

# Student Guide Fall 2009

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# Notes



## About LIS

Library and Information Services (LIS) is a group of full-time professional staff members and part-time student consultants. Our job is to make your time spent on computing tasks as productive and rewarding as possible and provide you with the full range of library services.

This guide is provided to help you get started with computing and library use at Middlebury College. We hope you will keep this as a reference and use it often. You are welcome to take full advantage of any of our many services which are briefly described in the next few pages.

This document also provides guidance for using computing and library facilities at the college.

## LIS Service Points

The **Main Library** is located on Storrs Avenue, across the quad from Old Chapel and is home to the main collection (including the video collection) and the Technology Helpdesk.


**Armstrong Science Library** is located on the first and second floors of McCardell Bicentennial Hall and is home to the science and psychology collection.

The **Music Library** is located on the first floor of the Mahaney Center for the Arts and is home to the music and dance collection.

## Telephone Numbers for LIS

Information Desk (Main Library – general info)	443-2000
Technology Helpdesk (computing & media services)	443-2200
Main Library Circulation Desk	443-5494
Main Library Reference Desk (research questions)	443-5496
Armstrong Science Library Circulation Desk	443-5449
Armstrong Science Library Reference	443-5018
Music Library Circulation Desk	443-5218
Music Library Reference Desk	443-5785

## The LIS Website

Many services are available to you from our main webpage. To find the LIS website type **go/lis** in the Address field of your browser and press . For specific information about the services of the Technology Helpdesk type **go/helpdesk** in the Address field of your browser. There is also a shortcut to the LIS website on the college home page.

**GO** is a utility that gives easy access to registered pages on the Middlebury College website. To use this utility from outside the Middlebury network use **<http://go.middlebury.edu/destination>** instead of **[goldestination](http://go.middlebury.edu/destination)**.

## The Technology Helpdesk

The Technology Helpdesk is the group to contact with any technology-related questions. Highly-trained consultants answer your calls and work with you to solve problems with software, troubleshoot a hardware problem, or help with any other computing-related issue. If your question requires more in-depth assistance, the Technology Helpdesk contacts the appropriate resource to solve your problem or provide you with training.

You may contact us to request assistance in the following ways:

- Call the Technology Helpdesk at 443-2200.
- Send an e-mail message to [helpdesk@middlebury.edu](mailto:helpdesk@middlebury.edu).
- Come to the Walk-in Helpdesk on the main floor of the Middlebury College Library, 110 Storrs Avenue.

## Technology Helpdesk Hours of Operation

Normal hours of operation during the academic year are listed below.


- Monday – Thursday: 8:00 a.m. – Midnight
- Friday: 8:00 a.m. – 6:00 p.m.
- Saturday: noon– 6:00 p.m.
- Sunday: noon– Midnight

Normal hours of operation during the summer are listed below.

- Monday – Friday: 8:00 a.m. – 10:00 p.m.
- Saturday: 10:00 a.m. – 6:00 p.m.
- Sunday: 10:00 a.m. – 10:00 p.m.

Hours of operation will vary during breaks in the academic schedule such as holidays or between semesters.


## On-Campus Training

LIS offers a number of computing workshops throughout the academic year. Faculty, staff and students may attend, free of charge. In the **Address** field of your browser, type **go/techworkshops** and press  to view the list of offerings.

This schedule is constantly updated with workshop information. Please check back often. Customized workshops may also be arranged on request, time and resources permitting.

Please e-mail [helpdesk@middlebury.edu](mailto:helpdesk@middlebury.edu) or call x2200 to register for a workshop. Seating is limited and is assigned on a first-come, first-served basis. Some workshops are scheduled by request for specific academic classes. Seating may not be available in these workshops.

## Written Documentation

We also provide written documentation with detailed instructions on a variety of computing topics on the Technology Helpdesk website. In the Address field of your browser type **go/docs** and press  to view our website offerings.

## Computer Purchases and Repair

Dell and Apple offer discounts to students on certain models of their computers. On the LIS web page (**go/lis**), click the **Computer Purchase and Repair** link and then click on **Student Computer Purchases** for information on recommended computing systems, sales information for Dell computers, and an FAQ that will help with your questions.

On the College Store web page (**go/bookstore**), click the **Apple Campus Store** link for sales information on Apple computing systems.

Call the Technology Helpdesk at x2200 for troubleshooting assistance when you think you have a hardware problem or bring your laptop computer to the Walk-in Helpdesk in the Library. Contact the Technology Helpdesk for assistance with arranging service or warranty repairs.

## Basic Software

Full-time undergraduate students can install Middlebury College's copy of **Microsoft Office** by borrowing a CD from the Circulation Desk in the main library. Current versions are Microsoft Office 2003 for Windows computers and Microsoft Office 2004 for Macintosh computers.

## Digital Media Development

The Digital Media program provides support for faculty, student and staff media development, which can include, but is not limited to:

- Images and document creation – posters, diagrams
- Audio – podcasting, voiceovers
- Video – animation, digital stories

If you need help with your media project stop by the Wilson Lab in the Main Library (1pm-1am) or you can request e-mail support at **DigitalMediaTutors@middlebury.edu**. The Digital Media Tutors provide walk-in support for the Wilson Media Lab, located in the Main Library. These computers provide Middlebury College with the tools to meet digital media development needs. For more information on Digital Media Development, contact:

Joe Antonioli at 443-3062 or e-mail **jantonio@middlebury.edu**

Mack Roark at 443-2328 or e-mail **mroark@middlebury.edu**

### Wilson Media Lab - Hours and Location

The Wilson Media Lab is open to the public while the Main Library is open.

The schedule for digital media tutors is available at the following URL:

**[http://www.middlebury.edu/academics/lis/teach\\_learn/digital\\_media/hours/](http://www.middlebury.edu/academics/lis/teach_learn/digital_media/hours/)**.

The Wilson Media Lab computers provide Middlebury College with tools to meet digital media development needs.

## Computing Sites at Middlebury College

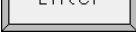
There are several computer labs at Middlebury College for your use. These sites are provided to offer you the convenience of computing when you are away from your residential hall room and to provide services you may not have available to you in your room, such as printing and specialized software. All computers in labs are on the college network and offer black and white printing.

You can find out which computing labs have specialized software installed by typing **go/helpdesk** in the Address field of your browser and then clicking the link for **Classrooms, Labs, Screenings, Event Support**. Some locations have scanners (indicated by a # below) and some are dual purpose and may have classes scheduled in them for one or more hours per day (indicated by an \* below).

<b>Building</b>	<b>Room and Type of Computers</b>
<b>McCardell Bicentennial Hall</b>	Rooms 116/117*#, Windows Room 161, Windows Armstrong Library, Windows
<b>Sunderland Hall</b>	ILC1*#, Windows ILC2*#, Macintosh ILC3*, Windows Room 121, Windows Room 202, Windows
<b>Munroe Hall</b>	214*#, Windows
<b>New Library</b>	Room 105*, Windows Room 140*, Windows Wilson Media Lab, mixed, mostly Macintosh Mixed platform scattered throughout open areas
<b>R. A. Jones, '59 House</b>	Basement, Windows
<b>Mahaney Center for the Arts</b>	Music Library#, Windows
<b>Axinn Center</b>	Room 105, Macintosh

## Library Hours of Operation

Scheduled hours of operation vary by library and day of the week. Schedules are posted at each library or you can check the hours online from the LIS home page or type **go/hours** in

the **Address** field of your browser and then press . The Main Library is usually open until 1:00 AM most school nights while classes are in session and has a 24-hour study area with vending machines.

You can expect reduced hours during breaks and between academic sessions. **Always check the website (go/hours in the Address field of your browser) for the most complete and up-to-date information on library hours.**

## Get Help from a Reference Librarian

Reference librarians are happy to provide help searching for library materials. In the Main Library, reference librarians are normally available during the following hours (holidays and breaks excluded):

Sunday	1 pm – 5 pm; 7 - 10pm
Monday - Thursday	9 am - 5 pm; 7 pm - 10 pm
Friday	9 am - 5 pm
Saturday	varies

You can call a reference librarian at one of the numbers listed in the *LIS Contact Information* section. You may also e-mail your question to [rlibrary@middlebury.edu](mailto:rlibrary@middlebury.edu), or click on the **Ask a Librarian** link from various webpages or type **go/askalibrarian** (a librarian will respond within 24 hours).

