educate themselves and be aware of any messages they chose to open in the Junk E-mail folder. We have attached very informative literature ([HU Spam FAQs\[1\].pdf](#)) that will help you to be more alert and aware when you encounter spam messages.

Security Tip

Protecting Your Password
(Don't share your password -- not even with an assistant or close co-worker)

It is not uncommon to find students giving Wi-Fi access to their friends on their laptops. Please note that most of these passwords are stored in clear text and such laptops when compromised have your accounts leaked.

Numerous programs offer the option of "remembering" your password. Unfortunately, many of them have no built-in security measures to protect that information. Some programs actually store the password in clear text in a file on the computer. This means anyone with access to the computer can read the password. It's best to retype your password each time you log in to eliminate the possibility that someone will be able to steal and/or use it.

Note: Due to liability, ETS DOES NOT work on personally owned equipment. ETS will provide directions for general IT Tasks, installing University Licensed Antivirus and Wi-Fi set-up.

For information, please contact info-sec@howard.edu or the Help Desk; 202-806-2020.

ETS Phone Numbers

Help Desk	202-806-2020
iLAB Help Desk	202-806-0660
HUH Help Desk	202-865-4444
iLAB Front Desk	202-806-0650
Founders Lab	202-806-7250