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

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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.

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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

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Recently updated articles

- DUO 2FA FAQ
  - Jun 14, 2018 • updated by Olivia Benzan-Daniel • view change
- DUO - Two-Factor Authentication
  - Jun 14, 2018 • updated by Olivia Benzan-Daniel • view change
- Protect your Data and Identity
  - Jun 04, 2018 • updated by Ravi Kotecha • view change
- Software
  - Jun 04, 2018 • updated by Ravi Kotecha • view change
- Patch history
  - May 31, 2018 • updated by Jay Chen • view change
- FileMaker
  - May 30, 2018 • updated by Jessica Maryott • view change
- 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
May 03, 2018 • updated by Olivia Benzan-Daniel • view change

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