



TECHNOLOGY GUIDE 2012-2013

DIVISION OF INFORMATION TECHNOLOGY



It is with great pleasure that I welcome you to the George Washington University and to the wide world of technology that awaits you.

GW has many valuable technology services for students that are very important components of a successful academic and social experience at the university. The Division of Information Technology (IT) provides extensive support services to the GW community by telephone and e-mail through the 24/7 IT Support Center as well as at convenient walk-in support locations. High-speed Internet connections in the residence halls and a robust wireless network give GW students access to many online resources. The Division of IT provides a wide array of technology services in order to facilitate a strong community and give you access to all that the Foggy Bottom, Mount Vernon and Virginia Science and Technology campuses have to offer.

You will have access to valuable information through helpful websites and secure access to online transactions using your GWid and NetID accounts. Visit <http://itsupport.gwu.edu> for more information.

A critical component of safe computing is the partnership we enter into with you to protect your digital assets—not only passwords and personal information, but the documents and files on your computer as well. This partnership includes individual adherence to the ResNet Code of Conduct and the Code of Conduct for Users of Computing Systems and Services. The Division of IT requires a minimum set of security standards for all student computers. Enforcing these standards is a critical part of GW's ongoing commitment to ensuring that you have the computer security and reliability to flourish in your academic career and life at GW. Your responsibility in this partnership is to operate within the policies, which are designed to protect the university community from mistakes and misjudgments made by others.

Please take some time to read through this information and visit the IT Support Center website at <http://itsupport.gwu.edu>. We have important technology information and staff ready to assist students in accessing GW technology services.

Thank you very much, and enjoy your time as a member of the GW community!

Sincerely,



David Steinour
Chief Information Officer

The Academic Technologies department welcomes you to the George Washington University. We want you to be familiar with our technological services, which are designed to enhance your academic experience at GW.

Academic Technologies developed the GW Mobile app, which gives you access to the schedule of classes, campus maps, email, real-time shuttle schedules, campus news, iTunes U, social media feeds, and much more. We invite you to download the GW Mobile App from Apple's App Store or the Google Play Store. If you have a BlackBerry device, you can use the mobile web version of the app by visiting <http://gwmobile.gwu.edu>.

GW recently launched a public presence on Apple's iTunes U platform. Make sure to download or stream GW lectures and special events made available to the public, including the spring 2012 lecture series given by Federal Reserve Chairman Ben Bernanke.

Academic Technologies supports ColonialCast—a powerful multimedia distribution system for faculty to provide lecture podcasts and other course media supplements to registered students through iTunes U. Ask your professors if lectures and review materials are available for your class.

We support five 24-hour computer labs located on the Foggy Bottom, Mount Vernon, and Virginia Science and Technology campuses for student use. We also support eight computer classrooms, which can be utilized by students outside of scheduled class periods.

Lab computers give you access to a robust list of software applications. Our Gelman Mac lab offers Adobe's Creative Suite and Apple's professional editing software, including Aperture, Final Cut Pro, and Logic. Certain academic courses require the use of specialized software applications that are only available to students in the computer labs. To use the lab computers, you will need a G1 account.

Sincerely,



P.B. Garrett

Associate Provost and Chief Academic Technology Officer

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TECHNOLOGY ACCOUNTS

There are two accounts that GW students need in order to conduct online transactions at the university. Your GWid allows you access to online class registration, online student information and more. Your NetID allows you access to GWMail (e-mail), Blackboard and many other services.

ACCOUNTS

GWid

Your GWid is a unique alphanumeric identifier assigned to you that is used for the majority of university services in place of your Social Security number. You will use your GWid for certain university transactions, such as:



Claiming a NetID



Logging in to the GWeb Information System

- *Registering for classes*
- *Viewing your academic transcript*
- *Updating personal information*
- *Viewing financial aid information*

NetID

NetIDs serve as the primary login accounts for a number of technology resources on campus. You will need to claim your NetID prior to coming to campus (more information is available on page 7).

Your NetID plus @gmail.gwu.edu will serve as your GWMail (e-mail) address. For example, if your NetID is 'janedoe', your GWMail address is 'janedoe@gmail.gwu.edu'.

In addition to your e-mail, you will also use your NetID for many online services, such as:



Connecting to GWireless and GW1X (wireless Internet on campus)



Connecting to ResNet (wired Internet on campus)



Logging in to Blackboard (online course software)



Logging in to the myGW University Portal



Creating your Academic Technologies G1 Account (computer lab account)



Participating in housing selection

GWID/GWEB INFORMATION SYSTEM

To log in to the GWeb Information System and access your account, go to the myGW Portal at <http://my.gwu.edu> and click on 'gweb info system,' located in the list on the left side of the screen.

YOUR USER ID IS YOUR GWID.

- If you do not know your GWid, you can retrieve it online at <http://gwid.gwu.edu>.
- Be sure to enter your GWid with an uppercase 'G' (e.g. G12345678).

6-DIGIT PIN NUMBER

- If you have forgotten your PIN, you can enter your GWid and click on 'Forgot PIN?' (use an uppercase G when entering your GWid).
- If you are unable to remember your PIN or security question, contact the Division of Information Technology for assistance (see the Technology Support section for contact information).
- If you require your PIN to be reset in person, you will need to present valid photo identification at the STS office located in City Hall.
- By default, your PIN is your date of birth in MMDDYY or MMYY99 format. For example, if your birthday is May 26, 1985, your default PIN would be 052685 or 058599.

NETID/GWMAIL

To claim your NetID, visit the GW Account Center at <http://helpdesk.gwu.edu/accounts> and click on the "Click here to create your NetID" link! You will need your GWid to claim your NetID. If you do not know your GWid, you can retrieve it online at <http://gwid.gwu.edu>.

CHOOSING A PASSWORD:

✔ Your password must:

- Be between 8 and 20 characters long
- Contain at least 1 uppercase letter
- Contain at least 1 number (0-9)
- Contain at least 1 special character, such as an exclamation point, question mark or ampersand, etc.

