Orientation to Bethel Technology

Purpose: Learn about the technology you’ll use while at Bethel.

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Support Resources

<table>
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<tr>
<th>Information Technology Services Help Desk</th>
<th>Teaching &amp; Learning Technology</th>
<th>Research Assistance</th>
</tr>
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<tr>
<td><strong>ITS Help Desk</strong> is the contact point for technology support at Bethel for students, faculty, &amp; staff.</td>
<td><strong>Teaching &amp; Learning Technology</strong> is the contact point for teaching &amp; learning technology for students and faculty.</td>
<td>Bethel Reference Librarians are available to help you with your library research and navigate the library databases and technologies.</td>
</tr>
<tr>
<td>E-mail: <a href="mailto:helpdesk@bethel.edu">helpdesk@bethel.edu</a></td>
<td><strong>Hours:</strong> M-F 10am-3pm</td>
<td><strong>University Library</strong></td>
</tr>
<tr>
<td>Website: bethel.edu/its</td>
<td>Phone: 651-635-8527</td>
<td><strong>Hours</strong></td>
</tr>
<tr>
<td><strong>3900 Help Desk</strong></td>
<td>E-mail: <a href="mailto:tlt@bethel.edu">tlt@bethel.edu</a></td>
<td><strong>Voice:</strong> 651-638-6224</td>
</tr>
<tr>
<td><strong>Hours:</strong> M-Th 7:30am-8pm, F 7:30am-6pm, Sun 2-6pm</td>
<td>Website: bethel.edu/offices/learning-technology</td>
<td><strong>Text:</strong> 651-728-5303</td>
</tr>
<tr>
<td><strong>Phone:</strong> 651-638-6500</td>
<td><strong>Location:</strong> University Library</td>
<td><strong>Email:</strong> <a href="mailto:refdesk@bethel.edu">refdesk@bethel.edu</a></td>
</tr>
<tr>
<td><strong>Location:</strong> Help Desk in Robertson Center, RC419</td>
<td><strong>Website:</strong> <a href="https://www.bethel.edu/library/">https://www.bethel.edu/library/</a></td>
<td><strong>Location:</strong> Hagstrom Center (HC), 3rd floor</td>
</tr>
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</table>

Anderson Center Help Desk

| **Hours:** M-F 8am-4:30pm | Seminary Library |
| **Phone:** 651-635-2134 | St. Paul: 651-638-6184 |
| **Location:** ANC 5W |

Confluence is Bethel's Knowledge Base which contains technical tutorials - confluence.bethel.edu

Lynda offers training on hundreds of topics, including Moodle and MS Office - https://www.linkedin.com/learning/

Footprints is Bethel's case management system and is one option for accessing technical help - footprints.bethel.edu

Technology Details

MyBethel (my.bethel.edu) is your portal to all Bethel Information, including academics, finances, news, events, office websites and more. Read more in formation.

Manage the following functions at iam.bethel.edu

- Create and maintain your Bethel Community Account
- Change or Reset Password
- Create and manage an email alias

You are responsible for all usage of your Bethel computing account, and you must read and abide by Bethel's Responsible Use Policy.

- Your access to the network is provided primarily for educational purposes - not social or recreational.
- Your Password is Private - **DO NOT SHARE WITH ANYONE**!!! If your parents, spouse, or anyone else knows your password you should change it at iam.bethel.edu.
- Unauthorized distribution of copyrighted material, including unauthorized peer to peer file sharing, violates Bethel's Responsible Use Policy and may subject you to Bethel, civil, and criminal penalties.

Wireless access is available in all residence halls and academic buildings via the Eduroam network. Devices other than computers and phones will need to be registered to Bethel-Guest.

Students living in Bethel housing can connect their computers to the Bethel network via ethernet. To read the policy and request activation of your room's port follow these instructions.

Follow these installation instructions to connect to Bethel's Follow-Me Printer. When you print to the Follow-Me printer, your documents are sent to the cloud. Print your jobs at any public Bethel printer using your Bethel ID card or your Bethel username and password. Access more information and support as needed. Be a good steward of our planet's resources and print only the pages you need.

Bethel community members are expected to check their email frequently for academic and other Bethel-related communications.

