

Student Technology Guide – Fall 2018

Information Technology Services

Revised August 28, 2018

Welcome to Middlebury!

Information Technology Services (ITS) welcomes you and offers the following information about computer facilities and support to help you acclimate to your new surroundings as quickly as possible.

Need Help? (<http://go/helpdesk/>)

The **Technology Helpdesk** is here to help with your computing issues. You can reach us as follows:

- Submit an online request for help by pointing your browser to <http://go/helpme/>. See *Use GO to Navigate Our Website* below.
- Visit us on the main floor of the Davis Family Library (room 202) between 8:00 AM and midnight. [Helpdesk hours](#) are reduced during weekends and breaks.
- Call us at 802.443.2200.
- E-mail inquiries can be sent to helpdesk@middlebury.edu and are processed during normal Helpdesk hours.

Explore our **documentation** using the *Search our Helpdesk Documentation* field on <http://go/helpdesk/>.

Learn on your own using lynda.com's **video-based online instruction** covering many software applications and career-related skills. Get started at <http://go/lyndainfo/>.

The **Wilson Media Lab** has resources to assist in making a movie, an audio file, or a poster. You can take advantage of their services as follows:

- Come to the Wilson Media Lab in the Davis Family Library (room 220). The lab has Mac computers with a variety of software products for multi-media projects. [DLINQ](#) interns can provide assistance from noon to 4:00 PM on Sundays & Fridays, from 10:00 AM to 6:00 PM Mondays & Wednesdays, and from 10:00 AM – 4:00 PM on Tuesdays & Thursdays. No interns are scheduled on Saturdays.
- E-mail inquiries can be sent to dlinq@middlebury.edu.

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 Shortcut** (such as <http://go/usego/>) into your browser's **Address** field. You will have immediate access to the pages you want to use. There are hundreds of registered **GO** shortcuts; visit <http://go/gotionary/> to explore or create your own. Try these:

| To view this website | Type this when ON-campus | Type this when OFF-campus |
|--|---|---|
| Top Things Students Should Know about Tech at Midd | http://go/topthings/ (or go/topthings/) | http://go.middlebury.edu/topthings |
| BannerWeb | http://go/bw/ (or go/bw/) | http://go.middlebury.edu/bw |
| Information Security Education | http://go/infoseced/ (or go/infoseced/) | http://go.middlebury.edu/infoseced |
| Printing to Public Printers | http://go/howtoprint/ (or go/howtoprint/) | http://go.middlebury.edu/howtoprint |
| Web portal for students | http://go/students/ (or go/students/) | http://go.middlebury.edu/students |

Software for Students

Select software titles, including **Microsoft Office 365**, are available to all students free of charge. Visit <http://go/software4me/> to learn more about what we offer and how to obtain it. In addition, students have full access to all online courses and exercise files offered through our [lynda.com resource](#).

Course Content and Resources Via the Course Hub (<http://go/hub/>)

The Course Hub is Middlebury College's gateway to course content for students and faculty. The **Semester Dashboard** shows you the resources for all of your courses – at a glance you can see if there have been updates on the course websites, electronic reserves, or any other connected resource.

For help with our learning management system, Canvas, see the **Canvas Quick Overview for Students** (<http://go/CanvasStudentQuickguide/>).

File Storage (<http://go/cloudoverview/>)

All students, faculty, and staff can store files in Middlebury's OneDrive and/or Google Drive cloud accounts using their Middlebury e-mail address and password. Visit <http://go/cloudoverview/> to learn about these storage options. We strongly recommend use of Middlebury's cloud storage because:

- They provide robust, password-protected storage for your important documents.
- Automatic synchronization of specified folders to and from the cloud protects your work. Files are backed up effortlessly so they can be retrieved in case of a virus or hardware failure. File revision history allows you to revert to a previous version, if needed.
- Cloud storage is accessible from any networked computer, anywhere. Print quickly and conveniently (see below), as well as access your documents easily even when you are off campus.

E-mail (<http://go/mail/>)

All students, faculty, and staff have a cloud-hosted Exchange e-mail account. E-mail is the standard messaging method at Middlebury College. It is your responsibility to monitor your e-mail for communications. You can access your e-mail using a web browser at <http://go/mail/>. Log in using your full Middlebury e-mail address and password.

- **We highly recommend that you sign up for multi-factor authentication** to add additional security to your account. Visit <http://go/mfa/> to learn more, then submit a request to sign up at <http://go/getmfa/>.
- If you forget your e-mail password, use the procedure at <http://go/activate/> to reset it. You must know your 8-digit College ID number and BannerWeb PIN to use this method.

Public Computing Facilities and Printing (<http://go/print/>)

You may do your computing work in several locations around campus – locations and software availability are listed at <http://go/labs/>.

Visit <http://go/print/> for information about printing on campus and how to manage your printing account. Check out <http://go/howtoprint/> for specifics about how to send a print job from our public labs or from your own computer using our [mobility print](#) service.

Connecting to Wireless (<http://go/wireless/>)

You can connect to our secure wireless network, **MiddleburyCollege**, using your Middlebury e-mail address and password. Refer to *E-mail* details (above) if you do not know this information. Connection to the campus network allows access to our e-mail system, cloud storage, and to the Internet.

- Bring your device to the Technology Helpdesk in Davis Family Library if you need setup help.
- Limited wireless devices must be [registered for use](#) on the MiddleburyGuest network.
- Refer to <http://go/wireless/> for complete details about our wireless networks.