

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 -- just not face-to-face. You can reach us Monday - Friday, 8:30 am - 8:00 pm ET (no weekend hours), as follows:

- Submit an online request for help by pointing your browser to <http://go.middlebury.edu/helpme>. See *Use GO to Navigate Our Website*, below.
- Call us at 802.443.2200.
- Connect to us via Zoom using <https://middlebury.zoom.us/j/8024432200>.
- Send e-mail to 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. Instead, DLINQ interns will be available to offer support to students via e-mail, scheduled Zoom consultations, and Zoom drop-in hours. 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 e-mailing dlinqinterns@middlebury.edu.
- Faculty needing remote teaching support should visit the [Language Schools Remote Teaching Resources webpage](#), or e-mail dlinq@middlebury.edu.

What's New This Summer?

Apart from the obvious... We finally retired our home-grown account activation utility used to set/change Middlebury account passwords. (Yes, this means no more <http://go.middlebury.edu/activate!>)

- New students were sent account activation instructions via e-mail.
- To change or reset passwords, please refer to <http://go.middlebury.edu/passwordhelp>. With your security questions in place, you can adjust your password without assistance from the Helpdesk.
- We also turned on multi-factor authentication (**MFA**) to protect all Middlebury accounts. To adjust your settings (such as updating your cell phone number), visit <http://go.middlebury.edu/mfasetup>.

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	Type this
BannerWeb (course schedule, finances, grades, and more)	http://go.middlebury.edu/bw
Canvas Help	http://go.middlebury.edu/canvashelp
College Directory	http://go.middlebury.edu/dir
Foreign Language Input	http://go.middlebury.edu/languageinput
Which MFA Setup Should I Choose?	http://go.middlebury.edu/whichmfa
MFA Authentication Option Info	http://go.middlebury.edu/mfaoptions

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. Refer to <http://go.middlebury.edu/webmailhelp> to learn about webmail use.
- All accounts are protected by [multi-factor authentication](#) (MFA).

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.