If you have a big research paper and need extensive help, you can make an appointment for a **research consultation**. Please ask at least several days in advance. You can fill out a request form online from the LIS home page or e-mail the librarian for your subject area directly. To find out which librarian covers your subject, type **go/liaisons** and choose your subject from the right menu bar.

## Borrow Books and Other Library Materials

You can borrow library books and other materials from the Circulation Desk of any of the Middlebury College libraries. The loan period for regular books is 4 weeks; other materials may have shorter loan periods. You can renew materials online before they are due using **Midcat**, the library online catalog. From within **Midcat**, click on the **My Midcat** link (or type **go/mymidcat**) to login to and manage all aspects of your account. You can call Library Circulation at the phone numbers in the LIS Contact Information section or send them email at **Library\_Circulation@middlebury.edu**. When you have overdue materials, you are blocked from borrowing additional materials and you will be liable for replacement charges if not returned.

## Materials on Reserve

If material is placed **On Reserve** by your professor it can only be checked out for a limited time so others in your class have a chance to read the assigned material. Reserve materials are available at the Circulation Desk of the appropriate library. You can look up reserve material by course or instructor name in **Midcat**, the library's online catalog. Click on the **Reserves** link on the top menu bar or type **go/reserves**. Loan periods are set by the professor and are 2-hour, 4-hour (media/films), 1-day, or 3-day loans.

You can view **Electronic Reserve** materials from any computer on the network. Go to **Midcat**, click on the **Reserves** link on the top menu bar, then click on **Electronic Reserves (ERes)** or type **go/eres**. Your professor will give you the course password required to view the materials.

## Find Books, Videos, DVDs, CDs, Journal Articles

### Search for a Book, CD, Journal Article or Other Material

Check **Midcat**, the library's online catalog. To get to **Midcat**, type **go/midcat** in the Address field of your browser or click on the **Midcat** link on the LIS website. For journals, click on the **Journals A-Z tab** in Midcat to get to a list of the print and electronic journals Middlebury College subscribes to.

### Find and View Videos and DVDs


You can find your selection by author/director, title, keyword, or genre in **Midcat** using the **Videos** tab. In the Main Library you can check out videos at the Circulation Desk. Most of them must be used in-house, but there is a Browsing DVD collection that can be checked out for 3 days. There are viewing stations on the main floor.


## Find Books and Articles on a Particular Subject

For best results, check with a reference librarian for help finding materials on a particular topic. Reference Librarians can recommend the best search strategies and library databases for your topic. They can also point you to Research Guides for your discipline or class. See section “Getting Help from a Reference Librarian”

## Request Library Materials and using NExpress

If someone else has borrowed an item you need or you would like a book listed as

available held for you, you can use the Request button  or the [Place Request](#) link in **Midcat**. If the book is checked out, the item will be “recalled” and the borrower will be requested to return the item within one week. Before requesting an item that is already checked out, look for the item in **NExpress** in case it is available from one of 7 other New England Libraries we have a special arrangement with. You can also request items (including journal articles) we do not own directly through NExpress. Materials will

usually arrive within 2 - 4 days. Just use the  link in **Midcat** which appears after doing a search in **Midcat**. If you need materials immediately, check with a librarian to see if they can find another resource that meets your needs.

## Get Materials from Other Libraries via Inter-Library Loan

If Middlebury College libraries or NExpress doesn't have the book or article you need, you can request items through Inter-Library Loan (ILL) online using **go/ill** in the address field of your browser. Reference Librarians can help you with this process. ILL services take time, so please plan ahead.

## Use Computers in the Library

Each library has a computer lab with word processing and other software. The Main Library has many computers in scattered locations for your use, as well. In the Main Library, you can also check out a laptop computer from the Circulation Desk for in-house use on a 4-hour loan period.

You can plug your own laptop into the college network at any of our libraries. You will have access to file servers, e-mail services, and the Internet. The library staff members can guide you to appropriate locations to use the network, or you can use the wireless network, if you prefer.

## We Even Have Food!

Take a study break in the Main Library Wilson Café. They have drinks, salads, sandwiches, and munchies. There are also vending machines outside the Café. For other food options you can go to the McCullough Student Center or other dining locations.

# General Computing Advice

1. Protect your identity and personal information.
  - Change your password often; keep it private.
  - Use secure web sites when providing credit card or bank numbers.
2. Protect your image.
  - Be aware that what you post on a website or Facebook may be searchable and public.
3. Protect your own files.
  - Back up your important files.
  - Use your personal file server folder for your papers, assignments, and research.
4. Protect your computer.
  - Register your computer on the campus network.
  - Use anti-virus software.
  - Avoid opening messages and files from people or organizations you don't know.
5. Respect the rights of others; don't risk a lawsuit!
  - Don't use your computer, email or the Web to harass others.
  - Don't share music and videos you haven't legitimately acquired.

# Get Started with Computing

Some of the tasks to help you get started using computers at Middlebury College take place before you arrive, some of them after you move into your residence hall room. The basic tasks are:

## Before you arrive at Middlebury College:

1. Set your BannerWeb PIN. First-year students do this on their first attempt to register for classes over the web.
2. Learn your username and set your password for your e-mail and file server accounts. First-year students do this before they arrive over the web and authenticate themselves with their College ID number and BannerWeb PIN).

## After you arrive at Middlebury College:

1. Plug your computer into the college network and see if it works – often it does without any additional configuration. If it does not, guidance is provided to configure your computer properly.
2. Register your computer on the network.

## Set your BannerWeb PIN

Before you arrive at Middlebury College as a first-year student, you receive an informational packet from the Dean of Students office which includes information about your BannerWeb PIN and your e-mail account.

Your BannerWeb PIN is a six-digit number that is initially set to your birth date in MMDDYY format. The first time you logged into BannerWeb to register for your courses the system forces you to change this to a different six-digit number. Please keep this number confidential. See the section *BannerWeb For Students* and its subsections to learn more about BannerWeb and your BannerWeb PIN.

## Your Username and Password

Your BannerWeb PIN is also used to learn your username and set your password for your e-mail and file server accounts. This password must be a least eight characters in length and must contain at least one numeric digit and at least one uppercase and one lowercase letter, plus at least one special character in a list shown to you at the time you set your password. Please keep this password confidential also. If you have not yet set your password or have forgotten it, see *Appendix A: Your Username and Password* for more information.

# Using the Middlebury College Network

## Things to Know Before Using the Network

- Wireless networking is widely available at Middlebury College. See the sections on configuring your computer for wireless networking.
- Dial-in (modem) connections are not supported from residence halls.
- No student may attach any additional network equipment, such as a hub, or wireless adapter to a campus network jack, without consulting with the network technical staff. Call the Technology Helpdesk at x2200 to obtain the permissions and correct configurations required. Please bring your computer and wireless router to the Walk-in Helpdesk on the main floor of the Library for assistance with configuration.
- Anyone intending to configure and run his/her computer as a server must first consult with the network technical staff.

## The Hard-wired Network

Configuring your computer for Middlebury's network and understanding the computing environment is essential to an early success at Middlebury College. All residence halls at Middlebury College are equipped with Ethernet network connections, one port per student. To connect to the hard-wired network you need an **Ethernet network interface card (NIC)** and an **Ethernet cable**; the College Store in Proctor Hall carries cables in various lengths. Once connected to the network, you will be able to access e-mail, campus file servers, and Internet resources. Our network has been configured to use dynamic addressing (DHCP).

To get started using the network, do the following:

1. Turn your computer off.
2. Connect your RJ-45 Ethernet cable (a phone-like cable with eight contact points rather than four) directly into the Ethernet card on your computer. If you don't have a cable, you can get one at the College Store in Proctor Hall.
3. Look for the plate containing the Ethernet outlet (similar to a phone jack), mounted on the wall of your dorm room.

