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Technical Support for Online Learning for Students

Carleton College. Information Technology Services

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Information Technology Services

Technical Support for Online Learning for Students

Related Documents

 [Letter from the CTO to students, about technical support for remote learning.](#) (44 KB PDF Document)

2 April 2020

Letter sent by Janet Scannell to students about technical support for remote learning.

Get Technical Help

- Ask the Helpdesk: go.carleton.edu/helpdesk
- Ask your Tech TA (if applicable for your course)
- [How to understand your internet connectivity.](#)
- [Instant video support](#) (provided by PEPS)

Set your Timezone

- [In Moodle](#)
- [In Google Calendar](#)

Available Software

- **Google Suite** (online, apps): [GSuite Learning Center](#) - We recommend looking at “Tips”
- **Office 365** (online, apps, software): [Office 365 Training Center](#)
- **Full list of software available** through the college for download: <https://wiki.carleton.edu/x/twdPB>

Communication

Text

- **Email:** please check and use your Carleton email account for all college-related activities.
 - Note: forwarding your email to an external Gmail (or other email) address can cause problems responding appropriately to Google Calendar events.
- **Moodle:** more communication will be happening via Moodle Announcements. Please make sure you're checking Moodle.
 - If you access Moodle on a tablet or smartphone, please use the web browser for that device -- we do not recommend using the iPhone or Android Moodle apps at this time.
- **Additional tools:** Some professors may use Slack or Trello to organize class communications and assignments. Both are free to create accounts, and available through web browsers and mobile apps.
 - [Slack user documentation](#)
 - [Trello user documentation](#)

Web/Video Conferencing

***TIP:** Test with a friend before connecting for classes! Get comfortable muting your microphone and video, and sharing your screen.*

- **Zoom**
 - Installation instructions for: [Desktop \(Mac or Windows\)](#) or [Mobile apps](#)
 - How to [Connect](#)
 - [Zoom's Getting Started Center](#) - Desktop and Mobile
- **Hangouts Meet**

- [Setup and Connect](#)
 - [Google's Hangouts Meet Guide](#) - Basics and Tips & Tricks
 - TIP: Use Hangouts Meet in the Chrome Browser to take advantage of the [closed captioning feature](#). Also works in Android and iPhone apps.
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Cloud Storage and Documents

- [Google Drive](#)
 - [Adobe Scan mobile app](#) (free for iOS and Android)
 - Use this app to digitize documents: take a picture and upload.
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Group Collaboration & Coordination

- [GSuite guide to collaboration](#) - tips for all tools
 - **Google Docs, Google Sheets, Google Slides:** simultaneous editing, comments and replies.
 - **Google Groups:** easy sharing and calendar invites. If you work with a small group throughout a course, consider setting up a google group.
 - **Google Calendar:** add a Hangout Meet video conferencing link directly in the event details.
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Accounts and Access

- **Duo**
 - Even if Duo is working for you now, make sure you have backup codes. These will help you keep access to your account if your current Duo option stops working.

- The [ITS page about Duo](#) includes information on backup codes.

- **VPN**

- [Installation & Use](#)
 - What needs it and What Doesn't
 - Please use the library's website to access databases, journal articles, and ebooks and you will be asked to log in. If you are connected to Carleton's VPN, you may use the library's online resources as you do on campus. More information can be found on the library webpage about [off campus access](#).
 - Your professor will indicate if VPN is needed to access course resources.
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Accessibility

- [AzTech Info](#)
 - SmartPens
 - Kurzweil - Firefly interface is web based and accessible anywhere.
 - [Hangouts Meet Accessibility Info](#)
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Additional Resources

- [Carleton's LTC Instructional Continuity page](#)
- [Library Resources from Off Campus](#)
- [Writing Center](#)
- [Quantitative Resource Center](#)

