

# Technology Guide – Summer 2020

Information Technology Services

Revised May 27, 2020

## 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](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. 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](mailto:dlinqinterns@middlebury.edu).
- Faculty needing remote teaching support should visit the [Language Schools Remote Teaching Resources webpage](#), or e-mail [dlinq@middlebury.edu](mailto: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
Canvas Help	<a href="http://go.middlebury.edu/canvashelp">http://go.middlebury.edu/canvashelp</a>
College Directory	<a href="http://go.middlebury.edu/dir">http://go.middlebury.edu/dir</a>
Foreign Language Input	<a href="http://go.middlebury.edu/languageinput">http://go.middlebury.edu/languageinput</a>
Which MFA Setup Should I Choose?	<a href="http://go.middlebury.edu/whichmfa">http://go.middlebury.edu/whichmfa</a>
MFA Authentication Option Info	<a href="http://go.middlebury.edu/mfaoptions">http://go.middlebury.edu/mfaoptions</a>

## 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.