Welcome to the LTS Knowledge Base

The LTS Knowledge Base is just getting started. Search it for documentation or visit additional documentation on the LTS website or on our library research guides.

Frequently Asked Questions

- How do I connect to the Brandeis network?
- I'm a new student! What do I do?
- I'm a new faculty / staff member! What do I do?
- How do I ...
  - Change my password
  - Change/view my password question and answer
  - Open a Brandeis account
- How do I register a computer on the network? (or a tablet, phone, Xbox, Apple TV, etc.)

Can't find what you're looking for?

Ask a Question (requires logging in)

- Ask LTS Staff about library research, wireless, software, LATTE, media event support, and more.
- Ask the Brandeis community in our Questions Forum.

Related Materials

Join a Community

- Subscribe to the technology mailing list for news updates and technical alerts
- Subscribe to academic software mailing lists for community support

Follow or Like Us

- Follow LTS on Twitter
- Join the LTS Facebook page
- Follow the Technology Help Desk on Twitter
- Join the Technology Help Desk Facebook page

Other resources

- Gmail
- LATTE
- Library & Technology Services
- Brandeis University

Recently updated articles

- Connecting Perusall with LATTE
  Jun 23, 2017 • updated by Esther Brandon • view change
- FAQs
  Jun 23, 2017 • updated by Ofer Ben-Gai • view change
- Stata: License Renewal
  Jun 23, 2017 • updated by Ravi Kotecha • view change
- Department Technology Coordinators
  Jun 20, 2017 • updated by Steven Karel • view change
- Echo 360 automated lecture capture / Active Learning Platform
  Jun 19, 2017 • updated by Elias Jacobson • view change
- Student Retakes
  Jun 14, 2017 • updated by Esther Brandon • view change
- Help Desk Service Level Expectations
Jun 06, 2017 • updated by Ravi Kotecha • view change

Current Help Desk metrics (updated June 2017)
Jun 05, 2017 • updated by Anne Rookey • view change

Help Desk metrics March 2017
Jun 05, 2017 • updated by Anne Rookey • view change

Wormhole (VPN)
Jun 02, 2017 • updated by Ravi Kotecha • view change

Remote Desktop (RDC)
May 22, 2017 • updated by Steven Karel • view change

Remote Desktop (RDC)
May 22, 2017 • updated by Carroll Cadden • view change

SPSS
May 18, 2017 • updated by Anne Rookey • view change

Android: Connect to eduroam
May 18, 2017 • updated by Ravi Kotecha • view change

Web Conferencing
May 16, 2017 • updated by Ravi Kotecha • view change