Welcome to the ITS Knowledge Base

The ITS Knowledge Base is just getting started. Search it for documentation or visit additional documentation on the ITS website

---

**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 ITS Staff about 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 the Technology Help Desk on Twitter
- Join the Technology Help Desk Facebook page

**Other resources**

- Gmail
- LATTE
- Brandeis University

---

**Recently updated articles**

- [Welcome to the ITS Knowledge Base](#) • May 23, 2018 • updated by Sarah Redman • view change
- [Patch history](#) • May 10, 2018 • updated by Jennifer Bartes • view change
- [Gmail](#) • May 08, 2018 • updated by Ravi Kotecha • view change
- [Google Team Drives](#) • May 08, 2018 • updated by Ravi Kotecha • view change
- [JAMF Pro - for Mac users](#) • May 08, 2018 • updated by Jay Chen • view change
- [KACE - for Windows users](#) • May 07, 2018 • updated by Jennifer Bartes • view change
- [Data backup for faculty and staff (Code42 CrashPlan)](#) • May 03, 2018 • updated by Christopher Lowre • view change
- [Setting up DUO](#)
DUO - Two-Factor Authentication
May 02, 2018 • updated by Olivia Benzan-Daniel • view change

Voicemail
May 02, 2018 • updated by Ravi Kotecha • view change

MATLAB
May 01, 2018 • updated by Steven Karel • view change

Software Purchasing
May 01, 2018 • updated by Carroll Cadden • view change

Linux Pulse Client Setup
Apr 30, 2018 • updated by James Bartes • view change

Training materials and videos
Apr 27, 2018 • updated by Jessica Maryott • view change

Software
Apr 25, 2018 • updated by Ravi Kotecha • view change