

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:

- Submit an online request for help by pointing your browser to <http://go/helpme/>. See *Use GO to Navigate Our Website*.
- Visit us on the main floor of the Davis Family Library (room 202) between 8:00 AM and 10:00 PM, Monday – Thursday; [Helpdesk hours](#) are reduced Fridays and weekends.
- 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/>.

The **Wilson Media Lab** is staffed by DLINQ interns who are available to help faculty and students with a variety of digital and multimedia tools, including: Adobe Illustrator, Microsoft Office, WordPress and website development, iMovie, Keynote, and Prezi, as well as many others. Students needing assistance with multimedia projects for their classes are encouraged to connect with a DLINQ intern early in the project process.

- Drop-ins are welcome any time during open lab hours (every day but Saturday). Refer to <http://go/dlinqlabs/>.
- E-mail inquiries can be sent to dlinq@middlebury.edu.

What's New This Summer?

You may notice that BannerWeb logins can now be done using your Middlebury username and password, rather than your 8-digit ID and PIN.

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.

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.

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/>.

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

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 faculty, staff, and students can store files in Middlebury's OneDrive and/or Google Drive cloud accounts using their Middlebury 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.

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
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