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

- [FY2018 Refresh Program](#) Apr 12, 2018 • updated by Christopher Lowre • view change
- [FY2019 Refresh Program](#) Apr 12, 2018 • updated by Christopher Lowre • view change
- [Refresh FAQs](#) Mar 27, 2018 • updated by Christopher Lowre • view change
- [Refresh Service Level Agreement](#) Mar 27, 2018 • updated by Christopher Lowre • view change
- [Prepare for Refresh](#) Mar 27, 2018 • updated by Christopher Lowre • view change
- [Refresh Catalog Choices](#) Mar 27, 2018 • updated by Christopher Lowre • view change
- [Procedure to grant server access to consultants and vendors](#)
<table>
<thead>
<tr>
<th>Topic</th>
<th>Updated by</th>
<th>View Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Using your Brandeis Phone</td>
<td>Joseph Jules</td>
<td>view change</td>
</tr>
<tr>
<td>Office Phones</td>
<td>Joseph Jules</td>
<td>view change</td>
</tr>
<tr>
<td>Software</td>
<td>Chris Yingst</td>
<td>view change</td>
</tr>
<tr>
<td>Patch history</td>
<td>Jennifer Bartes</td>
<td>view change</td>
</tr>
<tr>
<td>Wormhole (VPN)</td>
<td>Olivia Benzan-Daniel</td>
<td>view change</td>
</tr>
<tr>
<td>Junos Pulse</td>
<td>Olivia Benzan-Daniel</td>
<td>view change</td>
</tr>
<tr>
<td>Wireless</td>
<td>Sam Stanley</td>
<td>view change</td>
</tr>
<tr>
<td>Set Up RDC for Windows 7</td>
<td>Olivia Benzan-Daniel</td>
<td>view change</td>
</tr>
</tbody>
</table>