✘ It must NOT:

- Contain your first name
- Contain your last name
- Contain your GWid

ACCESSING GWMAIL:

- GWMail can be accessed online through the myGW portal at <http://my.gwu.edu>. From there, choose "e-mail" from the menu of services on the left. You will be prompted to log in using your NetID and password.
- You can also configure an alternate mail client such as Microsoft Outlook, Mozilla Thunderbird or Apple Mail. See page 25 for more details regarding GWMail.

G1 COMPUTER LAB ACCESS

Once you have registered for classes and claimed your NetID, you can create your Academic Technologies G1 account.

- A G1 account allows you to access such services as the 24-hour computer labs, computer classrooms and printers (both black & white and color) on the Foggy Bottom, Mount Vernon, and Virginia Science and Technology campuses.

To create a G1 account, please visit <http://acadtech.gwu.edu/pages/computingaccount>.



TECHNOLOGY SUPPORT FOR STUDENTS

DIVISION OF INFORMATION TECHNOLOGY

GW's Division of Information Technology (IT) works with students, faculty, staff and departments across the university to provide advanced technology solutions and support. From Internet and phone connections in offices and residence halls to software that supports admissions, online registration and other aspects of day-to-day business, IT keeps GW connected.

24/7 IT SUPPORT CENTER

The Division of Information Technology (IT) is committed to the success of all members of the GW community around the clock. To that end, the Division of IT provides technology assistance 24 hours a day, 7 days a week.

Telephone: 202-994-GWIT (4948)

E-mail: ithelp@gwu.edu

Website: <http://itsupport.gwu.edu>

Message Board: <http://board.it.gwu.edu>

Twitter: @GWDivIT

STUDENT TECHNOLOGY SERVICES

Student Technology Services (STS) is a department within the Division of Information Technology that offers GW students in-person support for technology services. STS service offerings include support for ResNet connection and jack diagnosis, as well as computer hardware and software support.

WALK-IN SERVICE | CITY HALL 114, 950 24TH STREET, NW, WASHINGTON, DC 20052

- Hours of Operation: Monday–Friday, 9 a.m.–7 p.m.

STS WEBSITE | [HTTP://IT.GWU.EDU/STS](http://it.gwu.edu/sts)

STS WIRELESS SUPPORT | GELMAN SHARED SERVICES AREA, B1 LEVEL, GELMAN LIBRARY

- Academic Year Hours: Monday–Thursday, 5–10 p.m.; Sunday, 2–8 p.m.
- Summer Session Hours: Tuesday–Thursday, 12–3 p.m.

STS E-MAIL | STS@GWU.EDU

RESIDENCE HALL TECHNOLOGY SUPPORT

- ResNet/Internet connection
- Cable television (provided in conjunction with RCN)
- Telephone, including voicemail/call waiting sign-up

COMPUTER SUPPORT

- Windows and Apple operating systems*
- Symantec AntiVirus/firewall
- Malware removal/cleaning*
- Anti-spyware software
- Dell warranty support
- Apple warranty support

*Charges may apply. First-time virus cleaning is free; fees may apply for repeat work.

TECHNOLOGY SUPPORT

- GWireless and GW1X
- Gelman wireless support
- Microsoft Office support
- Blackboard support
- NetID account setup and password reset
- GWMail (and alternate mail clients and web browsers)
- GWeb information technology support, GWid and Banner PIN resets (students only)
- ACAD web page support

STS encourages students to employ safe computing practices. Through the fostering of user education, responsibility and awareness, STS technicians strive to educate students about how to prevent repeat problems and infections.



RESIDENCE HALL TECHNOLOGY AMENITIES

In your residence hall suite, the following technology amenities are provided:

1. One cable television outlet per suite
2. One dedicated phone line per suite
3. Individual ResNet high-speed wired Internet connection

CABLE TELEVISION

Each suite is provided with one cable television connection.

TO ACCESS CABLE TELEVISION, YOU WILL NEED:

- a cable-ready television (televitions with digital tuners are recommended)
- a coaxial cable
- the original television remote control and owner's manual

Every residence hall suite is equipped with one digital converter box that provides basic digital TV service. Simply connect your television's coaxial cable to the digital converter box, and you will have access to a full digital cable lineup of all your favorite channels, including HBO and Showtime.

Students are able to enhance their cable service with additional options. These options include additional channels, high-definition (HD) service and the use of a digital video recorder (DVR). All of these options are available directly through RCN, and students will be responsible for all additional costs for service and equipment.

For questions, service issues or additional information, including expanded service availability and pricing, please visit Student Technology Services on the web at <http://it.gwu.edu/sts> or contact the Division of IT by phone or e-mail (see page 9 for contact information).

** Students are responsible for all personal equipment as well as the provided cable box and remote control.*

TELEPHONE

Each suite will have one dedicated telephone line and a telephone number for occupants to share.

FEATURES:

- On-campus and local calls are free—rather than use cell phone minutes, use your room phone.
- Residence hall telephone lines follow this format: 202-242-xxxx.
- Each resident can set up an individual/personal PBN (personal billing number), which allows for individual billing for long-distance calls.

While many students bring cell phones to campus, we strongly recommend that one occupant also bring an analog (landline) phone to school in order to use the dedicated in-room telephone line. Cell phone reception varies in residence halls, so it is a good idea to have access to a landline phone for emergency use. Your campus phone can also be a great way for your professors and friends to reach you at a local number instead of dialing an out-of-state cell phone number.

TO ACCESS PHONE SERVICE IN A RESIDENCE HALL ROOM, YOU WILL NEED:

- An analog phone with touch-tone dialing
- An analog phone cord to run from the jack to the phone
- If the phone is a cordless phone, 900MHz or 5.8GHz will work best

DIALING ON CAMPUS:

FREE 5-DIGIT DIALING ON CAMPUS

- ▶ To dial on-campus numbers, dial only the last five digits of the number.
- ▶ For example, to call 242-xxxx, dial the extension 2-xxxx from any campus phone. Faculty and staff office numbers begin with either 202-994-xxxx or 703-726-xxxx. To dial these extensions, call 4-xxxx or 6-xxxx.

