

Subject: action needed -- verify technology readiness for Fall Term

Dear Carleton students,

The staff in Information Technology Services (ITS) hope that you are having as good a summer as possible. This note has important information about preparing for Fall Term 2020:

- 1) ensuring you have access to an adequate computer,
- 2) claiming your Carleton Zoom account,
- 3) getting support from the ITS Helpdesk

Your Computer

During Fall Term, the use of Carleton computer labs may not be sufficient to meet all of your computing needs. As part of social distancing preparations, roughly half of the lab computers have been removed. In addition, a computer will be required in order for students to take online courses from their dorm room and/or to bring a computer to the classroom for some mixed-mode or hybrid class activities.

If you might like to purchase a laptop, you can visit [this purchasing portal](#) which has several recommended models from Apple, Dell, and Lenovo with educational discounts. The portal is also offering a pen tablet peripheral, which some faculty are recommending as a way to draw diagrams or mark up documents. On Monday, you will receive an invitation from CDW-G, who is hosting the portal, to create a password allowing you to access the portal. The email will have the subject line “Hi [FirstName], Welcome to CDWG!”

A Carleton Zoom account

Videoconferencing has become an essential tool during the COVID-19 Pandemic, and Zoom is the tool that Carleton uses. In order to get access to the “pro” level features, you need to [claim a Carleton Zoom account](#) which lets you host unlimited length Zoom sessions.

Starting this Fall, most public events hosted in Zoom will require that all attendees have a Carleton Zoom account. To verify or ask questions, you can connect to Carleton’s “Instant Video Support” Zoom call (the [Zoom link](#) and the [office hours](#)). We would also recommend that you watch about 10 minutes of videos available half-way down this page about “[getting started with Zoom](#).”

Getting Technology Support

As you prepare for online learning at Carleton, you might want to review this [technology support page for students](#). If you will be on-campus, [computer repair](#) will be available although with reduced capacity due to social distancing. Finally, you can use this [client portal](#) to create a problem ticket or to get real-time help through text-based chat.

If you are finding that technology is interfering with your Fall Term classes or activities, we would really like to know. Please don’t hesitate to email either of us directly.

- Janet Scannell, Chief Technology Officer
- Austin Robinson-Coolidge, Director of Technology Support

The email from CDW-G will look like this:

The CDW extranet administrator, has created an E-Account for you at cdw.com. With this E-Account, you will be able to access the many features of cdw.com. Keep this e-mail in safe place for future reference

User Name: XXXXX

Password Link: <https://www.cdw.com/shop/eaccount/logon/ResetPassword.aspx?requestId=NqWzLsihtwbRkHlzTctz1f0440blnYCA2/JGheyemAOZCQg2x5RXkW1OufU+Nibf>

If you have any questions, please contact your enterprise administrator or log on to <http://www.cdw.com>

This password link will expire in 24 hours, but you may reset the password on the site.

CDW Direct

<http://www.cdw.com>

800.750.4239

Monday - Friday 7am - 7pm CT