

## Welcome to Middlebury!

Information Technology Services extends a warm virtual 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 still here to help with your computing issues. You can reach us Mon - Fri, 8:30 am - 7:30 pm; Sat 10 am – 4:30 pm; Sun Noon – 7:30 pm, as follows:

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

The **Wilson Media Lab** will not be open this summer due to COVID-19. **DLINQ** interns will be available to offer course-related technology support to students via e-mail and scheduled Zoom consultations. DLINQ interns can help students with a variety of remote teaching tools as well as digital and multimedia tools, including: Zoom, Panopto, Canvas, Microsoft Office, Google Apps, WordPress, 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.
- Faculty needing remote teaching support should visit the [Language Schools Remote Teaching Resources webpage](#), or fill out the [Request a Consultation form](#) to make an appointment with DLINQ staff.

## What’s New This Summer?

You will see new print queues named **MiddColor** and **MiddBW**. The **MiddBW** queue will default to black and white, double-sided; the **MiddColor** queue will produce color, single-sided prints to align with the most common use of color for signs and graphs. You can change these default settings on screen or at the printer by adjusting the single or double-sided options. Our [How to Print](#) instructions will help you get started.

## E-mail (<http://go.middlebury.edu/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. These accounts are retained for at least six months after you leave Middlebury.

- Your e-mail address is in the format *username@middlebury.edu*.
- If you need to change or reset your password, refer to <http://go.middlebury.edu/passwordhelp>.
- To access your e-mail using a web browser, visit <http://go.middlebury.edu/mail>. Provide your full Middlebury e-mail address and password to log in.
- All accounts are protected by [multi-factor authentication](#) (MFA).

## 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.middlebury.edu/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.middlebury.edu/gotionary> to explore or create your own. Try these:

To view this website	For ON-campus use	For OFF-campus use
BannerWeb (course schedule, finances, grades, and more)	<a href="http://go/bw/">http://go/bw/</a> (or go/bw/)	<a href="http://go.middlebury.edu/bw">http://go.middlebury.edu/bw</a>
Canvas Help	<a href="http://go/canvashelp/">http://go/canvashelp/</a> (or go/canvashelp/)	<a href="http://go.middlebury.edu/canvashelp">http://go.middlebury.edu/canvashelp</a>
College Directory	<a href="http://go/dir/">http://go/dir/</a> or (go/dir/)	<a href="http://go.middlebury.edu/dir">http://go.middlebury.edu/dir</a>
Foreign Language Input	<a href="http://go/languageinput/">http://go/languageinput/</a> or (go/languageinput/)	<a href="http://go.middlebury.edu/languageinput">http://go.middlebury.edu/languageinput</a>
Which MFA Setup Should I Choose?	<a href="http://go/whichmfa/">http://go/whichmfa/</a> (or go/whichmfa/)	<a href="http://go.middlebury.edu/whichmfa">http://go.middlebury.edu/whichmfa</a>

## 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/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. The contents of your cloud storage accounts are deleted after you leave Middlebury. 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 any 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.

## 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.