DIALING OFF CAMPUS:

LOCAL CALLS

- ▶ Local calls are provided to students at no charge.
- ▶ Dial 9 + telephone number. (For example, to call 202-555-1000, dial 9 + 555-1000.)
- ▶ For local Maryland (301) and Virginia (703) calls, dial 9 + 1 + area code + number.
- ▶ Please note: some (703) numbers are outside of the local calling area. If prompted to enter a long-distance code, please follow directions below.

LONG-DISTANCE CALLS

- ▶ You can make long-distance calls from your room telephone by using your Paetec long-distance code, which is also known as a personal billing number (PBN).
- ▶ To set up your PBN, contact Paetec CampusLink directly by visiting its website at <https://www.campuslink.paetec.com>.

PBN CODES

- ▶ Long-distance calls can only be made using a PBN.
- ▶ A student can use any campus phone line to make a long distance call—charges are not associated with the telephone number but with the PBN.
- ▶ You are responsible for keeping your PBN secure. If you suspect your PBN code has been compromised, notify Paetec immediately by calling 1-800-962-4772.

When dialing a number that is considered long-distance, the phone will make three tones after dialing the telephone number. If you would like to continue your call, enter your PBN, and the charges will appear on your next Paetec statement, which you will receive by e-mail.

TIPS:

- Keep your PBN in a secure place.
- Do not lend your PBN to friends.
- If your PBN is lost, contact Paetec immediately.
- For billing questions or inquiries, contact Paetec at 1-800-962-4772 or visit its website: <https://www.campuslink.paetec.com>.

GW offers optional, low-fee premium phone services such as voicemail and call waiting. To sign up for these optional phone services, please contact the IT Support Center or visit Student Technology Services in person. Premium phone services will be billed to your student account.

TELEPHONE REPAIRS

You are responsible for your personal equipment (telephone, answering machine, etc.). For questions or service issues with your telephone service, contact the Division of Information Technology for assistance (see page 9 for contact information).

CELL PHONES

A cell phone is a good way to keep in touch with friends and family. We do not recommend using your cell phone in place of the landline telephone in your residence hall room, as cell phone reception varies by building. In an emergency, a landline telephone in your room will be most useful. Depending on your cell phone service provider, you will find varying levels of reception quality around the Foggy Bottom, Mount Vernon and Virginia Science and Technology campuses.

BEFORE GETTING A CELL PHONE, CONSIDER THESE TIPS:

- If you choose a phone number with a Washington, DC, area code, calls to the area will be local, but friends and family at home may be long-distance calls.
- If you choose a phone number with a home area code, family and friends may be local calls, but calls within the DC area may be long-distance.
- Before signing up for a plan, consider your call volume and possible text message usage.
- Consider the capabilities for the type of phone you are going to purchase.
GW's wireless network supports all iPhones and most Android models, but does not support BlackBerry devices.

RESNET: YOUR WIRED HIGH-SPEED INTERNET CONNECTION IN THE RESIDENCE HALLS

Each suite has a dedicated wired high-speed Internet connection for each resident.

The wired connection is the fastest and most reliable way for students to connect their personal laptops and desktops to the environment. The Division of IT strongly recommends a wired connection, as wireless access is shared between nearby users and can become congested during peak usage.

Residence hall Internet access via ResNet requires special equipment that STS signs out to students annually. The equipment must be returned in working condition with all original cords at the end of the academic year. The ResNet Connection Fair is held each year during Move-In to distribute equipment to students and to offer on-site technical assistance.

WIRELESS CONNECTIVITY

In addition to the ResNet wired connection that is provided for each student, the university provides wireless networks for use with your mobile devices and notebook computers. For more information on this service, see the GWireless and GW1X section on pages 24–25.

ResNet Connection Fair

Provided by: Student Technology Services, Division of IT

Come and sign out your ResNet wired high-speed Internet connection from Student Technology Services, get configured for GW1X and get any laptop support that you may need.

SATURDAY, AUGUST 25–SUNDAY, AUGUST 26

8 a.m.–4 p.m.* | The Marvin Center • 800 21st Street, NW

** STS is required to close the Connection Fair promptly at 4 p.m. each day because of space considerations. The laptop troubleshooting area at the Connection Fair will close at 3 p.m.*

GREEN IT: SAVING ENERGY

The Division of Information Technology supports the university's sustainability efforts and urges all students, faculty and staff to configure their equipment to minimize energy consumption. There are two primary things to remember:

Turn It Down ▶ Your computer can be configured to minimize its energy use. The Division of IT recommends that you configure your monitor and computer to go into power saving mode after one hour of inactivity. With power settings configured correctly you will still be able to perform all your normal activities, but when you walk away from your computer it will automatically use less power.

Turn It Off ▶ Just as you turn the lights off when you leave a room, make sure you power down all of your devices, including your printer, when you leave the office or your residence hall room for longer periods of time. Although most printers will go into power saving mode after your computer is shut down, you can save additional energy by turning it off as well.

You can find additional resources and instructions for configuring your particular computer on the Division of IT website at <http://helpdesk.gwu.edu/energysettings>.

Password

Login

COMPUTER SECURITY

In order to promote safe computing and assist in the protection of student computers from viruses, worms and hackers, GW has implemented the use of Network Access Control (NAC). The Juniper Host Checker will be installed on any Windows-based computer that uses ResNet. The Host Checker will assist users in patching and protecting their computers, ensuring a safer, faster network for all users.

The NAC requires that users have the following basic protections in order to connect to the GW network using ResNet:

1. Windows 7, Vista, XP, Mac OS X 10.4 or higher and Linux are supported operating systems. Please note that Windows 95, 98, Me and 2000, as well as Mac OS X versions 10.3 or earlier, are NOT supported.
2. Operating system must be patched and up-to-date.
 - *Windows users are required to enable 'Automatic Updates'.*
 - *Instructions on how to enable automatic updates can be found on the STS website at <http://it.gwu.edu/sts> under the security tab.*
3. Antivirus software must be installed and up-to-date. Anti-spyware software is also strongly recommended. GW supplies Symantec Endpoint Protection to students at no additional charge.
 - *To install Symantec Endpoint Protection:*
 - Go to <http://itsupport.gwu.edu>.
 - Click on 'Software Downloads' on the right-hand side.
 - Click on 'Symantec Endpoint Protection' under the appropriate Operating System (Mac OS or Windows).
 - Follow the steps to download Symantec Endpoint Protection.
 - *Spybot - Search and Destroy should be downloaded and installed on all computers. Information about Spybot - Search and Destroy is available from the STS website at <http://it.gwu.edu/sts>.*

Students planning to live on campus for the academic year should take steps to have their computer(s) meet these requirements PRIOR to their arrival on campus. For information on how to ensure that your computer meets these requirements, please visit the STS website at <http://it.gwu.edu/sts> and click on the security tab.