- **Email Access:** You can access your Bethel email via MyBethel, or from any web browser at mail.bethel.edu.
- **Email Settings:** If you prefer to use an email system outside of Bethel, you may choose to forward your Bethel email.
- **Email Alias:** You can create an email alias at iam.bethel.edu.

Moodle is Bethel's Learning Management System, which can be accessed via MyBethel, or directly at moodle.bethel.edu. Check your Moodle course sites daily. View Moodle student tutorials for more details.
Bethel is a Google Apps for Education campus, meaning that you have access to the full suite of Google apps, including: Calendar, Drive, Hangouts, YouTube, Sites, Forms and more. Access via the Google Apps icon towards the upper right corner of your Bethel email.

In order to view Google Drive videos and docs that are linked in your Moodle course site, you will need to be logged into your Bethel email account (and may need to be logged out of any other gmail accounts).

The Bethel Community has access to all of the tutorials and courses available in Linkedin Learning (previously Lynda). Visit https://confluence.bethel.edu/x/-4ZeAg to learn how to access your Linkedin Learning account.

Employees and full-time students are encouraged to store their files in their Google Drive account or in their private and/or department folder on our secure server.

- **Google drive** - found at drive.bethel.edu has unlimited storage and provides easy share options. Learn more.
- **bsp-nas drive** - Access your server folder using these instructions. On campus access: use bsp-nas links, and off-campus access: use VPN for Macbooks or for Windows.
- **BU Library (70 computers)**
- **Lakeside Center, Seminary Library (12 computers)**
- **Anderson Center (3 computers on 1st floor Community Commons; 1 in 2nd floor classroom suite)**
- **Computer Classrooms: CC325 [35 computers], AC203 [35 computers] HC260 (22 computers)**
- **Multimedia Computers, Scanners, Technology Checkout available in the BU Library**
- **Residence Hall Lab Computers and Printers, Departmental Computers, Mobile Laptop Carts, and more**

The University Library checks out all kinds of technology, including: laptops, ipads, digital, still and video cameras, flash cards and flash drives, digital voice recorders, cables, connectors, chargers, and much, much more.

Each classroom has an instructor teaching center with a computer, display and projector with HDMI connection. High-tech Flex classrooms have additional monitors for small group work that students can connect to wirelessly.

Search for Bethel community members at directory.bethel.edu. You may use * as a wildcard character in your searches.

Banner is Bethel's student information system that contains all of your registration information, student account information, and more.

- You can access your Self-Service Banner account using the Banner link at MyBethel, or directly via Self-Service Banner at banner.bethel.edu.

To allow your parents or someone else to view your Banner information, you can add them as a proxy within Self-Service Banner. Read this Proxy Access FAQ and follow the instructions to set up a proxy.

Online sharing in today’s digital world is easy. However uploading, downloading, or the swapping/sharing of copyrighted files without the copyright holder’s permission is illegal. These files may be articles, songs, movies, television shows, videos, or any other type of digital material. Those who are caught engaging in online piracy, can be charged with and possibly convicted of copyright infringement, which is a felony. At Bethel, students may be denied network access, must meet with the a Dean of Student Life, remove illegally shared material, and pay a $100 network re-connection fee. These Bethel consequences are in addition to any criminal or civil penalties you may incur which could include up to 5 years in prison and up to a $250,000 fine.

**Security:** Bethel uses modern security technology to protect you and your information when using our network. As a user you can help us by following these guidelines:

- **Create a strong password** with at least 8 characters using both letters, numbers, and symbols.
- **Set your Challenge Response questions and a recovery email address so you can reset your password**
- **Bethel staff will NEVER ask you for your password.**
- **NEVER share your password** with anyone - not friends, not parents, not anyone. To share academic information with your parents or spouse, use Proxy Access.
- **If you write down your passwords and your responses to challenge response questions, store them securely.**
- **Be cautious with email** links and attachments, especially from unfamiliar sources or ones that request you to do something or to provide information.
- **Browse wisely** when using the internet and be cautious when downloading any file or software.

Sign up to receive emergency notifications, school closures, and snow emergency info on your cell phone. For more information, see the BU-Bethel Alert information at www.bethel.edu/bethel-alert.