If you forget your student (Banner) ID and/or need a PIN reset, please contact the ITS Helpdesk and be prepared to provide the following for verification:

- DOB
- Last 4 digits of SSN
- Mailing address

* International students do not require SSN

**Important Links**

- [go.middlebury.edu/activate](http://go.middlebury.edu/activate) – to activate and reset your account password
- [go.middlebury.edu/mail](http://go.middlebury.edu/mail) – to log into Office 365 (Microsoft Office, Outlook)
- [go.middlebury.edu/bannerweb](http://go.middlebury.edu/bannerweb) – to register for classes, update your info, etc.
- [go.middlebury.edu/googledrive](http://go.middlebury.edu/googledrive) – login with your Midd account for Google apps

**Course Hub and Canvas**

- Course Hub is where faculty link syllabi, links to electronic reserves, Canvas sites, and other resources
- To access, visit [courses.miis.edu](http://courses.miis.edu), and login with your Middlebury user ID and password
- Canvas is our learning management system, with online materials for courses, departments and programs.
- You can access your Canvas sites via Course Hub, or directly at [middlebury.instructure.com](http://middlebury.instructure.com)
- You may contact Canvas for support via phone or online chat.

**Printing with Papercut**

- Each student is provided with a $50 balance per semester. (5¢ single sided/10¢ double sided)
- Papercut cards can be purchased at the Library for additional printing credit
- Access Papercut at [papercut.miis.edu](http://papercut.miis.edu) or just print from any Library computer

**Information Technology Services Help Desk**

- Technology support for campus wireless networking and printing
- Support for Papercut printing system, password reset assistance, network, MFA, email accounts; technical troubleshooting
- To submit a helpdesk support ticket, go to [go.miis.edu/help](http://go.miis.edu/help)
  - Monterey, Casa Fuente 320, (831) 647-6656, M – F, 9am – 5pm PST, [helpdesk@miis.edu](mailto:helpdesk@miis.edu)
  - Vermont (802) 443-2200, M – F, 8am – 10pm EST (if Monterey is unavailable)

**Media Services**

- Support for classroom technologies, projectors, computers, PAs, mics, camcorders, DVD/CD players and more
- Morse A100, (831) 647-4150, M-F, 8am-8pm, weekends 9am-12pm & 1pm-4pm, [mediaservices@miis.edu](mailto:mediaservices@miis.edu)

**Digital Learning & Inquiry (DLINQ)**

- Support for development of academic projects using web-based, digital media and curricular technologies
- Computing resources, drop-in appointments, 1-1 consults and workshops
- Reserve spaces, such as media recording booths for digital projects and an active learning DesignSpace
- McGowan 102 or 420 Calle Principal, (831) 647-4630, M-F, 10am-5pm, [dlinq.middcreate.net](http://dlinq.middcreate.net)

Check offices for any changes in hours

For other answers check our Knowledge Base at [sites.miis.edu/kb](http://sites.miis.edu/kb)