**Notes:** In most dorms, plug your Ethernet cable into the **red** jack. In Hadley, Kelly, Milliken, or Lang, plug into the **DATA** jack.

*Do not try the VOICE jack in Hadley, Kelly, Milliken, or Lang because this can destroy your Ethernet hardware. Call x2200 if you're uncertain where to insert the cable!*

4. Start your computer and launch your browser to see if you can get to the network.  
**Note:** If your browser doesn't display a web page call the Helpdesk at x2200.

# Register your Computer on the Network

The **FIRST** time you connect to the network with a computer that is new to the network, you will be forced to register your computer on the network.

If you are a returning student who registered your computer the previous fall semester, your previous registration will have expired after 300 days and you must re-register your computer.

## The Purpose of Computer Registration

Because computer viruses are so common and they negatively impact the college network, all personally-owned computers must be registered on the network to allow infected computers to be identified and isolated to prevent harm to other computers.

Campus Manager has been developed to do the following:

- Identify computers that have not been registered on the network or whose registration is expired and isolate them until they comply with our requirements for system safety.
- Assist their owners in installation of the proper system patches (Windows operating systems only).
- Assist their owners in installation of up-to-date anti-virus software (Windows operating systems only).
- Register the computer and link it to its owner.
- Release the computer from isolation so it can be run on the network.
- Detect and isolate computers that subsequently become infected with viruses or have other system safety issues and put them in **Quarantine** or the **Penalty Box**.

## The Registration Procedure


1. The first time an unregistered computer attempts to connect to the Middlebury College network with a browser, a Network Registration page displays. Click [Middlebury Students, Faculty and Staff \(Including Language School\)](#).  
**Note: Do not click the Guests option. While this gives you a temporary registration (2 days), it puts you outside the firewall and does not allow file server access.**
2. A policy page opens. Read the statement carefully and then click [I Agree](#) to continue.
  - Windows computer users continue at step 3.
  - Macintosh computer users may skip to step 6.
3. Click [Go to Windows Update](#). This sends your browser to the Windows Update page which determines if your operating system requires a system update for security purposes.
  - If your operating system is up-to-date:
    - a. A message displays indicating no updates are needed.
    - b. Close the browser window to return to the previous page.
  - If your operating system needs critical updates:
    - a. Follow the instructions provided to install an update.
    - b. After an update is applied, you must restart your computer.
    - c. After the restart, return to the page above and click [Go to Windows Update](#) again. If your computer is seriously out-of-date you may need to restart and revisit Windows Update several times to complete the process.
    - d. When you are told that no updates are needed you may close the browser window.
4. Click [Continue the Registration Process](#). The Virus Protection page opens.
5. You must have anti-virus software on your computer to use the network.
  - If you have anti-virus software that you keep up-to-date and do not want Symantec AntiVirus, click [Continue the Registration Process](#).

- If you do not have up-to-date anti-virus software:
  - a. Remove other out-of-date anti-virus applications. We recommend that you have only one anti-virus application installed.
  - b. Click [Install Symantec Antivirus](#).
  - c. Follow the installation procedure for Symantec AntiVirus.
  - d. Close the browser window to return to the Virus Protection page.
  - e. Click [Continue the Registration Process](#).
- 6. The registration page opens. Complete the registration information requested.

**Note:** If you have not learned your username and set your password yet, click [Account Activation Page](#) to run the procedure to learn your username and set passwords for your computing accounts (see the section *Appendix A: Find Your Username And Set Your Passwords* for instructions).

  - a. In the **Username** field, enter your username.
  - b. In the **Password** field, enter your password.
  - c. From the **Device Type** drop-down list select your device type.
  - d. Click .
- 7. A **File Download - Security Warning** dialog box opens. Follow the instructions on the web page to complete the registration process. Instructions are different depending upon your operating system and the browser you are using.
- 8. When registration is complete a message displays indicating your computer has been registered. Restart your computer to activate the new settings. Your computer will be allowed onto the Middlebury College network upon restart.

## Network Connectivity for Macintosh Computers

You can determine the operating system version of your Macintosh by clicking on the  menu and selecting **About This Mac**. Older operating systems (Mac OS 9 and below) are no longer supported on Middlebury's campus network.

By connecting the Ethernet cable to the wall and to your Macintosh running Mac OS X, you are automatically configured for the network.

Can you connect to <http://www.middlebury.edu> using an Internet browser (Safari, Firefox, Netscape or Internet Explorer)? If not, do the following:


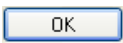


1. From the  menu, select **System Preferences**.



2. Click **Network**. The **Network** system preference displays.
3. From the **Show** drop-down list, select **Built-in Ethernet**.
4. From the **Configure IPv4** drop-down list, select **Using DHCP**.  
The **IP Address** field should indicate an address in **140.233.yyy.zzz** or **172.xxx.yyy.zzz** where **xxx**, **yyy**, and **zzz** are numbers.

## Network Connectivity for Windows Computers

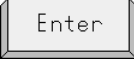
Can you connect to <http://www.middlebury.edu> using an Internet browser? If not:

1. Click  and select **Run** from the pop-up menu. The **Run** window opens.
2. In the **Open** field, type **command**.
3. Click , the **C:\...\command.com** window opens.
4. At the **C:\...>** prompt, type **ipconfig /release** and press .
5. At the **C:\...>** prompt, type **ipconfig /renew** and press .
6. The **IP Address** should read **140.233.xxx.yyy** or **172.xxx.yyy.zzz**, where **xxx**, **yyy**, and **zzz** are numbers. If not continue to the next section and check all network settings.

If you still cannot connect to the network, see *Appendix B: Windows Computer Settings for the Network* for further information.

## The Wireless Network


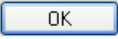



The wireless network is widely available at Middlebury College. To find the list of buildings with wireless networks type **go/docs** in the Address field of your browser, then

press  and then click on the **Wireless** link.

## Moving Around with a Windows Computer

When you use your computer on the Middlebury College network, your computer is assigned a numeric address that can only be used in the portion of the network (subnet) that you are in. When you move around with your computer it is imperative that you shutdown your computer fully before moving to a different subnet. When you restart your computer it requests a valid numeric address for the subnet it is in.

If you forget to shutdown your Windows computer and then encounter difficulties using the network you can manually release the network identification number and request a new one. To do so use the following procedure:

1. Click , and select **Run**. The **Run** dialog box opens.
2. In the **Open** field, type **cmd** and then click . The **cmd.exe** dialog box opens.
3. At the **c:\>** prompt, type **ipconfig/release**, and then press .
4. At the **c:\>** prompt, type **ipconfig/renew**, and then press .
5. At the **c:\>** prompt, type **exit**, and then press . The **cmd.exe** dialog box closes. You can begin to use your computer on the network again.



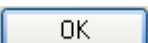
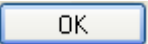
## Connect to the Wireless Network using a Windows Computer

Once you've configured your Windows XP computer to access Middlebury's wireless network called **mid\_secure**, you can surf the web and connect to files servers – all from a wireless network. Follow the instructions below.

1. Double-click the **Wireless Network Connection** icon on the System tray (see right). The **Wireless Network Connection Status** dialog box opens.



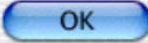
2. Click . The **Wireless Network Connection Properties** dialog box opens.
3. Click the **Wireless Networks** tab.
4. Select **mid\_secure (Automatic)** and then click . The **mid\_secure Properties** dialog box opens.
  - If **mid\_secure (Automatic)** is not listed, do the following:
    - a. Click . The **Wireless network properties** dialog box opens.
    - b. In the Network name (SSID) field type **mid\_secure** and proceed to the next step.
5. Verify the settings on the **Association** tab:
  - **Network Authentication** should be **Open**.
  - **Data Encryption** should be **WEP**.
  - **The key is provided for me automatically** checkbox should be checked.
6. Click the **Authentication** tab.
7. Verify the following settings:
  - **Enable IEEE 802.1x authentication for this network** should be checked.
  - **EAP type** should be **Protected EAP (PEAP)**.
  - **Authenticate as computer when computer information is available** should be unchecked.

