Student Computing Tips, Fall 2014

Information Technology Services

Revised August 28, 2014

Welcome to Middlebury!

Library and 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? (go/help)

The **Technology Helpdesk** is here to help with your computing issues. You can reach us as follows:

- Call us at 802.443.2200.

- Visit us on the main floor of the Davis Family Library (room 202) between 8:15 AM and midnight. Helpdesk hours are reduced during weekends and breaks.

- Submit an online request for help by pointing your browser to **go/whd**. *See instructions for using the GO utility below.*

- E-mail inquiries can be sent to helpdesk@middlebury.edu and are answered during normal Helpdesk hours.

The **Wilson Media Lab** has the resources to assist in making a movie, an audio file, or a poster. You can take advantage of their services as follows:

- Come to the Wilson Media Lab in the Davis Family Library (room 220).
  The lab has Mac computers with a variety of software products for multi-media projects.
  Digital media tutors are on duty to provide assistance from 1:00 PM to 1:00 AM, Sunday – Thursday and from 1:00 PM – 7:00 PM on Fridays. No tutors are scheduled on Saturdays.
- E-mail inquiries can be sent to digitalmediatutors@middlebury.edu.

To explore our **documentation**, use the search field on **go/help**.

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 To Navigate Our Website (go/)

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/helpdesk**) into your browser's **Address** field. You will have immediate access to the pages you want to use. (Note: Safari users need an extra **/**; e.g., **go/helpdesk/**.) There are hundreds of registered **GO** shortcuts; visit **go/** to explore or create your own. Try these:

To find this website	Type this when on-campus	Type this when off-campus
BannerWeb	go/bw	http://go.middlebury.edu/bw
College Directory	go/dir	http://go.middlebury.edu/dir
Information Security	go/infosec	http://go.middlebury.edu/infosec
Web portal for students	go/students	http://go.middlebury.edu/students

Course Content and Resources Via the Course Hub (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 blog, electronic reserves, or any other connected resource.

Server Access and File Storage (go/middfiles)

All students can store files in private folders on **middfiles**, our file server cluster. Review the documentation at **go/middfiles** to learn how to access and use the middfiles space reserved for you and to acquaint yourself with the various connection methods.

We strongly recommend use of middfiles for file storage because:

- *Automatic backups* of all files protect your work – deleted or corrupted files can be recovered.
- Servers are accessible from any networked computer.
- They provide robust password-protected storage space for your important documents.

E-mail (go/mail)

Students, faculty, and staff have an e-mail account on our Exchange server. E-mail is the standard messaging method on the Middlebury campus so it is your responsibility to monitor your e-mail messages for communications from your instructors. You can access your e-mail using a web browser at **go/mail**. You must log in using your Middlebury username and password. For a brief guide to webmail use, visit **go/webmailqr**.

If you forget your e-mail 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. If you don't know either or both of these numbers, you may call the Technology Helpdesk at 802.443.2200.

You can forward your Middlebury e-mail to another service provider at **go/forward**.

Public Computing Facilities and Printing (go/print)

You may do your computing work in several networked computing locations around campus – locations are listed at **go/findapc**. All lab spaces have Windows computers unless an Apple icon follows the building and room number. Software on our public computers varies by location. Use **go/labsoftware** to find the location with the software and language capabilities you need.

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.

Connecting to the Internet

Connection to the campus network from your residence hall room allows access to our e-mail system, file servers, and to the Internet. Most computers are "plug and play." You are encouraged to bring your computer to the Technology Helpdesk in the Davis Family Library if you need configuration assistance.

For the fastest network connection and best experience, use an Ethernet cable and plug into the red jack in your residential hall room (or the Data jack in some dorms). Inexpensive cables may be purchased at the College Store. For more information on Middlebury's network point your browser to **go/network**.

You can also connect to our secure wireless networks, **midd_secure** or **Midd-standard**. Use your e-mail username and password to connect to midd_secure. If your device will not connect successfully, contact the Helpdesk for the password for Midd-standard. Avoid midd_unplugged – it is a slower, unsecured network for guests. Visit **go/wireless** for more information.

Software for Students

Sophos Anti-Virus software is available to all students, free of charge, at **go/sophos**. Please note that this copy is only good for a single year and will need to be reinstalled annually. All students are also eligible to obtain a copy of Microsoft Office for as little as $9.95; visit **go/getoffice** to learn more.