ONCE ON CAMPUS, ALL STUDENTS SHOULD:

- Visit STS's ResNet Connection Fair to pick up necessary equipment and instructions.
- Connect their computer to the network according to the instructions provided.
- Log in to the NAC system using their NetID and password to download the Juniper Host Checker, and agree to the ResNet Code of Conduct and the Code of Conduct for Users of Computing Systems and Services.

Once the Host Checker has been installed, it will verify that the computer meets all requirements. If a computer is not fully compliant, it will not be granted full network access until all requirements have been met. The Host Checker will also check regularly to ensure that all computers on the network have updated patches and virus protection. To accomplish this task, all ResNet users will be prompted to log in to the NAC using their NetID every few days to ensure computers on the network are patched and protected.

Should you have questions regarding the NAC system please contact the Division of Information Technology for assistance (see the Technology Support section (page 8) for contact information). Information is also available at <http://itsupport.gwu.edu/sts>. Supplemental information will be provided at the ResNet Connection Fair.

ADDITIONAL WAYS TO PROTECT YOUR COMPUTER:

SYMANTEC CLIENT SECURITY (FIREWALL)

- Note: The Symantec Firewall is included in the provided version of Symantec Endpoint Protection.
- The Symantec Client Firewall is software designed to prevent unauthorized access to or from a user's computer.
- For assistance, contact the Division of Information Technology (see the Technology Support section (page 8) for contact information).

SPYWARE AND ADWARE REMOVAL TOOLS

- Windows Defender is free for download from Microsoft at www.microsoft.com/security/default.aspx.

OTHER SECURITY TIPS—HOW TO SAFEGUARD YOUR COMPUTER

- Set up strong and unique passwords for all user accounts, including a password for the administrator.
- Do not share your computer with friends.
- Do not download or use peer-to-peer (P2P) software such as BitTorrent, BearShare, etc.
- Disable the Windows guest account.
- Disable Windows file sharing.
- Use only legitimate software purchased from a trusted vendor.
- Use only industry-approved digital music, movie and television websites. Visit <http://gwired.gwu.edu/legalmusic> for more information.
- Use caution and common sense when posting information and accepting content from others on social networking sites.

Safe computing is a shared responsibility between the student and GW. In addition to providing the Juniper NAC for ResNet users, STS offers support for diagnostic and troubleshooting services. Users are expected to comply with GW policy, which includes the enforcement of basic protections for the student-owned computer. Required protection includes the GW-supplied Symantec AntiVirus program, automatic updates for Windows operating systems and the use of an anti-spyware program.

If a student's computer should become infected, STS offers a one-time complimentary basic cleaning. If the computer requires a rebuild or more intensive support than a basic cleaning, hourly charges may apply. STS technicians educate students in order to prevent repeat problems, but safe computing is ultimately the responsibility of the student. If a student machine should become re-infected, fees will apply. An STS technician will diagnose issues and explain any fees prior to working on the computer.

USE OF NETWORK RESOURCES

All ResNet users are subject to the Code of Conduct for Users of Computing Systems and Services as well as the ResNet Code of Conduct. These codes define appropriate and inappropriate use of network access and resources. Network access at GW is a privilege and can be revoked. Violation of either code of conduct may result in university judicial action and permanent loss of network access.

✘ THE FOLLOWING ACTIONS ARE PROHIBITED ON THE GW NETWORK:

- Illegal file sharing (P2P downloading or uploading of copyrighted materials).
- Excessive use of bandwidth.
- Establishment of unauthorized wireless networks in the residence halls.
- Use of routers or gateways in the residence halls is prohibited. Users may utilize unmanaged hubs or switches, providing they have four or less ports.

Current versions of the Code of Conduct for Users of Computing Systems and Services and the ResNet Code of Conduct are accessible through the STS website: <http://it.gwu.edu/sts>.

KEEPING SAFE

Malicious Phishing E-mails ▶ GW has employed state-of-the-art technology to filter out the majority of viruses, spam and other harmful messages before they reach your inbox. A small percentage of unsafe messages make it past the filters, and users need to be vigilant about safe computing practices. Don't open messages from unknown users or click on links in messages from unknown sources. Never give your personal information out via e-mail, particularly your password.

- Never click on or open suspicious files. Attachments with file extensions that you do not recognize such as .exe, .scr, .vbs, .hta, .reg and .bat should always be considered suspicious and not opened. Also, beware of combinations of extensions meant to trick you, such as "filename.doc.exe". You should only download files if they come from someone you trust and you are sure they contain nothing malicious.

Data Encryption ▶ If you store particularly sensitive data on your computer, especially if it's a laptop you carry around with you, you may consider encrypting the data as an extra layer of protection. Encryption scrambles the contents of a file so that only the person with the proper password can view it. Apple OS X users can enable encryption by turning on File Vault. Windows users will need to use a third-party application, except for users of Windows 7 Ultimate, which includes the BitLocker encryption feature. *Note that encrypting data may make it difficult or impossible to retrieve files from your computer if it experiences problems and has not been backed up.*

Data Backup ▶ We highly recommend performing regular backups of your important files. If you have important files that are lost or become damaged, your backups may save you substantial time and stress. Users now have many backup options such as cloud-based storage, external hard drives and USB keys. Windows 7 and Mac OS X both offer easy-to-use tools that let you schedule regular automated backups, making the process of backing up your data easier.

Passwords ▶ These days, a password or PIN is required for most online interactions. It is important to remember why passwords are important: they are often the first (and possibly only) defense against intrusion. They protect personal information, such as financial information, health data and private documents.

Although a password restricts access to computer accounts, it can be the weakest link in any security system if it can be easily cracked. If hackers discover an individual's password, they will often have obtained the key to the user's computer and/or their web-based accounts. The use of strong passwords is a powerful way to protect your computer and personal information and accounts.

