ITS New Student Page

Welcome!

Though the start of the academic year is still a few months away, you’re now officially a part of Carleton’s online community.

By this time, you should have received the Technology at Carleton document in the first of your summer mailings. The front page of that document contains your Carleton username, which is yours for life. It also contains your initial temporary password. These credentials give you full access to Carleton’s online resources including the campus directory, library databases, the events calendar, residence hall information and more.

This page provides links to many useful resources for learning about Carleton’s technology environment, including an overview of personal technology at Carleton, advice and recommendations regarding personal computers, campus networking, tech support services for students, and more.

Change Your Password!

The password you were sent is a temporary password only, and should be changed as soon as possible. It’s considered less secure because it’s not something that you chose yourself, and it was printed on a document. If you have not already done so, please visit the password reset page below and set a new, strong password known only to you.

When you change your password, you will be asked if you want to activate DUO 2-Factor authentication. This will be required by the start of the term, however for the summer it remains optional. If you do choose to set it up early, please be sure to set up backup codes for your account at the same time.

Click to change your password now

If you have any questions on the following information, or about your Carleton account in general, please contact the ITS Helpdesk via our support portal at go.carleton.edu/helpdesk, by phone at 507-222-5999, or through email at helpdesk@carleton.edu, and have your Technology at Carleton document at hand.

Computers, Phones, Support, and More

The following articles provide information on the types of technology that you will most likely make use of, or need to bring with you, in order to be as successful as possible at Carleton. This includes tech you’ll need for academic work, and some notes about personal equipment for the residential side of things. There’s also some guidance on the type of computer you’ll want to consider. Finally, if you have any questions, the ITS Helpdesk is here to help.

• **Technology at Carleton**
  Overview of personal technology options and considerations.

• **Purchasing a Personal Computer**
  Some general advice and recommendations for buying a personal computer for use at Carleton.

• **ITS Helpdesk**
  Your one stop shop for all technology related questions on campus.

Repairs and Preventative Maintenance
Sometimes, things go wrong. Technology fails, accidents happen, the ever-innovative malware makes its way on to your computer. This is all a normal part of the technology world (even if it is sometimes frustrating). We have resources to help you with all of these things and more, including for the following most common issues.

- **Drop-Off Repair Service**
  An overview of the ITS HelpDesk Drop-Off repair service.

- **Malware**
  A brief overview of malware.

- **Phishing**
  A little information about phishing...

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**Carleton Network Resources**

We live in a connected world, and when we can’t connect, we tend to get a little twitchy. The articles linked below will give you overview of the network environment at Carleton, and what you can expect in terms of connectivity for all your devices. Or, if you plan to access Carleton resources from off-campus, we have information on connecting to our network via VPN.

- **Network Support**
  Overview of network connectivity on campus, including info on wireless.

- **Wireless on Campus**
  Instructions on connecting various types of devices to the wireless network on campus.

- **VPN: Off-Campus Access to Carleton Networked Resources**
  Instructions on how to connect securely to Carleton's network resources from off-campus via VPN.

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**Other Carleton Resources**

There are a couple of systems that you’ll likely spend a lot of time in at Carleton, and these are linked below. One largely for academic work, the other mostly on the administrative side of things. And the, of course, we have our Computer User Covenant, which basically is just a reminder on how to be a good technology citizen while you’re on campus and using Carleton’s technology resources.

- **Moodle**
  Carleton’s Course Management System.

- **The Hub**
  Tuition, Course Registration, Grades and more...

- **Workday**
  Carleton’s new business management system, which is gradually replacing The Hub.

- **Academic Computer User Covenant**
  A link to your academic computing covenant.