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

- Using the Gradebook
  Jan 04, 2019 • updated by Richard Bergeron • view change
- Latte for Instructors
  Jan 04, 2019 • updated by Lindsay Atkinson • view change
- Text Editing
  Jan 04, 2019 • updated by Lindsay Atkinson • view change
- Adding TAs and Guests
  Jan 04, 2019 • updated by Lindsay Atkinson • view change
- Ensemble Anthem (copy)
  Jan 04, 2019 • updated by Elias Jacobson • view change
- Google Groups
  Jan 03, 2019 • updated by Carroll Cadden • view change
- Echo 360 automated lecture capture / Active Learning Platform
  Jan 03, 2019 • updated by Elias Jacobson • view change
- Create Online Assignments
Jan 03, 2019 • updated by Lindsay Atkinson • view change

Back Up and Restore Your Course
Jan 02, 2019 • updated by Lindsay Atkinson • view change

Setting up DUO
Dec 20, 2018 • updated by Sam Stanley • view change

DUO - Two-Factor Authentication
Dec 20, 2018 • updated by Sam Stanley • view change

Office Phones
Dec 19, 2018 • updated by Chris Yingst • view change

Access Your Courses
Dec 14, 2018 • updated by Lindsay Atkinson • view change

DUO 2FA FAQ
Dec 13, 2018 • updated by Todd Merrill • view change

Known Issues with LATTE
Dec 10, 2018 • updated by Lindsay Atkinson • view change