Why are strong passwords important? ▶ Your confidential information can be captured and transmitted, critical information can be modified and the configuration of the computer can be changed to permit subsequent unauthorized access—this is like giving someone your bank card and keys to your house. Taking preventative measures can significantly reduce exposure to these threats at a fraction of the time and cost it would take to recover from them. All it takes is one weak password to allow a hacker to break into a computer, making the rest of the network vulnerable to attack. You as an individual user have responsibilities in helping GW secure its network.

CREATING PASSWORDS

Choosing a unique, hard-to-guess password will likely stop the most determined hackers. Insert some random characters (such as symbols or numbers) in your password. The most secure passwords are lengthy, but unfortunately these are the hardest to remember. Many people tend to choose simple, easy to remember passwords and use the same password for several different systems. However, you can select strong passwords that are also easy to remember. One way to do this is to create a password based on a phrase or to string a sentence in the following format.

S7r0ng-PA55w0rd
(Strong Password)

OR

c@ntH4ckme
(Can't Hack me)

As you can see, these passwords are easy to remember while also being very strong! Remember, don't use either of these examples as passwords—your password should be known only to you.

✔ DO:

- Choose a password that is at least eight characters long
- Use both uppercase and lowercase characters (a, b, c, D, E, F, etc.)
- Use digit and punctuation characters as well as letters (1,2, 3, !, @, #, etc.)
- Change your password periodically
- Choose a password that is easily remembered by you and you only

✘ DON'T:

- Choose a password that contains your Gwid or any part of your full name
- Choose the same password as your last password
- Reveal a password over the phone to anyone
- Reveal a password in an e-mail message
- Reveal a password to your friends or family
- Talk about passwords in front of others
- Hint at the format of a password ('my family name,' 'my pet's name,' etc.)
- Use the same password for various login accounts
- Choose a password based on basic information (names of family, etc.)
- Write down or store your password online
- Choose a password that can be found in the dictionary

If someone demands a password for any reason, refer the person to the Division of Information Technology. If you suspect an account or password has been compromised, report the incident to the Division of IT and change all of your passwords immediately.

One way to check your password's strength is to use Microsoft's password checker:
<https://www.microsoft.com/security/pc-security/password-checker.aspx>



ACADEMIC & CLASSROOM TECHNOLOGY

COMPUTER LABS ON CAMPUS

To use the computer labs on the Foggy Bottom, Mount Vernon, and Virginia Science and Technology campuses, students need to create a G1 account. Please see page 8 of the Technology Guide for more information on G1 accounts.

24-HOUR COMPUTER LAB LOCATIONS

FOGGY BOTTOM CAMPUS

- *Gelman Library B05–55 Windows thin-client terminals, 18 Apple workstations, three Colonial Printing kiosks and four scanner stations*
- *Gelman Library B04F–13 Apple workstations*

MOUNT VERNON CAMPUS

- *Eckles Library 113–seven Windows workstations, one Windows thin-client terminal, and one Colonial Printing kiosk.*

VIRGINIA SCIENCE AND TECHNOLOGY CAMPUS

- *Enterprise Hall 170–16 Windows thin-client terminals and one black & white printer*
- *Exploration Hall 125–six Windows thin-client terminals and one black & white printer*

COMPUTER CLASSROOMS

Academic Technologies also supports eight computer classrooms on the Foggy Bottom, Mount Vernon, and Virginia Science and Technology campuses, which are available for use by students during non-class times.

LOCATIONS:

FOGGY BOTTOM CAMPUS

- *Academic Center, Rome B104–46 Windows workstations*
- *Academic Center, Rome 205–24 Windows workstations*
- *Gelman Library B01–23 Windows workstations*
- *Hall of Government 103:25 Windows workstations*

MOUNT VERNON CAMPUS

- *Acheson Hall 101–19 Windows workstations*
- *Eckles Library 142–20 Windows workstations*
- *Eckles Library 309–15 Windows workstations*

VIRGINIA SCIENCE AND TECHNOLOGY CAMPUS

- *Enterprise Hall 146–37 Windows workstations*

COMPUTER LAB PRINTING

- Computer lab printing is accessible through a pay-for-print system.
- GWorld card, WEPA account, and credit/debit cards are accepted payment methods.
- Printing fees are calculated on a per-printed-side basis.
 - *Black and white printing fees are \$0.07 per printed side.*
 - *Color printing fees are \$0.85 per printed side.*
- For a full list of printer locations, visit <http://printing.gwu.edu>.
- For instructions on printing in a computer lab, visit <http://printing.gwu.edu/startprinting.html>.

COMPUTER LAB SUPPORT LOCATIONS

GELMAN LIBRARY B03

- Hours: Monday–Friday, 8:00 a.m.–9:00 p.m.; Saturday and Sunday 12:00 p.m.–4:00 p.m.; (Hours are subject to change)
- Phone: 202-994-7900

ECKLES LIBRARY 113

- Hours: Monday–Friday, 8:30 a.m.–4:30 p.m.
- Phone: 202-242-7900

TECHNOLOGY CLASSROOMS

Academic Technologies supports over 200 technology-enhanced classrooms on the Foggy Bottom, Mount Vernon and Virginia Science and Technology campuses. To find a classroom or a selected piece of instructional technology, visit <http://acadtech.gwu.edu/pages/classroomsandlabs>.

An in-class dispatch service is available to all classrooms supported by Academic Technologies:

AT Solutions Center Hotline 202-994-7900
Monday-Friday 8:00 a.m.–10:00 p.m.

GELMAN LIBRARY

For complete and up-to-date information about Gelman Library, please visit www.library.gwu.edu.

