Student Technology Guide – Fall 2021
Information Technology Services

Welcome to Middlebury!

Information Technology Services extends a warm welcome! We offer the following information about our computer resources and support to help you get started as smoothly as possible no matter where you may be located.

Need Help? (http://go.middlebury.edu/helpdesk)

Despite COVID-19, the **Technology Helpdesk** is here to help with your computing issues. Given the current dynamic times we continue to provide much of our support remotely. Our hours are subject to change but the Helpdesk Hours page will reflect the latest info. You can reach us as follows:

- Connect to us via Zoom from your own device using **http://go.middlebury.edu/zoom2helpdesk**.
- Submit an online request for help by pointing your browser to **http://go.middlebury.edu/helpme**. See *Use GO to Navigate Our Website*.
- Visit Davis Family Library, Rm 202, and ask us a question using our walk-up Zoom station named "Smarty."
- Call us at 802.443.2200 or e-mail helpdesk@middlebury.edu. Messages are processed during normal Helpdesk hours.
- Explore our website for helpful handouts and resources.

Learn on your own using LinkedIn Learning's **video-based online instruction** covering many software application and career-related skills. Get started at **http://go.middlebury.edu/LILinfo**.

DLINQ interns will be available to offer course-related technology support to students via consultations. DLINQ interns can help students with a variety of remote learning tools and multimedia tools, including: Panopto, Canvas, WordPress, the Adobe Creative Suite, 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.

- Visit DLINQ's Remote Student Resources webpage for more information.
- Students can request assistance by filling out the Request a Consultation form.
- We encourage all students to review the Remote Study Guide for suggestions for successfully navigating online and hybrid learning.

E-mail (http://go.middlebury.edu/mail)

All students, faculty, and staff have a cloud-hosted Exchange e-mail account that is protected by multi-factor authentication (MFA). E-mail is Middlebury's standard messaging method so it is your responsibility to monitor your account for communications. Accounts are retained for at least six months after you leave Middlebury.

- If you need to change or reset your password, refer to **http://go.middlebury.edu/passwordhelp**.
- To change your Middlebury MFA settings, visit **http://go.middlebury.edu/mfasetup**.

Software for Students

Select software titles are available to students free of charge, including **Microsoft Office 365** and the **Adobe Creative Cloud suite**. Visit **http://go.middlebury.edu/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.

Course Content & Resources Via the Course Hub (http://go.middlebury.edu/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.middlebury.edu/CanvasStudentQuickguide**).

File Storage (http://go.middlebury.edu/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. Visit **http://go.middlebury.edu/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 <u>any</u> networked computer, anywhere.

Public Computing Facilities and Printing (http://go.middlebury.edu/print)

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 your own computer using our **mobility print** service. Be sure to install the new print queues called **MiddBW** (prints double-sided by default) and **MiddColor** (prints single-sided by default) for the most flexible printing options.

Connecting to Wireless (http://go.middlebury.edu/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.

- Limited wireless devices must be registered for use on the **MiddleburyGuest** network.
- Refer to **http://go.middlebury.edu/wireless** for complete details about our wireless networks.

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	For ON-campus use	For OFF-campus use
Top Things Students Should Know about Tech at Midd	http://go/topthings/ (or go/topthings/)	http://go.middlebury.edu/topthings
Which MFA Setup Should I Choose?	http://go/whichmfa/ (or go/whichmfa/)	http://go.middlebury.edu/whichmfa
Information Security Education	http://go/infoseced/ (or go/infoseced/)	http://go.middlebury.edu/infoseced
Printing to Public Printers	http://go/howtoprint (or go/howtoprint/)	http://go.middlebury.edu/howtoprint