

Adobe Creative Cloud

1. Adobe applications are available for use in all Lake Forest College computer labs. To access them:
2. Open the **Creative Cloud** application, which can be found using the search feature or in the start menu on campus computers.
3. Once Creative Cloud opens, click on **Apps** in the left-hand menu.
4. Browse and select the Adobe applications you wish to use from the list.

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 Students

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

Wi-Fi Registration

1. On your device, choose Foresters when selecting a Wi-Fi network to join. The password for the Wi-Fi network is "Foresters". Once connected, you will be prompted to register your device(s) on the College portal.
2. Accept the terms of service for Foresters and login with your college email and password and click submit. The next page will show a progress bar while you access the Foresters configuration (Make sure to stay on the page until the progress bar is filled).

Note: Foresters allows a maximum of fifteen registered devices to your student account; this includes your computer, phone, and entertainment devices you may have.



Scan to register device(s) to 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

Printing



Scan to access Web Print.

Note: Students receive \$15 of printing credits per semester.

1. Visit <https://www.lakeforest.edu/print> and log in.
2. Select Web Print and next Submit a Job.
3. Choose single or double-sided, then click Print Options and Account Selection.
4. Set the number of copies, then click **Upload Document**.
5. Upload your file and click **Upload & Complete**. Repeat for additional documents.
6. Click **Jobs Pending Release** on the left.
7. Click **Print** next to the jobs you want under the Action column.
8. Select a printer, your job will be ready for pickup.

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.

Office 365 Apps

Students can install the full Microsoft Office 365 suite, including Word, Excel, and PowerPoint, on up to **five devices** at no cost. To install, follow these steps:

1. Visit office.com and sign in using your college credentials.
2. Once signed in, click **Apps** from the left sidebar.
3. On the right side, select **Install apps**.
4. Choose **Microsoft 365 Apps** to begin the installation process.

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.