- Phone: 202-994-6558
- Location: 2130 H Street, NW

REFERENCE AND RESEARCH ASSISTANCE

- Ask a Librarian
 - ▶ *If you have a question about using the library, need a specific piece of information or aren't sure how to begin a research project, you can ask a librarian.*
 - ▶ *There are several different ways to use 'Ask a Librarian':*
 - *E-mail questions using the online form at www.gelman.gwu.edu/help/reference/ask-a-librarian.*
 - *Chat online in real time with a librarian with the GelmanInfo instant messaging service.*
 - *Call the reference desk at 202-994-6048.*
 - *Visit the reference desk on the first floor of Gelman.*
 - *Make an appointment for research assistance, either online or in person, to meet one-on-one with a librarian using the online form at www.gwu.edu/gelman/ref/appoint.html.*

WASHINGTON RESEARCH LIBRARY CONSORTIUM (WRLC)

- WRLC consists of nine local universities that have joined together to share resources; GW students have access to over 9 million items across the consortium.
- The Catalog shows all of the books in the consortium and whether or not they are checked out. Materials from other libraries can be ordered directly online.
- To look up information in the WRLC or the library's other electronic collections, go to www.library.gwu.edu.

COMPUTER ACCESS AT GELMAN LIBRARY

- Public-access computers are available on the first, third and sixth floors.
- A 24-hour computer lab supported by Academic Technologies is located in the basement of Gelman Library with enhanced software suites for computing.

PHOTOCOPYING AND PRINTING

- Self-service photocopiers are available on the first, third, fourth and seventh floors of Gelman Library.
- Photocopiers accept only GWorld cards. None of the machines accept cash.
- Printing is available in the basement and on the first floor. Colonial Printing kiosks accept GWorld card, WEPA account, and credit/debit cards.

WIRELESS INTERNET CONNECTION

- GWireless is available throughout Gelman Library, from the basement to the seventh floor. Please see the GWireless and GW1X section (pages 24–25) of this guide for more information.

REFWORKS CITATION SOFTWARE (GELMAN LIBRARY)

- Organize your research and create bibliographies with RefWorks citation software. Please see <http://libguides.gwu.edu/refworks> for more information.

ECKLES LIBRARY

Eckles Library is the Mount Vernon Campus branch of the GW University Libraries.

For complete and up-to-date information about Eckles Library, please visit:

www.gelman.gwu.edu/eckles-library.

- Phone: 202-242-6620
- Location: 2100 Foxhall Road, NW

REFERENCE AND RESEARCH ASSISTANCE

- Ask in person at the reference desk on the first floor or make an appointment.
- Chat online in real time with a librarian with the EcklesInfo instant messaging service.
- Call the reference desk at 202-242-6666.
- Make a research assistance appointment online to meet one-on-one with a librarian and specify that you would like to meet with an Eckles librarian.

ALADIN RESEARCH PORTAL

- ALADIN is the gateway to all of the library's electronic collections—like article databases—provided by GW in partnership with the Washington Research Library Consortium (see next page).

WASHINGTON RESEARCH LIBRARY CONSORTIUM (WRLC)

- WRLC consists of nine local universities that have joined together to share resources; GW students have access to over 9 million items across the consortium.
- The Catalog shows all of the books in the consortium and whether or not they are checked out. Materials from other libraries can be ordered directly online.
- To look up information in WRLC or the library's other electronic collections, visit ALADIN. Go to www.library.gwu.edu.

PHOTOCOPYING

- A photocopier is located on the first floor of Eckles Library.
- Photocopiers only accept cash, and payment is accepted at the front desk.

COMPUTER LAB

- The 24-hour study lab on the first floor is generally available for use 24 hours a day, 7 days a week by current GW students, faculty and staff. This area may be closed or have shortened hours on certain holidays. Please check posted signs.

WIRELESS INTERNET CONNECTION

- See wireless networking section.

REFWORKS CITATION SOFTWARE (ECKLES LIBRARY)

- Organize your research and create bibliographies with RefWorks citation software. Please see <http://libguides.gwu.edu/refworks> for more information.



TECHNOLOGY SERVICES

GWIRELESS AND GW1X

GWireless and GW1X are GW's secure, reliable wireless networks that cover the Foggy Bottom, Mount Vernon and Virginia Science and Technology campuses.

GW has seen a rapid increase in wireless connectivity on all three campuses. Secure Internet access via GW's wireless networks is a convenient and useful amenity whether you are using your laptop in your residence hall room, in Gelman Library or just sitting on a bench in Kogan Plaza. With that goal in mind, the university has implemented campus-wide wireless access.

To log in you will need:

- Your NetID and password
 - A computer with an 802.11b or g card (802.11n cards will also work, as they are backwards compatible, but the university does not maintain 'type n' wireless hotspots)
- The most up-to-date information and list of locations can be found on the Division of IT website at <http://helpdesk.gwu.edu/gwireless>.

In order to connect to GW1X, users simply need to run the automatic configuration utility on their Windows, Apple OS X or iOS device. To do so simply complete these easy steps:

1. Connect to the 'GWireless' wireless network
2. Click on the link to configure GW1X on your device
3. Agree to the terms of usage and run the configuration utility. This process will ask for your NetID (e-mail address before the @ symbol) and password.

You will now be connected to GW1X and your device should automatically reconnect the next time you are in an area covered by GW's wireless network!

Note that GW1X will only work for devices that support 802.1x with PAP-TTLS. This means that many devices will not operate properly on the network until their manufacturers release appropriate software updates. Most notably, Kindle readers, most gaming consoles and BlackBerry mobile devices are not supported on GW1X.

For assistance with connecting to GW's wireless network, please contact the Division of Information Technology or visit <http://itsupport.gwu.edu>.

GWMAIL

GW has partnered with Google to host all student e-mail accounts. This means that you will use the familiar Google interface to access your university e-mail. Features of GWMail include:

- Over 7 gigabytes of storage space
- Google Calendar
- Google Chat
- Access to other Google applications

Your GWMail address is simply your NetID followed by '@gmail.gwu.edu.' For example, if your NetID is 'johndoe,' then your e-mail address is 'johndoe@gmail.gwu.edu.'

The mail system can be accessed through the myGW portal at <http://my.gwu.edu>. From the main page, choose 'e-mail' from the menu of services on the left. You will be prompted to log in using your NetID and password.

You can also set up your e-mail account with an alternate mail client, such as Microsoft Outlook, Mozilla Thunderbird or Apple Mail. Instructions for doing so can be found by clicking the "Help" link in the upper right corner of your GWMail inbox. You can also find additional support and instructions on the Student Technology Services website at <http://itsupport.gwu.edu/>.

