**Welcome!**

Gustavus Technology Services (GTS) would like to welcome you to Gustavus! It is our hope that this letter will supply you with the information necessary to answer some of your technology related questions.

**Who is GTS?**

Gustavus Technology Services (GTS) is the primary technology provider on campus. We provide support through the Technology Helpline. If you have questions or concerns, please contact the Helpline at helpline@gustavus.edu, (507) 933-6111 or see our Technology Information pages for New Employees:

https://gustavus.edu/gts/Technology\_Information\_for\_New\_Gusties.

**Gustavus User Accounts, Machine Logins, Passphrases and Two Factor Authentication**

All Gustavus community members are granted a user account.

**<Firstname Lastname>**

**Your Gustavus User Account username is: <username>**

**Your temporary passphrase is: <temporarypassphrase>**

A Gustavus User Account is provided by Gustavus Adolphus College, for students, faculty, staff and approved guests of the College to facilitate and enhance their work, teaching, learning, and scholarly research. All Gustavus accounts are governed by the Gustavus Acceptable User Policy (<https://gustavus.edu/gts/Acceptable_Use_Policy>). While employed by the college, you are required to use Duo Two Factor Authentication.

You will be asked to provide a username and passphrase whenever you log into your office computer. The first-time login credentials are listed above. Please follow these steps to **log in and sync your passphrase** between your Gustavus User Account and your computer.

1. Log in to your computer with the credentials listed above
2. Open a web browser. (Chrome, Firefox or Safari)
3. Go to <http://gustavus.edu/go/sync>
4. Log in with your **email username** and **email passphrase**
5. Type your **email passphrase** in the **passphrase** box below the text information
6. Click **Submit**
7. Restart your computer
8. Log in with your **username** and **email passphrase**

**Gustavus Email (GusMail)**

Your Gustavus e-mail address is <username>@gustavus.edu. You can check your e-mail with a web browser at: <http://gusmail.gac.edu> or mail.google.com. You can also configure your email on your phone, tablet or other mobile device. For more information, please see our help pages for email: <https://gustavus.edu/gts/Electronic_mail> or contact the Technology Helpline (helpline@gustavus.edu or 507-933-6111)

**WebAdvisor**

WebAdvisor is a web-based system that allows Gustavus students, faculty and staff to access important academic and employment information.

**Frequently Used Gustavus Websites**

* Technology Services self-help website: gustavus.edu/gts
* Gustavus People Search (Gribly): gustavus.edu/search
* WebAdvisor is the online advising system used by students, faculty and staff: gustavus.edu/go/webadvisor.
* Moodle is our Content Management System. For help with Moodle, visit: Moodle Information. To log into Moodle visit: moodle.gac.edu.
* Your Gustavus account includes access to Google Calendar and Docs, to log in visit:
	+ Google Drive: drive.google.com
	+ Google Calendar: calendar.google.com
	+ Google Help: help.google.com
* Edit your Gustavus Profile information: gustavus.edu/profile/edit

**Who to call for help?**

Technology support is provided to all members of the Gustavus community through the Technology Helpline. Please contact us with your technology question or concerns.

* Phone: 507-933-6111
* E-mail: helpline@gustavus.edu
* Wiki Help: gustavus.edu/gts
* Twitter: Follow us @gtshelpline or twitter.com/gtshelpline
* Submit a Request or Check Status: gustavus.edu/gts
* Live Support: gustavus.edu/gts click on Live Support

**Staff Member: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Case Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**