8. Click . The **Protected EAP Properties** dialog box opens.
  - Click to uncheck **Validate server certificate**.
  - From the **Select Authentication Method** drop-down list, select **Secured Password (EAP-MSCHAP v2)**.
9. Click . The **EAP MSCHAPv2 Properties** dialog box opens.
10. Click to *uncheck* the **Automatically use my Windows logon name and password (and domain if any)** checkbox.
11. Click  on all the dialog boxes to close them.
12. After closing all dialog boxes, a **Wireless Network Connection** balloon pops up from the System tray. Click on it.
13. The **Enter Credentials** dialog box opens.
  - In the User name field, type your username.
  - In the Password field, type your password.
  - Click .

You can now connect to **midd\_secure** and have access to all of Middlebury's internal resources from behind the firewall. When wireless networking is available a message balloon will inform you. Click on the balloon and enter your username and password to connect.

## Connect to the Wireless Network Using a Macintosh Computer

You can connect to the Middlebury College wireless network. To connect to the wireless network named **midd\_secure**, follow the instructions below.

1. From the **AirPort** menu at the top right of your screen, select **midd\_secure** as the network to connect to. The **Enter Password** dialog box opens.
  2. Complete the information required:
    - a. From the **Wireless Security** drop-down list, select **LEAP** as the authentication/encryption type.
    - b. In the **User Name** field, enter your username.
    - c. In the **Password** field, enter your password.
  3. Click .
- You should then be securely connected to the **midd\_secure** wireless network.

## Using File Servers

File servers are networked computers with large disc drives used for file storage. Every student has a storage space reserved for them on the **\home** file servers. We encourage you to save all your work in your personal folder instead of your own hard drive for several reasons:

- You can access your files from any networked computer on campus.
- A server is a robust, reliable hard drive with password protection for your files.
- The server is backed up *by someone else*. Most files can be recovered – call the Technology Helpdesk at 2200 to recover a file.
- The server includes virus protection.

Your storage space on **\home** is limited by a quota system. Use server space for your academic work and save music collections on your own computer's hard drive. Music is easily replaceable.

The most important file servers for students are **\home**, where you have personal storage space, and **\classes**, which is used by your professors to post information, receive assignments, allow you to share files, and create web pages.

You can access files stored on file servers using standard network access methods or over the web using the NetStorage utility.

## Connect to File Servers with a Windows Computer

If you lose your connection to file servers you can re-establish the connection with the procedure below.

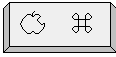



1. Right-click **My Computer**.
2. Select **Map Network Drive** from the pop-up menu. The **Map Network Drive** window opens.
3. In the **Drive** drop-down list select the drive letter **N:**.
4. In the field labeled **Folder** or **Path**, type the path to the folder. *Italicized type* below indicates you must replace the italicized word(s) with text appropriate to you and your work.
  - Use **\\home\alpha-list\your-username-here** to map a drive to your personal folder.
  - Use **\\classes** to map a drive to shared folders for classes.

5. To reconnect to the server each time you start your computer, click to check the **Reconnect at login** check box.  
**CAUTION:** DO NOT select **Reconnect at login** if you will use the connection infrequently or if you are in a public computing lab. You may select **Reconnect at login** if your machine is in a private space and you will use the file server on a regular basis.
6. You can elect to connect using a different username than your own. This can be especially useful for persons who maintain files for a department or student organization. To do so:
  - a. Click [different user name](#). The **Connect As** dialog box opens.
  - b. In the **User name** field, type the alternate username which should be `\\mid\username` where *username* is the username of the alternate account.
  - c. In the **Password** field, type the password for the alternate account.
  - d. Click . The **Connect As** dialog box closes.
7. Click  or .




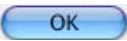
## Connect to File Servers with a Macintosh Using SMB

Macintosh computers can connect to file servers at Middlebury College using a service called **Server Message Block** or **SMB**. To use the service, do the following:

1. Click on the desktop to activate the **Finder**.
2. From the **Go** menu, select **Connect to Server** (or press  + ). The **Connect To Server** dialog box opens.
3. In the **Server Address** field, type **smb://midfiles.middlebury.edu/midfiles**.

The folders most important to you inside **midfiles** are:






- **classes** where course work is stored.
- **home** where you may store your personal data.

4. Click  to add the server address to the **Favorite Servers** list.
5. Click . The **Connecting To Server** progress window opens followed by the **SMB/CIFS Filesystem Authentication** window.
6. Complete the **SMB/CIFS Filesystem Authentication** dialog box:
  - In the **Username** field type your username.
  - In the **Password** field type your password for your e-mail (Exchange password).  
**Note:** You can set your password using the password utility. Type **go/activate** in the **Address** field of your browser and press .
  - Click .

You can find a useful FAQ on DFS (Distributed File System) issues at [go/dfs](#).

## Web Access to File Servers

You can use a web browser to access files stored on Middlebury College's file servers from on or off campus. To use web access to file servers, do the following:

1. In the **Address** field of your browser type the following bolded text:
  - **go/files**– to access files while connected to the Middlebury College network.
  - **http://go.middlebury.edu/files** - to access files and connect to them while off campus.
2. Press . The **Connect to netstorage.middlebury.edu** dialog box opens.
  - a. In the **User name** field enter your username.
  - b. In the **Password** field enter your file server password.
  - c. Click .
3. The **NetStorage** web page displays the network files and folders accessible to you. The web page is divided into two frames which have the following functions:
  - **Folders tree** frame on the left – shows the file servers to which you have access. The ones important to students are:
    - **home** is your personal storage space on Middlebury's file servers.
    - **classes** is used extensively by faculty and students for class work.
  - **middfiles** frame on the right – shows the contents of the folder selected in the **Folders tree** frame.
4. To view and move around the folder structure do the following:
  - Click  preceding a folder to expand it and  to contract it.
  - Click the folder name in the **Folders tree** frame. The contents of the selected folder display in the **middfiles** frame.
  - Double-click a folder name in the **middfiles** frame to view its contents.
5. To log out of NetStorage, click  above the **middfiles** frame.

# Course Folders

A file server folder for each of your courses has been created to facilitate exchange of files and information between students and instructors. It is divided into five subfolders: **Dropbox**, **Handouts**, **Public\_html**, **Return**, and **Share**. Log on to the folder using your Middlebury College username and password.

Course folders are in the folder **classes**. The path to your course folder is **middfiles\classes\Semester\dept\_course-number\_section**.

## The Function of Course Folders



The **Dropbox** folder is designed to allow electronic submission of student assignments. When you write a document on your computer, you may submit it to your professor by copying the completed file here.

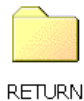
**Note:** Files cannot be saved directly into the Dropbox folder. We suggest that you save your document in your `middfile\home\alpha-list\username` folder and then copy it to the Dropbox. All course participants may copy files into the Dropbox, but only the instructor can view the files.



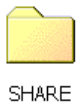
The **Handouts** folder gives the instructor a location to post materials for viewing by all members of the class. Although anyone can read the files placed here, only the instructor can change the contents.



The **Public\_html** folder houses the course web page, if the instructor chooses to create one.



The **Return** folder allows the instructor to return corrected assignments and distribute documents to individual members of the class. There is a subfolder inside the Return folder for each student enrolled in the course. Your folder can only be opened by you and your instructor.



The **Share** folder is for exchange of documents between all class members. Students and instructors may copy files into it, read, and edit its contents. It is designed to facilitate peer review activities and other sharing of information.

## Copying Files to a Course Folder

Save your originals in your **middfiles\home** folder. Then copy files into the course folder. You can use the drag and drop method, or right-click and select Copy and Paste from the pop-up menus.

## Print your Documents

We recommend that you save your documents in your **home** file server folder where they can be accessed by any networked computer on campus. Black and white laser printing is free in our computing labs. Please print one copy of your document only and use the copy machines to generate additional copies, if needed.

Color printing and copying is available in the Library for academic use. Stop at the Information Desk for details.

Color printing for non-academic use is available through local commercial vendors such as the UPS Store (aka Mail Boxes Etc.).



