

Technology Guide – Summer 2018

Information Technology Services

Revised May 9, 2018

Welcome to Middlebury!

Information Technology Services 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:

- Call us at 802.443.2200.
- Visit us on the main floor of the Davis Family Library (room 202) between 8:00 AM and 10:00 PM, Monday – Thursday; [Service Desk hours](#) are reduced Fridays and weekends.
- Submit an online request for help by pointing your browser to <http://go/whd/>. See *Use GO to Navigate Our Website* below.
- E-mail inquiries can be sent to helpdesk@middlebury.edu and are processed during normal Service Desk hours.

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

The **Wilson Media Lab** has the 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. Digital media tutors are on duty to provide assistance; hours of availability are posted at <http://go/dmt/>. Appointments may be scheduled via the link on this site.
- E-mail inquiries can be sent to digitalmediatutors@middlebury.edu.

What's New This Summer?

Mobility Print enables you to install print queues on your personally-owned computer through a one-time process, then print directly from your applications using File/Print thereafter. You'll be able to print in a variety of ways -- specific pages, single- or double-sided, color or black and white. Visit <http://go/howtoprint/> to learn more.

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 |
|-----------------------------|--|---|
| BannerWeb | http://go/bw/ (or go/bw/) | http://go.middlebury.edu/bw |
| College Directory | http://go/dir/ (or go/dir/) | http://go.middlebury.edu/dir |
| Foreign Language Input | http://go/languageinput/ (or go/languageinput/) | http://go.middlebury.edu/languageinput |
| Multi-factor Authentication | http://go/mfa/ (or go/mfa) | http://go.middlebury.edu/mfa |
| Printing to Public Printers | http://go/howtoprint/ (or go/howtoprint/) | http://go.middlebury.edu/howtoprint |

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/>).

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. These accounts are deleted after you leave Middlebury.

- **Set your password.** Use <http://go/activate/> to determine your username and set a password – or to **reset** a forgotten password. You will need your 8-digit College ID number and BannerWeb PIN. Your e-mail address is *your-username@middlebury.edu*.
- **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/>.
- To access your e-mail using a web browser, visit <http://go/mail/>. Provide your full Middlebury e-mail address and password to login. Refer to <http://go/webmailhelp/> to learn about webmail use.

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

All faculty, staff, and students can store files in Middlebury's OneDrive and/or Google Drive cloud accounts using their College e-mail address and password. The contents of your cloud storage accounts are deleted after you leave Middlebury. 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.

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 new [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. See *Account Activation and E-mail* (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.

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