



Concern About Your Safety?

SafeForesters is an app dedicated to campus safety. Features include:

- Mobile BlueLight
- Friend Walk and Virtual Walkhome
- Mass Notifications
- Emergency Alerts



To download the app. Simply search for SafeForesters in the Apple App Store or Google Play Store.

Submitting an ITS Service Desk ticket

VIA WEB

1. Open a web browser and go to <https://servicedesk.lakeforest.edu>.
2. Enter your **College email and password**.
3. Select **Report An Issue** on the webpage.
4. Fill out the required fields, click **Submit**.

VIA EMAIL

Email servicedesk@lakeforest.edu with a brief description of the issue.

VIA PHONE

On campus – x5544

Off campus or cell phones: 847-735-5544

Service Desk Support Portal



Do you have any ITS related questions? Check out <https://servicedesk.lakeforest.edu>

ITS Status Page



Wondering if any of the systems are down? Check out <https://status.lakeforest.edu>



ITS Policies

<https://www.lakeforest.edu/its/policies>

Microsoft Copilot Chat



Scan the QR code to learn more about the available Microsoft Copilot Chat.

ITS Resources For Employees

Information Technology Services

SERVICE DESK HOURS

Academic Year:

Monday–Thursday: 8 a.m.–6 p.m.

Friday: 8 a.m.–5 p.m.

Breaks and Summer:

Monday–Friday: 8:30 a.m.–4 p.m.



LAKE FOREST
COLLEGE

Printing

Printing is done through the application PaperCut. This tool automatically provides the correct printers based on your location or group.

Before you begin, ensure the following:

- Your computer is connected to the **Lake Forest College network**:
 - You must be connected to either **Foresters** or **ForesterCore** Wi-Fi.
 - **Do not use ForesterGuest**, as it does not support access to campus printing service.
 - A wired connection via **Ethernet** is also supported.
- You are using a **Lake Forest College-provided computer**. *The PaperCut Print Deploy Client can only be installed and used on college-managed devices. Personal laptops are not supported.*

The PaperCut Print Deploy Client should be installed. If it is not installed, contact the ITS Service Desk.

For more help:



Scan or visit <https://servicedesk.lakeforest.edu> and search for "How to Install a Printer using the PaperCut Print Deploy Client."

Wi-Fi Connection

• Foresters

- For personal devices of employees and students.
- Requires a password ("Foresters").
- Limited access to internal systems (e.g., printing, software licensing).

• ForesterCore

- Hidden network for College managed devices.
- Requires full security compliance and monitoring.
- Full access to all College IT systems.



Scan to connect device(s) to Foresters Wi-Fi.



How do I connect my device(s) to the network?
Scan for more information.

Microsoft Authenticator

To download the app, scan the QR code.



Apple
App Store



Google
Play Store

Email Login

- Use the Microsoft Outlook app on your phone, tablet, or computer for the best experience.
- Email is accessible through any web browser (e.g., Chrome, Safari, Edge) or by visiting mail.lakeforest.edu.

Note: Other email apps (such as Apple Mail, Gmail, and Thunderbird) are no longer supported or compatible.

Password Reset

To reset your password, follow these steps:

1. Open a web browser and navigate to lakeforest.edu/password.
2. Follow the instructions on the page and click the link titled **Microsoft's Account Recovery process**.
3. Enter your college email address and complete the CAPTCHA.
4. Select **"I forgot my password."**
5. Verify your identity using Multi-Factor Authentication (MFA).
6. Enter your new password and submit it to complete the reset.