

Computing Guide for Language Schools, Summer 2014

Library and Information Services

Revised May 30, 2014

Welcome to Middlebury!

Library and Information 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/helpdesk](#))

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 8:00 AM and 10:00 PM, Monday – Thursday; Helpdesk hours are reduced Fridays and weekends.
- Submit an online request for help by pointing your browser to [go/whd](#). *See the section on using the GO utility below.*
- E-mail inquiries can be sent to helpdesk@middlebury.edu and are answered on weekdays during normal business 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 them 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. 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.

For computing documentation, point your browser to [go/liswiki](#).

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 Quick Text** (such as [go/helpdesk](#)) into your browser's **Address** field. You will have immediate access to the pages you want to use. There are hundreds of registered GO definitions; 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
Printing to Public Printers	go/howtoprint	http://go.middlebury.edu/howtoprint
Foreign language input	go/languageinput	http://go.middlebury.edu/languageinput
Library main page	go/library	http://go.middlebury.edu/library

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 Language School participants can store files in private folders on **middfiles**, our file server cluster. The contents of your file server folders are deleted at the end of the summer. To learn how to access and use the middfiles space reserved for you, see the documentation at [go/middfiles](#) which acquaints you with various access methods.

We strongly recommend use of middfiles for file storage because:

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

E-mail ([go/mail](#))

Language School students, faculty, and staff have an e-mail account on our Exchange server. Accounts are deleted at the end of the summer. 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 the password to your computer accounts, use the procedure at [go/activate](#) to reset it. You must know your 8-digit College ID number and BannerWeb PIN to use this procedure. If you don't know either or both of these numbers, you may call the 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/printing](#))

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/labs](#) to find the location with the software and language capabilities you need.

Visit [go/printing](#) 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 ([go/wireless](#))

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 Helpdesk in the Davis Family Library if you need configuration assistance.

You can connect to our secure wireless networks, **midd_secure** or **Midd-standard**. Visit [go/wireless](#) for more information. Avoid **midd_unplugged** – it is a slower, unsecured network for guests. You can report wifi problems using [go/wifitrouble](#).

You can also use a wired connection to the network in your residential hall room. Please plug into the red jack or the Data jack (in some dorms). You may purchase an inexpensive Ethernet cable at the College Store. For more information on Middlebury's network point your browser to [go/network](#).