

NEED HELP? (GO/HELPDESK/)

The ITS Helpdesk is here to help with your technology issues. You can reach us as follows:

- Submit an online request for help at [go/helpme/](#). See [Use GO Shortcuts for Easy Website Navigation](#) below.
- Visit us on the main floor of the Davis Family Library (Room 202) between 8:00 a.m. and midnight. Helpdesk hours are reduced during weekends and breaks.
- Call us at **802-443-2200**.
- Email us at helpdesk@middlebury.edu (monitored during normal Helpdesk hours).
- Explore our documentation using the search box on [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 [go/lyndainfo/](#).

USE GO SHORTCUTS FOR EASY WEBSITE NAVIGATION

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 [go/usego/](#)) into your browser’s address field, then press Enter (on PCs) or Return (on Macs). You will have immediate access to the pages you want to use. There are hundreds of registered GO shortcuts; visit [go/gotionary/](#) to explore or create your own.

Try these:

TO VIEW THIS WEBSITE:

Software for personal computers

TYPE THIS WHEN ON CAMPUS:

[go/software4me/](#)

TYPE THIS WHEN OFF CAMPUS:

go.middlebury.edu/software4me/



Middlebury

WHAT DO WE SUPPORT?

Our new Service Catalog contains detailed information about the many services and products that are in use, including their “lifecycle” phase (such as pilot, production, etc.), availability, and the level of support you can expect to receive. Visit [go/servicecatalog/](#) to explore the offerings. Take a look at the entries for Microsoft Office to get a feel for this great resource.

EMAIL (GO/MAIL/) SERVICE AND CALENDAR BEST PRACTICES

All students, faculty, and staff have a cloud-hosted Exchange email account. Email is the standard messaging method at Middlebury College. It is your responsibility to monitor your email for communications. You can access your email using a web browser at [go/mail/](#). Log in using your full Middlebury email address and password.

- Visit [go/identitymanual/](#) for guidelines on formatting emails and signatures.
- If you forget your email password, use the procedure at [go/activate/](#) to reset it. You must know your 8-digit College ID number and BannerWeb PIN to use this method.

EVENT INVITATIONS TIP ("DID YOU KNOW?")

Our software tries hard to make things easy, but sometimes this has the opposite result. A good example can be found in our email programs. If a date and time are detected in an email, you may be offered the chance to add an “event” to your calendar. What could go wrong? Well, if the email was sent to a large group (such as All Staff), and you opt to add the event to your individual calendar . . . *everyone* else who received the original message will be invited to the event you just created, and they will all receive a cancellation notice if you delete this event from your calendar. Avoiding this scenario is simple—don’t accept suggestions to create an “event” when messages are sent to large groups. If you want an event to appear on your own calendar, just add it manually. Social gaffe averted!

TIP FOR EVENT ORGANIZERS

Event organizers can use the BCC option in their email to send announcements to large groups of people. This prevents recipients from accidentally sending a calendar invitation to everyone else, and also prevents accidental reply-all messages. You can still state the groups for which the email is intended in the body of the email.

Visit [go/calendartips/](https://go.calendartips/) to learn more nuggets about successful calendar use.

SECURITY AND PHISHING

- We highly recommend that you sign up for multifactor authentication to add additional security to your account. Visit go/mfa/ to learn more.
- Visit go/phishing/ to learn how to spot a phish and protect yourself from phishing.

FILE STORAGE (GO/CLOUDOVERVIEW)

All students, faculty, and staff can store files in Middlebury's OneDrive and/or Google Drive cloud accounts using their Middlebury email address and password. Visit go/cloudoverview/ to learn about these storage options. We strongly recommend use of Middlebury's cloud storage for the following reasons:

- It provides 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 off campus.

PRINTING

FACULTY & STAFF: To install printers on your **College-owned computer**, you will need to obtain their exact network print queue names. Look for a sticker on the printer showing this information, then follow these instructions for your computer's operating system:

- Mac OS (go/print?mac)
- Windows (go/print?win)

STUDENTS: Visit go/print/ for information about printing on campus and how to manage your printing account. Check out 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 (GO/WIRELESS/)

You can connect to our secure wireless network, MiddleburyCollege, using your Middlebury email address and password. Connection to the campus network allows access to our email system, cloud storage, and the Internet.

- Bring your device to the Technology Helpdesk in Davis Family Library if you need help.
- Limited wireless devices must be registered for use on the MiddleburyGuest network.
- Refer to go/wireless/ for complete details about our wireless networks.

ZOOM VIDEO CONFERENCING

Zoom Video Conferencing is a powerful video conferencing tool that can be used for both academic and administrative purposes. Visit go/zoomhelp/ to learn more.