

MIIS Student Technology Guide

Information Technology Services

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Welcome to the Middlebury Institute!

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/miishelpdesk/>)

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/>.
- Visit us on the third floor of the Casa Fuente Building (room 320) between 9:00 AM and 5:00 PM, Monday – Friday.
- Call us at 831.647.6656. The Vermont Helpdesk is also available at 802.443.2200
- E-mail inquiries can be sent to helpdesk@miis.edu and are processed during normal Helpdesk hours.

Explore our **documentation** using our Knowledge Base at <http://sites.miis.edu/kb>.

Connecting to Wireless (go/wireless)

You can connect to our secure wireless network, **MiddleburyCollege**, using your Middlebury account (*username@middlebury.edu*) and password. Connection to the campus network allows access to our e-mail system, cloud storage, and to the Internet.

- Bring your device to the ITS Helpdesk in Casa Fuente 320 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.

E-mail (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, visit <http://go/mail/>. Log in using your full Middlebury account (*username@middlebury.edu*) and password.
- If you forget your e-mail password, use the procedure at <http://go/forgotpassword/> to reset it.

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 [LinkedIn Learning resource](#).

Canvas and Resources Via the Course Hub (courses.miis.edu)

The Course Hub is the Middlebury Institute'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.

Virtual Labs (go.middlebury.edu/virtual)

Middlebury has made available a number of virtual computers that allow students, faculty and staff to access a variety of licensed software, providing comparable functionality to a desktop computer. This pool of virtual computers is known as the *virtual computer lab*.

File Storage (go.middlebury.edu/cloudoverview)

All students, faculty, and staff can store files in Middlebury's OneDrive and/or Google Drive cloud storage using their Middlebury account (*username@middlebury.edu*) and password. Visit [http://go/cloudoverview/](http://go/cloudoverview) to learn about your 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. Access your documents easily even when you are off campus.

Library Computers and Printing (papercut.miis.edu)

You may print from any Library computer, or upload print jobs via Papercut – printer locations are in the Library, Samson Reading Room and McGowan Building 1st Floor.

LinkedIn Learning:

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

DLINQ

The Office of Digital Learning & Inquiry's (DLINQ) **Digital Learning Commons (DLC)** is a collaborative computing and media space staffed by graduate interns who are available to help faculty and students develop their digital fluencies. The DLC learning lab supports multimedia, presentation, and website development with tools including Camtasia for video editing, Audacity for podcasting, the Adobe Creative Cloud, WordPress for blogging, Google Suite for Edu for collaboration, and MiddCreate for independent web projects. Students or classes needing assistance with projects should connect with a DLINQ intern early in the project process.

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