## Tips for Conserving Resources

You can reduce the environmental impact of printing your papers by following some simple recommendations outlined below.


1. Don't print e-reserve or other web source material unless truly necessary. Instead of printing the entire document, take notes while reading it on the computer to help you remember important points.
2. Always print double-sided. Thankfully, this is the default on Middlebury College's printers.
3. From the **File** menu, select **Print Preview** to see how your document looks before printing.
4. When printing a draft, print multiple pages on one sheet. This can be surprisingly readable at 2-4 pages per sheet. It becomes a tremendous paper-saving technique when you combine this capability with double-sided printing!
5. Please print one copy only of your documents and use the copy machines to generate additional copies, if needed.

## Printing your Documents

The printing process at Middlebury is simple and painless.

1. Log into the network and open your document.
2. Issue the **Print** command (From the **File** menu, select **Print**, or press  + ).

**Note:** If you are printing a document that you received from someone overseas, check the paper size carefully using **Page Setup!**

- a. From the **Name** drop-down list, select the printer. ***Please note which printer your document is to be sent to.*** Printers are generally named after the building and room in which they reside, such as BIH116, LIB242, SDLILC1.
  - b. Click .
3. Go to the print release station for the printer chosen.
  4. Log into the print release station and release your document to the printer.


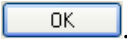
## Use GO to Navigate our Website

**GO** is a utility that provides a fast way to navigate to many common services on the Middlebury website. To use it, type a **GO Quick Text** (such as **go/helpdesk**) into your browser's **Address** field. You will have immediate access to the pages you want to use. There are hundreds of registered **GO** definitions that can be used while you are on-campus or off-campus. Some commonly-used ones and many of the ones for LIS are:

To find this website	Type this when on-campus	Type this when off-campus
Set Password	go/activate	<a href="http://go.middlebury.edu/activate">http://go.middlebury.edu/activate</a>
Middlebury Email	go/webmail	<a href="http://go.middlebury.edu/webmail">http://go.middlebury.edu/webmail</a>
E-mail Forwarding	go/forward	<a href="http://go.middlebury.edu/forward">http://go.middlebury.edu/forward</a>
BannerWeb	go/bw	<a href="http://go.middlebury.edu/bw">http://go.middlebury.edu/bw</a>
College Directory	go/dir	<a href="http://go.middlebury.edu/dir">http://go.middlebury.edu/dir</a>
College Calendars	go/calendars or go/cal	<a href="http://go.middlebury.edu/cal">http://go.middlebury.edu/cal</a>
Course Schedules	go/courses	<a href="http://go.middlebury.edu/courses">http://go.middlebury.edu/courses</a>
Academic Depts	go/spanish	<a href="http://go.middlebury.edu/spanish">http://go.middlebury.edu/spanish</a>
Administrative Depts	go/seo (student employment)	<a href="http://go.middlebury.edu/seo">http://go.middlebury.edu/seo</a>
LIS main page	go/lis	<a href="http://go.middlebury.edu/lis">http://go.middlebury.edu/lis</a>
Technology Helpdesk	go/helpdesk	<a href="http://go.middlebury.edu/helpdesk">http://go.middlebury.edu/helpdesk</a>
“How-To” Guides	go/docs	<a href="http://go.middlebury.edu/docs">http://go.middlebury.edu/docs</a>
Computing Workshops	go/techworkshops	<a href="http://go.middlebury.edu/techworkshops">http://go.middlebury.edu/techworkshops</a>
Fileservers via web	go/files	<a href="http://go.middlebury.edu/files">http://go.middlebury.edu/files</a>
Library Hours	go/hours	<a href="http://go.middlebury.edu/hours">http://go.middlebury.edu/hours</a>
E-mail a librarian	go/askalibrarian	<a href="http://go.middlebury.edu/askalibrarian">http://go.middlebury.edu/askalibrarian</a>
Search for materials	go/midcat	<a href="http://go.middlebury.edu/midcat">http://go.middlebury.edu/midcat</a>
Your library account	go/mymidcat	<a href="http://go.middlebury.edu/mymidcat">http://go.middlebury.edu/mymidcat</a>
Inter-library Loan	go/ill	<a href="http://go.middlebury.edu/ill">http://go.middlebury.edu/ill</a>
Course Reserves	go/reserves	<a href="http://go.middlebury.edu/reserves">http://go.middlebury.edu/reserves</a>
Electronic Reserves	go/eres	<a href="http://go.middlebury.edu/eres">http://go.middlebury.edu/eres</a>

## GO Quick Text Settings

There is an option in Internet Explorer that allows you to search from the Address bar. You may experience strange results trying to use **GO** if this setting has been changed from the default. You can verify this setting as follows:

1. From the **Tools** menu, select **Internet Options**. The **Internet Options** dialog box opens.
2. Click the **Advanced** tab.
3. Under the **Search from the Address bar** heading, select **Just go to the most likely site** to bullet the radio button.
4. Click .
5. Click .

# Electronic Mail at Middlebury

Please read the next few policy sections before using electronic mail. We recommend that students use WebMail for their electronic communications. WebMail is easy to use (instructions begin on the following page) and is accessible from any networked computer in the world.

## Middlebury's Student E-mail Policy

E-mail is considered an official method for communicating with students at Middlebury College. Official e-mail communications are intended to meet the academic and administrative needs of the campus community. The College expects that such communications, many of which are time-critical, will be received and read in a timely fashion. To enable this process, the College ensures that all students are issued a standardized college e-mail account through their academic years at Middlebury College. Students who choose to forward e-mail from their College e-mail accounts are responsible for ensuring that all information, including attachments, is transmitted in its entirety to the preferred account.

## E-mail Address vs. Display Name

Your username and password combination is the key to your e-mail privacy. You can change your password using the procedure described in Appendix A of this document. Your e-mail address is in the format **username@middlebury.edu**, however, the display name in the **From** field of messages that you send is usually in the form of **Lastname, Firstname**.


## Phishing Expedition Warning

**There are many unscrupulous people who conduct phishing expeditions via e-mail messages. These messages may look very official and have return addresses like "Webmail Support Team" or appear to be coming from a well-known bank or governmental institution such as the IRS.**

**The common element to these messages is that they request information from you that should be kept private such as your username and password credentials, your PIN number for a financial institution, or your mother's maiden name. Please note that NO legitimate Internet provider or financial institution would ever request this type of information from you.**

Do not respond to requests of this kind; simply delete the e-mail. If you do respond and then realize what a mistake you've made, please call the Helpdesk and we will guide you through changing the appropriate passwords to protect your privacy.

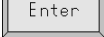
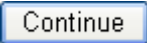
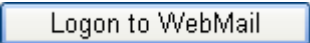
# WebMail


Exchange is the messaging system at Middlebury College. You can access your electronic mail using WebMail from any networked computer on or off the Middlebury College campus. This section is an introduction to the use of WebMail. For complete instructions on using WebMail and more sophisticated procedures type **go/docs** in the Address field of your browser and press  to find more information on WebMail.

## WebMail on a Windows Computer

You can access your electronic mail, calendar, contacts file, journal, notes and tasks using WebMail in Internet Explorer from any networked computer on or off campus.

### Log into and out of WebMail

1. In the Address field of your browser type **go/webmail** and press . The **WebMail** login page opens.
2. In the **Enter your e-mail address** field, type your Middlebury College username.
3. Click . Another dialog box opens.
4. In the **Password** field, enter your password.
5. Click . You will be logged into WebMail with your **Inbox** displayed.

**Critical:** Click  (in upper-right of window) to end your session.

### Three Panes of the WebMail Window

- **Left** – The navigation bar displays your folder structure and some navigation buttons.
- **Middle** – Displays the contents of the selected folder which is your Inbox when the window first opens.
- **Right** – The **Reading Pane** partially displays the contents of the selected message; a handy aid to deciding upon message relevance before opening it.

**Note:** If you prefer not to see the **Reading Pane** or want to shift its position, click  (Show/Hide Reading Pane) and select your preferred setting.

## Use the Navigation Bar


Your folders are displayed in the leftmost pane above handy navigation buttons, click buttons or folders to navigate around in your WebMail structure.

