



# BRYN MAWR

COLLEGE

LIBRARY & INFORMATION  
TECHNOLOGY SERVICES

# HELP DESK: WHAT DO WE DO?

- Account set up and password resets
- Wifi connection
- Public printer set up
- College site navigation
- Personal technology troubleshooting
- Limited hardware repairs
- Information security consultations
- General technical, research, and administrative way finding

# HOW TO CONTACT US

**Via our service catalog:**

[support.brynmawr.edu](https://support.brynmawr.edu)

**By email or phone:**

[help@brynmawr.edu](mailto:help@brynmawr.edu) or 610-526-7440

**In person (by appointment only):**

First floor of Canaday Library

**Our hours:**

[brynmawr.edu/lits/hours](https://brynmawr.edu/lits/hours)

# GETTING STARTED

- Your Bryn Mawr College Accounts
  - Email – [webmail.brynmawr.edu](mailto:webmail.brynmawr.edu)
  - Bionic – [bionic.brynmawr.edu](http://bionic.brynmawr.edu)
  - Moodle – (p) [moodle.brynmawr.edu](http://moodle.brynmawr.edu)
  - Zoom – [brynmawr-edu.zoom.us](http://brynmawr-edu.zoom.us)
- Free academic software available
  - Microsoft Office
  - Mathematica
  - Read&Write
  - And more!

# GETTING STARTED CONT.

More information about all of the software you have access to and beyond is available at [techdocs.blogs.brynmawr.edu](https://techdocs.blogs.brynmawr.edu)

# \*WHAT TO BRING TO COLLEGE

You can find tips for remote learning at  
<http://techdocs.blogs.brynmawr.edu/2133>

# \*TIPS FOR REMOTE LEARNING

You can find tips for remote learning at <http://techdocs.blogs.brynmawr.edu/9431> which will be regularly updated with new resources when they become available.

Information about how to connect to our VPN is at <https://techdocs.blogs.brynmawr.edu/1019>

# ONE LAST NOTE...

Please register multiple devices to your Duo account at [duo.brynmawr.edu](https://duo.brynmawr.edu) so you don't get locked out of your duo account!

Duo devices can include:

- Cellphone (with or without a SIM card)
- Tablet
- Duo Token (available for purchase at the Help Desk)
- Yubikey



# QUESTIONS/COMMENTS/ SUGGESTIONS?

Thank you all for your time!