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 Turnitin through LATTE (Instructor)
  Mar 14, 2019 • updated by Lindsay Atkinson • view change
- Windows PC: Adobe License Renewal 2018
  Feb 22, 2019 • updated by Luis C Andino Jr. • view change
- Departmental Computer Purchases
  Feb 13, 2019 • updated by Carroll Cadden • view change
- Departmental Computer Purchases
  Feb 13, 2019 • updated by Christopher Lowre • view change
- Zoom FAQ
  Feb 12, 2019 • updated by Elias Jacobson • view change
- Getting Started with Zoom
  Feb 12, 2019 • updated by Elias Jacobson • view change
- Known Issues with LATTE
  Feb 11, 2019 • updated by Lindsay Atkinson • view change
- Android: Connect to eduroam
Feb 07, 2019 • updated by Sam Stanley • view change

Gmail
Feb 06, 2019 • updated by Olivia Benzan-Daniel • view change

Gmail on Mobile Devices
Feb 06, 2019 • updated by Olivia Benzan-Daniel • view change

Gmail in Apple Mail, Thunderbird, or Outlook
Feb 06, 2019 • updated by Olivia Benzan-Daniel • view change

Changing your Brandeis Password
Jan 29, 2019 • updated by Jennifer Guerra • view change

Quickmail Block
Jan 24, 2019 • updated by Lindsay Atkinson • view change

Echo 360 automated lecture capture / Active Learning Platform
Jan 20, 2019 • updated by Elias Jacobson • view change

Known Issues with LATTE
Jan 16, 2019 • updated by Richard Bergeron • view change