Click  to shrink the buttons down to smaller icons:




. Click  again to restore navigation buttons to their original size.

## Read Messages




- Unread messages appear in the **Inbox** in bold type. Double-click a message to open it.
- Click  (Check Messages) to refresh your **Inbox** and display any newly arrived messages.

## Send Messages



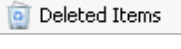
You can send messages several ways using WebMail.

- Click  to create a new message.

Or you can select a message or open it to do the following:

- Click  (Reply) to reply to the selected message.
- Click  (Reply to All) to reply to recipients of the message.
- Click  (Forward) to forward the message to one or more people.

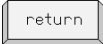
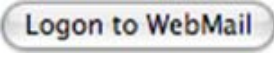

## Manage Messages

- Click  (Move/Copy) to move the selected message to another folder, or create a new folder.
- Click  (Delete) to move the selected message to the **Deleted Items** folder.
- In the **Folder List**, right-click  and select **Empty Deleted Items** to purge messages in the **Deleted Items** folder.

## WebMail on a Macintosh Computer

You can access your electronic mail, calendar, contacts file, journal, notes and tasks using WebMail from any networked computer on or off campus.


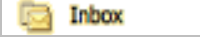



### Log into and out of WebMail

1. In the **Address** field of your browser, type **go/webmail**, then press . The **WebMail** login page opens.
2. In the **Enter your e-mail address** field, type your Middlebury College username.
3. Click . Another dialog box opens.
4. In the **Password** field, enter your password.
5. Click . You will be logged into WebMail with your **Inbox** displayed.


**Critical:** Click  to end your session.

### Use the Navigation Tools

On a Macintosh computer, use the icons on the navigation bars to navigate between folders:

-  - Gives you access to other folders.
-  - A quick way back to your Inbox.
-  (Calendar) - Keep your calendar on line with the Calendar feature.
-  (Contacts) - Organize your address book on line.
-  - Change settings for WebMail.

## Read Messages


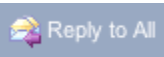

- Unread messages appear in the **Inbox** in bold print. Double-click a message to open it.
- Click  to refresh your **Inbox** and display any newly arrived messages.

## Send Messages




There are several ways to send messages in WebMail.

- Click  to create a new message.

If you have a message open, you can respond in the following ways.

- Click  to reply to the selected message.
- Click  to reply to all recipients of the selected message.
- Click  to forward the message to one or more people.

## Manage Messages

- Click  to move the selected message to another folder.
- Click  to move the selected message to the **Deleted Items** folder.
- Click  to empty the **Deleted Items** folder.

## Use WebMail to Manage your Mailbox

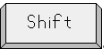


Your Exchange Mailbox has a 512 MB limit (quota) imposed to remind you to manage your messaging system. When you reach your quota, the automated System Administrator sends a message to you indicating your mailbox has exceeded its size limit. If you continue to accumulate messages you may be barred from sending messages or creating new items. If your mailbox continues to grow messages received for you are rejected by the mail server.

You must manually delete messages from your Mailbox to reduce your message space. To free space quickly, empty your **Sent Items** and **Deleted Items** folders then check all folders for large messages and messages with attachments.

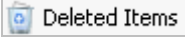

**Caveat:** You must empty the **Deleted Items** folder after performing manual deletions to free the space.

1. Open the message folder desired.

When you start Webmail, your **Inbox** folder is displayed. To open a different folder, use the navigation methods described previously.

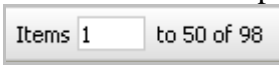



2. Select the message(s) to be deleted.
  - On a Macintosh click to place a checkmark in the checkbox for each message to be deleted whether or not they are contiguous or non-contiguous.
  - On a Windows computer, to select adjacent messages:
    - a. Position your cursor over the first message to be selected, and click the message.
    - b. Position your cursor over the last message in a block to be selected, and then while holding down , click the message.
  - On a Windows computer, to select non-contiguous messages:
    - a. Position your cursor over a message to be selected, and then while holding down , click the message.
    - b. Repeat for each message.
3. Click  (Delete). The selected messages are move to the **Deleted Items** folder.

4. Empty the **Deleted Items** folder.

- On a Windows computer, right-click  Deleted Items in the Folder List and select **Empty Deleted Items** from the pop-up menu.
- On a Macintosh computer, open the Deleted Items folder and then click  The contents of the **Deleted Items** folder are permanently removed.

**Notes:** Message deletions simply move messages to the **Deleted Items** folder. You **MUST** empty the **Deleted Items** folder to truly regain space.

Be aware that you may not be able to view an entire message folder at once.

- On a Windows computer: If the **Items** indicator looks like this: , you must click  to view the next set of messages.
- On a Macintosh computer: If the **Page** indicator (bottom-right) looks like this: , you must click  to view the next set of messages.

# Forwarding your Email

If you want to use another e-mail provider, there is a utility on the web that allows you to set a forwarding address for all your e-mail to the address you provide. Please be aware that forwarded messages are **not** duplicated on the mail server here at Middlebury College; your alternate provider will be the only source for messages sent to you during the time your mail is forwarded.

## Set a Forwarding Address




1. In the **Address** field of your browser, type **go/forward** and press . The Email Forwarding page opens.
2. In the **Username** field, type your **username**.
3. In the **Password** field, type your **password** for your Exchange account.
4. Click .
5. Click the radio button for **Forward all the e-mail sent to *user*@middlebury.edu to this off campus e-mail address** where *user* is your username.
6. Enter the off-campus address where you want to receive your mail in the field provided.
7. Click . Forwarding of your Outlook/Exchange account is set to the address you provided and a message displays indicating it may take as long as 30 minutes to take effect.


## Discontinuation of Forwarding

1. In the **Address** field of your browser, type **go/forward** and press . The Email Forwarding page opens.
2. In the **Username** field, type your **username**.
3. In the **Password** field, type your **password** for your Exchange account.
4. Click .
5. Click the radio button in front of the words **Do not forward my e-mail. Keep it in my Middlebury mailbox**.
6. Click . Forwarding of your Exchange account is removed within 30 minutes.

# The Barracuda Spam Firewall

You can add or remove addresses that are recognized as spam by the firewall and gain control of what appears in your Inbox.

1. In the **Address** field of your browser, type **http://shark** and then press . The Barracuda Spam Firewall page opens.
2. In the **Login** box, do the following:
  - a. In the **Username** field, type your username.
  - b. In the **Password** field, type your e-mail password.
  - c. Click .
3. The **Quarantine InBox** page allows you to inspect any quarantined messages. You can select messages and then elect to deliver them, add them to the Whitelist, delete them, or classify them as SPAM.
4. Click the **Preferences** tab.
5. To add an e-mail address in **Whitelist** or **Blacklist** field.
  - To allow e-mail addresses and domains, type the e-mail address in the **Whitelist** field. The address will not be analyzed for spam but will be scanned for viruses.
  - To block e-mail address and domains, type the e-mail address in the **Blacklist** field.
6. Click .

To remove an entry from either list, click  next to the listing.

Click **Log Off** (on the upper-right) to end your session.

# BannerWeb for Students

You can use BannerWeb to access a variety of online services for students. After you log into BannerWeb, a menu is presented that offers the following options briefly outlined in the *BannerWeb For Students Menu* section.

## Your First BannerWeb Login

1. On many Middlebury College web pages, click  or in the **Address** field of your browser type **go/banner** and press . The **User Login** page displays.
2. In the **User ID** field, type your 8-digit College ID number include the leading zeros.
3. In the **PIN** field type your 6-digit PIN.
  - Your initial PIN for BannerWeb is your birth date in MMDDYY format.
  - For security purposes, Banner forces you to change your PIN and set a question and answer for yourself that will allow you to reset your PIN if you forget it.
4. Click . The **Login Verification** screen displays and requires that you change your PIN.
5. In the **Re-enter Old PIN** field, type your current PIN.
6. In the **New PIN** field, type a new PIN.  
**Note:** Your BannerWeb PIN must be a six-digit number.
7. In the **Re-enter new PIN** field, re-type your new PIN.
8. Click . You will be asked to set a **Personal Security Question** and **Answer** to identify yourself to the system in case you forget your PIN and want to reset it yourself.
9. In the **Enter Question** field, type a **Personal Security Question** that the system will ask you if you forget your PIN (this allows you to click  at the initial **Login** page and gain access even when you have forgotten your BannerWeb PIN). Use a question that you will remember the answer to but which requests information that is not part of your public record or something that you share with casual acquaintances.
10. In the **Answer** field, type the answer to your question.
11. Click , you will be logged into the system.