GW MOBILE

The GW Mobile app provides students direct access to the schedule of classes, e-mail, the GW directory, real-time shuttle schedules, campus maps, campus news and alerts, social media feeds, library resources, iTunes U, the bookstore, 4-Ride reservations and individual schools' events, news, and social network feeds.

Download the GW Mobile app for free from either the Apple App Store or the Google Play Store. If you have a BlackBerry phone, you can use the mobile web version of the app by visiting: <http://gwmobile.gwu.edu>.

COLONIAL PRINTING

Colonial Printing allows you to send wireless print jobs from anywhere to touch-screen printing kiosks located in Gelman and Eckles Libraries.

HOW TO INSTALL THE WIRELESS PRINTING SOFTWARE

1. Download and install the appropriate driver (e.g. Mac OS or PC) from the wireless printing web page by visiting printing.gwu.edu/startprinting.html.

PRINTING STEPS

2. Choose the Print option from the software program that you are using.
3. Select either **WEPA-BW** or **WEPA-COLOR**, **WEPA-COLOR-DUPLEX**, **WEPA-MONO**, or **WEPA-MONO-DUPLEX** from your list of available printers and click Proceed.
4. Enter your NetID@gwu.edu and Password into the Network Username and Password dialog box when prompted and click OK. (You will only have to do this once if you allow the software to remember your username and password.)
5. Go to a touch-screen printing kiosk (see list below for locations).
6. At the kiosk, swipe your GWorld card.
7. Select the print job that you would like to print, select your payment method and click Print.
8. Pick up your print job off of the printer.

WIRELESS PRINTING LOCATIONS (= BLACK & WHITE = COLOR)

FOGGY BOTTOM CAMPUS:

- Gelman Library B05  
- Gelman Library 1st Floor Lobby  

MOUNT VERNON CAMPUS:

- Eckles Library 113  

VIRGINIA SCIENCE AND TECHNOLOGY CAMPUS: (■ = BLACK & WHITE ■ = COLOR)
(Note: The Pharos system is currently available at VSTC. Please visit <http://acadtech.gwu.edu/pages/wirelessprinting> for more information.)

- Enterprise Hall 170 ■
- Innovation Hall 115 ■
- Exploration Hall 125 ■

Note: Your GWorld card will be charged \$.07 per side for black and white printing, and \$.85 per side for color printing when you swipe your GWorld card at the Print Release Station.

If you need assistance installing the drivers or configuring your print settings, visit the Academic Technologies support desk located in the basement of the Gelman Library (Gelman B03) or call the Solutions Center at 202-994-7900.

MYGW PORTAL

The myGW portal provides an opportunity to build relationships throughout the community and promote communication, interaction and involvement that reinforces GW's commitment to excellence, both academically and socially. The myGW portal contains many features, including targeted communications, a focus on centralized information for the many different audiences and communities of the George Washington University and the ability to create personalized views of all GW information and services based on the individual user's needs.

The myGW portal is the gateway to many university services:



GWMail



Blackboard



University Directories



Colonial Calendar



GWeb Information
System



SkillPort



and many more!

BLACKBOARD @ GW

Blackboard @ GW is an online learning management system based on the Blackboard Learn Product from Blackboard, Inc. It enables course instructors to provide students with syllabi, assignments, assessments, blogs, wikis, communication features and other course-related materials. To access Blackboard @ GW, visit <http://blackboard.gwu.edu>.

If you do not see your course listed, there are several possible explanations:

- *The professor may not be using Blackboard for the particular course or has yet to make the course 'available' for student use.*
- *You are not officially registered for the course in the GWeb Info System.*

If you are unable to log in to Blackboard or are having difficulties once logged in, please contact the Division of Information Technology for assistance (see the Technology Support section for contact information).

COLONIALCAST

ColonialCast is a powerful multimedia distribution system for faculty to provide lecture podcasts and other course media supplements to registered students through iTunes U. Ask your professors if lectures and review materials are available for your class through ColonialCast. The benefits of ColonialCast include:

- *Convenient and portable access to course materials.*
- *The ability to review course materials at their own pace and clarify concepts discussed in class during preparation for homework and exams.*

For more information about ColonialCast, visit <http://acadtech.gwu.edu/pages/colonialcast>.

iTUNES U PUBLIC

GW recently launched a public presence on Apple's iTunes U platform. iTunes U is a cross-platform multimedia distribution system for colleges and universities hosted by Apple. Download and stream free GW lectures and special events. For more information about iTunes U, visit <http://itunesu.gwu.edu>.

SKILLPORT

SkillPort provides a free and extensive online course catalog for the professional development of all GW students, faculty and staff. Courses are available 24/7, and there are over 3,300 courses to choose from.

HOW TO ACCESS SKILLPORT

- Use your NetID and password to log in to <http://my.gwu.edu>
- Click the 'Tools and Resources' tab
- Click 'Training, Web-based–SkillPort' under Training Links

IMPROVE YOUR TECHNICAL KNOWLEDGE

- Microsoft Office—Beginner to Expert
- CompTIA A+ Certification

ENHANCE YOUR BUSINESS SKILLS

- Techniques for Better Time Management
- Mastering Negotiation
- Fast-Tracking Your Career
- Delivering Successful Presentations

The first time you log in be sure to:

- Always allow popups for the SkillPort site.
- Allow SkillPort to run any necessary software so that your tutorials display appropriately.

For assistance with SkillPort, contact the Division of Information Technology.

DESKTOP APPLICATION INSTRUCTOR-LED CLASSES

The Division of Information Technology offers comprehensive education and training services to students at no charge. Training courses are offered for the Microsoft Office Suite and other desktop applications. Students can register for instructor-led classes through the SkillPort system.



WHAT TO BRING CHECKLIST

RESNET

- A computer that meets GW's minimum specifications and is equipped with a 10/100 Base-T Ethernet card
More information about minimum specifications is available on page 31 of the Technology Guide .
- All systems' CDs/disks and user manuals that came with your computer hardware and software

CABLE TELEVISION

- A cable-ready television
- Coaxial cable
- All owner's manuals and the original remote that came with your television set
Contact your roommate(s) to find out if anyone else plans on bringing a television set. There is only one cable television connection per suite.

