

Dear Carleton students,

The folks in Information Technology Services (ITS) want to make sure that you are as ready as possible for classes on Monday. This email covers 3 topics: drop-in sessions over the weekend, optimizing your home network and reporting issues with your technology environment.

### **Drop-In Support Sessions**

First, if you haven't already tried to [use Zoom](#) and Google Hangouts, we would strongly suggest that you do that. You can do that with friends or visit the [Helpdesk portal](#) to take advantage of "drop-in sessions" over the weekend:

- Friday from 9am-noon and 1-4pm CDT
- Saturday from 8am-noon CDT
- Sunday from 2pm-6pm CDT

### **Optimizing your internet setup**

Second, some may find they are having trouble downloading videos (to watch asynchronously) or engaging in a smooth synchronous classroom conversation. If you are having trouble, you may need to reboot your computer, close some applications and extra browser tabs or [tweak your](#) internet setup. If you think your computer is not adequate or you need help with your internet setup, please email [helpdesk@carleton.edu](mailto:helpdesk@carleton.edu).

### **Technology Support**

And finally, we know that this term will rely on doing things in a different way, in many cases with a new technology component. We have put together a [technology support page for students](#) describing how to set your timezone, how to access available software (to download or run remotely on a Carleton lab computer), how to scan and upload paper documents, and information about key resources like Zoom and the Google Suite.

We would also like to remind you to use your Carleton email account for all college-related activities. Using an email forward can cause problems with your access to key resources. And it would be a good idea to [get some Duo Backup Codes](#) to make sure you can always log in, with or without your phone.

If you have any questions now or during the term, please don't hesitate to reach out. ITS has a [client portal](#) from which you can create a problem ticket or ask for real-time help by chat.

We wish you luck with your transition to a remote Carleton experience!  
Let us know how we can help.

-- Janet Scannell, Chief Technology Officer  
-- Austin Robinson-Coolidge, Director of Technology Support  
-- Celeste Sharpe, Interim Director of Academic Technology