**Note:** If you enter your **User ID/PIN** combination 5 times incorrectly, your access to BannerWeb is disabled. You must reset your PIN using the **Personal Security Question** and **Answer** you set for yourself.

## BannerWeb PIN Changes

1. Login to BannerWeb as you usually do.
2. Click [Personal Information](#).
3. Click [Change Your PIN](#).
4. You must enter your BannerWeb PIN, a new BannerWeb PIN, re-enter it for confirmation, and then click .

## Your BannerWeb Security Question

When you set your first BannerWeb PIN, the system also forces you to create a personal security question which you use to reset your BannerWeb PIN if you ever forget it!

### If you forget your BannerWeb PIN

1. On the Middlebury College home page, click  or in the **Address** field of your browser type **go/banner** and press . The **User Login** page displays.
2. In the **User ID** field, enter your 8-digit College ID number (use leading zeros).
3. Click .
4. BannerWeb asks the security question you set during your initial login. Type the answer in the field provided and then click .
5. BannerWeb allows you to reset your BannerWeb PIN.
  - a. In the **New PIN:** field, enter a new 6-digit BannerWeb PIN.
  - b. In the **Re-enter new PIN:** field, re-enter the BannerWeb PIN.
  - c. Click .

Access to BannerWeb is restored.

# BannerWeb for Students Menu

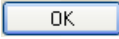
The menu of options for students includes the following items:

- **Student Records and Registration**
  - **Registration** – register for your classes online
  - **Student Records** – grades, transcripts, progress reports
  - **Enrollment Verifications**
  - **Course Evaluations**
  - **Volunteer Service Tracking**
  - **Student Organization Involvement**
- **Student Accounts and Financial Aid**
  - **Account and Financial Aid Information**
  - **Financial Aid Eligibility Information**
  - **Financial Aid Forms**
  - **Student Financial Services Contact Information**
  - **FACTS Tuition Management**
  - **FACTS Semester Payment Plan**
  - **FACTS Annual Payment Plan**
  - **Accounts Receivable**
- **Employee**
  - **Time Sheet** – Report hours worked for student employees
  - **Pay Information**
  - **Much more!**
- **Personal Information**
  - **Change Your PIN**
  - **Social Security Number Change Information**
  - **Change Security Question**
  - **Mailbox Combination**
  - **Housing Information**
  - **Personal Evacuation Plan**
  - **Cell Phone Update**
  - **Vehicle Registration**


# Routine Maintenance of your Windows Computer


Once you have access to the network from your computer the possibility of acquiring viruses or malware of other sorts arises. The Registration process allowed you to install anti-virus software to protect your computer from viruses. To further protect your computer, routine maintenance is an essential step in keeping your computer running smoothly. System slowness, screen freezes, browser pop-ups and failure to shutdown properly are often a result of poor maintenance, not hardware problems. This section outlines a few processes that you should perform on a regular basis to keep your computer up-to-date and free of viruses and spyware.

Before you begin:

- Close all running applications.
- Disable your screensaver temporarily. Right-click on your desktop and select **Properties** from the pop-up menu. Click the **Screensaver** tab. On the **Screen Saver** drop-down list, select **None**, and then click . You can revert to using a screen saver when you finish the maintenance tasks.
- Do not attempt to use the computer for any other purpose while maintenance utilities are running.

## Best Practices for Computer Maintenance

There are documents on the Technology Helpdesk website to help you maintain your computer. To view these documents type **go/docs** in the address field of your browser and press . Then click the link for the **Windows Operating System**. You will find the documents on routine maintenance and spyware removal helpful. They provide details missing in the overview of the most important steps to protecting your computer which is next:


- Make sure your operating system and antivirus software are up-to-date. Done once!
- Watch the taskbar for yellow shield icon — . If present it means there are Critical Updates to install right away. This is done on an ongoing basis.
- Get the free downloads from the web and then install SpyBot Search & Destroy and Ad-Aware. Done once!
- Update SpyBot Search & Destroy and Ad-Aware then scan for spyware. This should be done every week or two.
- Shut your computer down frequently – preferably daily.
- Remove temporary Internet files (every week or two)
- Empty the Recycle Bin regularly (every week or two).

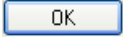
## Avoid Viruses and Malware

Maintenance practices can help clean your computer after malware has invaded your computer. There are procedures you should follow to prevent the occurrence of malware, identity theft, or other computing scams, as well. They are:

1. Install, use and update your anti-virus software to protect your computer against malicious code. Don't rely on it totally, however. No anti-virus program is perfect and therefore cannot compensate for imprudent computer use. There is always a gap between the release of a new virus and the update of anti-virus software to combat it.
2. Keep your operating system and programs patched. You must apply security-related patches as they become available.
3. Be cautious when reading e-mail with attachments or when downloading files.
  - Never open e-mail attachments from someone you don't know.
  - Never open e-mail attachments forwarded to you even if they're from someone you know.
  - Never open unsolicited or unexpected e-mail attachments until you've confirmed the sender actually meant to send them. If you know the sender and you are absolutely sure they intentionally sent the attachment, save the file to your desktop then scan it with an up-to-date virus scanner before opening it.
  - Pay attention to files with multiple extensions and test them using the procedure in the above item before using them.
  - **Never** pay attention to virus warnings unless they come from the Technology Helpdesk.

**Note:** Test files by starting their associated application and using the Open function of that application. If the tested file is in the wrong format, the application will complain. If this happens delete the file.

4. Configure your operating system properly.
  - Configure Windows so it displays ALL file extensions, including known file types.
    - a. Click , point to **Settings**, and then select **Control Panel** from the submenu.
    - b. Double-click **Folder Options**.
    - c. Click the **View** tab.

- d. Click to bullet the **Show hidden files and folders** radio button.
  - e. UNcheck **Hide file extensions for known file types**.
  - f. Click .
- Disable file and printer sharing. Call the Technology Helpdesk at x2200 if you need instructions.
5. To protect your privacy you should never do the following:
- Never use the Unsubscribe feature of spam e-mails or reply to spam mails because this confirms the validity of your e-mail address. The proper way to deal with spam is to delete it.
  - Never select the option on web browsers for storing user name and password.  
**Note:** It is also wise, when prompted for a password, to enter an incorrect one first. Legitimate sites will reject the login, sites set up to collect usernames and passwords will accept your ruse. If this happens, leave the site immediately.
  - Never disclose personal, financial, or credit card information to little-known or suspect web sites or fill out forms in e-mail messages asking for personal information.
  - Never use a computer or a device that cannot be fully trusted.
  - Never use public or Internet café computers to access online financial services accounts or perform financial transactions.


# Foreign Language Input

You can type in a foreign language on your computer, without any special software. There are certain key combinations that signal your computer to use a character not found on an English keyboard. The following several sections provide instructions for input of foreign language characters.

## Special Characters for Windows

All the special characters can be inserted into a MS Word document. If another product does not offer support for special character insertion, you can usually create the characters in MS Word, then cut and paste them into another product's document.

### Special Character Insertion Using Keystrokes

1. In most cases, first hold down  and strike a regular character key as indicated in the table on the next page. For some special characters you must press:

-  and  and another key together

**or**





-  and  and  and another key together.

Nothing appears on your screen yet.