GW TELEPHONE SERVICE

- An analog telephone
If you opt to bring a cordless telephone, 900MHz or 5.8GHz telephones will work best in the residence halls. Contact your roommate(s) to find out if he or she plans on bringing a telephone.

ADDITIONAL USEFUL ITEMS TO PACK

- An 802.11b, g or n wireless network card for your laptop (nearly all modern laptops have this functionality built into the computer)
Provided that you are located in a campus location offering GW1X access, open a browser and follow the simple instructions to securely connect to GW1X.
- USB memory key or USB external hard drive
This can be used for transporting files from your computer in your room to public labs on campus.
- Laptop lock
Keep your computer secure in public areas.
- Long Ethernet cord
A 50-foot or longer cord will be useful if you want to use your ResNet connection anywhere in your room.
- Blank media (DVD-R, CD-R, DVD-RW or CD-RW)
This is used to back up important files, pictures and music.
- Printer
Some residents opt to bring small printers to use in their residence hall room. Public printing services are available in computer labs around campus. Wireless printers will not work on the university network.

WHAT KIND OF COMPUTER SHOULD YOU BRING?

The university does not require students to purchase any particular computer for use on campus.

Some points to consider when looking into purchasing a computer:

- What type of computer are you comfortable using?
- What is within your budget? Can you get a good deal somewhere? Many manufacturers provide education discounts either directly or through the GW Bookstore.
- Are you in a degree program that might require special software such as engineering or design? If so, you may want to check with your program to see if there are any special requirements.

SOME BASIC HARDWARE RECOMMENDATIONS YOU MAY WISH TO CONSIDER:

WINDOWS PLATFORM (LAPTOP OR DESKTOP)

- *Windows 7 or Windows 8*
- *Intel or AMD Processor*
- *802.11b, g or n wireless network card*
- *4 GB RAM or higher*
- *120 GB hard drive or larger*
- *CD or DVD-ROM drive*

MAC OS PLATFORM (LAPTOP OR DESKTOP)

- *Mac OS X 10.6 or higher*
- *10/100 Base-T Ethernet card*
- *4 GB RAM or higher*
- *120 GB hard drive or larger*
- *CD or DVD-ROM drive*

- Do not leave home without the original systems' disks or CDs that came with your computer.
- Do not leave home without all of the disks or CDs for any software you own. (Microsoft Office, Adobe Acrobat, etc.)
- USB keys are useful for portable file storage, printing and backing up documents.
- It is recommended that students regularly back up important documents and files.

Once you have decided on a computer to buy, there are some additional things to consider:

- The Division of IT strongly recommends that you purchase an extended warranty for any notebook computer.
- Try to have your computer delivered prior to the beginning of the academic year if possible. This gives you time to set up and get used to your new computer. You do not want to be getting used to the computer as you are writing your first paper!



STAY SAFE ON CAMPUS

The Office of Safety and Security coordinates across the university to provide you with the resources necessary to live, learn and work safely at the George Washington University. The Office of Emergency Management (OEM) helps community members prepare for large-scale events and stay informed before, during and after an emergency. The George Washington Police Department (GWPD), a fully-accredited law enforcement agency commissioned by the District of Columbia, protects the university community through crime prevention and emergency services. The Office of Health & Safety (H&S) promotes a safe working environment in offices and laboratories and provides fire and life safety services in all buildings. These three units comprise Safety and Security, and together they ensure the safety and wellbeing of the GW community.

The university utilizes several different mediums to notify GW students, staff, faculty, and community members of emergency situations and safety-related information. These systems are maintained through a partnership between Safety and Security, the Division of IT and External Relations.

GW CAMPUS ADVISORIES ([HTTP://CAMPUSADVISORIES.GWU.EDU](http://campusadvisories.gwu.edu))

GW Campus Advisories is the principal method that OEM and the university leadership use to communicate incident-related information to the GW community.

GW ALERT (EMERGENCY TEXT MESSAGES AND E-MAILS)

GW Alert is an emergency communications system that will send important notifications, alerts and updates directly to your e-mail address and mobile device. Students, faculty and staff members are automatically registered to receive e-mail alerts through their GW e-mail addresses. To update your contact information and add your mobile device, visit <https://banweb.gwu.edu>.

GW ALERT (DESKTOP NOTIFICATION)

GW Alert desktop notification is an alerting system for both Windows- and Mac-based computers. When an alert is issued, scrolling text will appear at the bottom of your screen, along with an alert tone. University computers managed by the Division of IT are equipped with this program. For individual users, GW Alert is available for free at <http://CampusAdvisories.gwu.edu>.

GW INFORMATION LINE (202-994-5050)

The GW Information Line provides a brief recorded message that parallels alert information placed on the GW Campus Advisories website.

SOCIAL MEDIA (FACEBOOK AND TWITTER)

GW Alerts and notifications posted to Campus Advisories are also published on official GW Facebook and Twitter pages.

FOR ADDITIONAL GW SAFETY INFORMATION, VISIT OR CALL:

GW CAMPUS ADVISORIES

<http://CampusAdvisories.gwu.edu>

GW INFORMATION LINE

202-994-5050

703-726-8333 (Virginia Science and Technology Campus)

OFFICE OF EMERGENCY MANAGEMENT (OEM)

<http://CampusAdvisories.gwu.edu>

202-994-4936

oem@gwu.edu

OFFICE OF HEALTH AND SAFETY (H&S)

www.gwu.edu/safety/health

202-994-4347

safety@gwu.edu

GW POLICE DEPARTMENT (GWPD)

www.gwu.edu/safety/police

FOGGY BOTTOM

Emergency: 202-994-6111

Non-emergency: 202-994-6110

TDD Line: 202-994-8099

MOUNT VERNON

Emergency: 202-242-6111

Non-emergency: 202-242-6110

VA SCIENCE AND TECHNOLOGY CAMPUS

Emergency: 911 (Loudoun County)

Non-emergency: 703-777-1021

(Loudoun County)

OTHER LOCATIONS:

Emergency: 911



THE GEORGE WASHINGTON UNIVERSITY

WASHINGTON, DC