2. Release all keys, and type the letter that is to carry the diacritical, as shown in the chart on the next page.

Desired Character	First Keystrokes	Second Keystroke
á, é, í, ó, ú	Ctrl + "	A, E, I, O, U
à, è, ì, ò, ù	Ctrl + ~	A, E, I, O, U
ä, ë, ï, ö, ü	Ctrl + Shift + ;	A, E, I, O, U
â, ê, î, ô, û	Ctrl + Shift + ^	A, E, I, O, U
ñ, ã, õ	Ctrl + Shift + ~	N, A, O
ç, Ç	Ctrl + <	C or Shift + C
æ (ash)	Ctrl + Shift + &	A
œ, OE	Ctrl + Shift + &	O or Shift + O
ï	Alt + Ctrl + Shift + !	(none)
ı	Alt + Ctrl + Shift + ?	(none)
ø, Ø	Ctrl + ?	O or Shift + O
ß	Ctrl + Shift + &	S
å, Å	Ctrl + Shift + @	A or Shift + A
€	Alt + Ctrl + E	(none)

## Special Character Insertion Using Numeric Codes

1. Make sure  is on - the  key is at the top left of the numerical keypad on the right side of the keyboard.
2. Hold down  (to the left or right of the spacebar) and type the 3-digit numeric code for the special character.
3. Release .

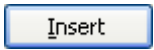
**Note:** *You must type the 3 digit code on the number keypad.* It will not work if you use the numbers above the regular keys.

The codes and their characters are listed below.

â	131	Ç	128	ï	139	Ö	153
ä	132	ê	136	ì	141	û	150
à	133	ë	137	í	161	ü	129
á	160	è	138	ñ	164	ù	151
å	134	é	130	Ñ	165	ú	163
Ä	142	É	144	ô	147	Û	154
Å	143	æ	145	ö	148	ÿ	152
ß	225	Æ	146	ò	149	ı	168
ç	135	î	140	ó	162	ı	173

## Find Other Special Characters on a PC


In the MS Office products Word, Excel, and PowerPoint you can insert any special character included in the fonts available to you. To do so:


1. Place your cursor where you want the special character.
2. From the **Insert** menu, select **Symbol**. The **Symbol** dialog box opens.
3. From the **Font** drop-down list, select the desired font.
4. Select the character desired.
5. Click .













































# Special Characters for the Macintosh



















## Special Character Insertion Using Keystrokes

To type accented characters, letters with diacritical marks, or other special characters such as: á, è, ç, ß, and ñ, you must use special keystrokes.

In most cases, you will first hold down  on the keyboard and then strike a regular character key as indicated below. Nothing will appear on your screen at this point. Release *both* keys, and *then* type the letter you would like to carry the diacritical, as indicated below.


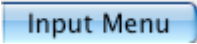

For some special characters you will simply press  and one key together. See the table on this page and the next page to find the character that you want to insert.

Desired Character	First Keystrokes Done Together	Second Keystroke
á, é, í, ó, ú	 + 	 ,  ,  ,  , 
à, è, ì, ò, ù	 + 	 ,  ,  ,  , 
ä, ë, ï, ö, ü	 + 	 ,  ,  ,  , 
â, ê, î, ô, û	 + 	 ,  ,  ,  , 
ñ, ã, õ	 + 	 ,  , 
ç	 + 	(none)
Ç	 +  + 	(none)
ß	 + 	(none)
... (ellipsis)	 + 	(none)
æ (ash)	 + 	(none)



Desired Character	First Keystrokes Done Together	Second Keystroke
œ	 + 	
ï	 + 	(none)
ï	 +  + 	(none)
®	 + 	(none)
©	 + 	(none)
•	 + 	(none)
¶	 + 	(none)
€	 +  + 	(none)

### Special Character Insertion with the Character Palette

To activate the Mac OS X Character Palette, do the following.

1. From the  menu, select **System Preferences**.
2. In the **Personal** section, click **International**.
3. On the **International** dialog box, click .
4. Click to check **Character Palette**.
5. Click to check **Show input menu in menu bar**. A U.S. flag appears towards the right end of the menu bar (.



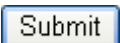
To insert characters with the character palette, do the following:

1. Click  and select **Show Character Palette**.
2. Chose the character set that contains the desired special character.
3. Click on the character desire and then click .

## Appendix A: Your Username and Password

Your **Username** and **Password** gives you access to your e-mail and files server spaces. The combination of your **Username** and **Password** is required to keep your data and communications secure. Please do not share your password with anyone.

You can learn your Username and set your Password using Middlebury's **Activate** web page. You must know your 8-digit **College ID** number and your 6-digit **BannerWeb PIN** to use this program.

1. In the **Address** field of your web browser, type **go/activate** and press . The **Activate** web page opens.
2. In the **ID** field, type your College ID number.
3. In the **PIN** field, type your 6-digit BannerWeb PIN.  
**Note:** Your BannerWeb PIN is initially set to your birth date in MMDDYY format (e.g., a birth date of June 7, 1984 = 060784). You are forced to change this number the first time you log into BannerWeb.
4. Click .
5. The **Middlebury College Agreement Statement for Responsible Computing** displays. Read the statement, then do the following:
  - a. Click on the **Agree** radio button to select it.
  - b. Click .
6. Your campus-wide **Username** is displayed at the top of the page like the example below.

Your username is: **jklinger**

In the **Enter New Password** field, type your new password.

Your new password must:

- be at least 8 characters long
- contain at least 1 uppercase character
- contain at least 1 lowercase character
- contain at least 1 numeric digit
- contain at least 1 of these special characters:  
~ ^ \* \_ ? \ . / ! + - { } [ ]
- contain no spaces or other special characters not listed above.

7. In the **Confirm New Password** field, type your new password again.



8. Click .


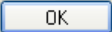


- If you typed an invalid password or the confirmation did not match, an error message tells you which error you made and allows you to try again.
- For successful password changes, a confirmation message displays indicating how much time must elapse before you can use your new password on each system.

9. Restart your computer.

**Note:** If you forget your password, you can use this program to set a new one.

## Appendix B: Windows Computer Settings for the Network

1. Click , and then follow menu paths or open windows (depending upon your configuration) in the following order: **Settings, Control Panel, Network Connections**, then right-click **Local Area Connections**, and select **Properties**. **Note:** There may be more than one “Local Area Connections” depending on your hardware configuration. If there is, please call x2200 or bring your computer to the Technology Helpdesk; the computer consultants can assist you in configuring the correct connection.
2. In the **This connection uses the following items** text box, verify that the following items are installed:
  - Client for Microsoft Networks.
  - File and Printer Sharing for Microsoft Networks
  - Internet Protocol (TCP/IP)
3. On the **Local Area Connection Properties** dialog box, double-click on **Internet Protocol (TCP/IP)**.
4. On the **Internet Protocol (TCP/IP) Properties** dialog box, click to bullet **Obtain an IP address automatically** and **Obtain DNS server address automatically**.
5. Click . The **Advanced TCP/IP Settings** window opens.
6. On the **IP Settings** tab:
  - Under **IP addresses**, make sure that only **DHCP Enabled** appears.
  - **Default gateways** should be blank.
  - **Automatic metric** should be checked.
7. Click the **DNS** tab:
  - **DNS server address, in order of use** should be blank.
  - Click to bullet **Append primary and connection specific DNS suffixes**.
  - Click to check **Append parent suffixes of the primary DNS suffix**.
  - The box below **Append these DNS suffixes (in order)** should be blank.
  - Click to check **Register this connection’s addresses in DNS**.

8. Click the **WINS** tab:
  - **WINS address, in order of use** should be blank.
  - Click to check **Enable LMHOSTS lookup**.
  - Under **NetBIOS Settings**, click to bullet **Default: Use NetBIOS setting from the DHCP server**.
9. Click the **Options** tab.
10. Under **Optional settings**, select **TCP/IP Filtering**.
11. Click . The **TCP/IP Filtering** window opens.
12. Click to bullet **Permit All** above **TCP Ports, UDP Ports, and IP Protocols**.
13. Click  until you are back at the **Local Area Connection Properties** window.
14. On the **Local Area Connection Properties** window, double-click on the **Client For Microsoft Networks** option.
15. On the **Name Service Provider** drop-down list, select **Windows Locator**.
16. Click  to close all windows.
17. When you are asked if you want to restart your computer, click .

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