



# EMPLOYEE TECHNOLOGY SERVICES





## PRODUCTIVITY TOOLS & VIDEO CONFERENCING

### MICROSOFT TEAMS

MS Teams provides a secure workspace where team members can contribute any time, from any device with messaging, file sharing, screen sharing, video meetings, calling, and more.

### MICROSOFT 365 APPS

Microsoft 365 Apps is available to active employees at no cost. Each employee may install the apps on up to five devices.

### ONEDRIVE

OneDrive provides cloud-based storage. OneDrive uses Office 365 to store George Mason-related files in the cloud making it easy to collaborate from anywhere and from multiple devices.

### ZOOM

Zoom, available at [gmu.zoom.us/join](https://gmu.zoom.us/join), is a cloud-based web conferencing tool for video and audio conferencing, collaboration with people within and outside George Mason, chat, and webinars across mobile devices, desktops, telephones, and room systems.

### TECHNOLOGY CONFERENCE ROOM

The Technology Conference Room, located in the CLUB, seats 20 people and features a projector, a presentation computer, a video conferencing package, and plugs for laptops to connect to the room's technology.

### MYHUB

Allows you to see all your workspaces in one place and easily find, prioritize, and organize the teams you are in or own. MyHub enforces retention and other policies to enhance collaboration in a secure environment.

## TECHNOLOGY LABS

### COLLABORATIVE LEARNING HUB (CLUB)

**Fairfax**

Johnson Center, Room 311

### STAR LAB

**Fairfax**

Johnson Center, Room 229

### COMPUTER LABS

**MasonSquare**

Founders Hall, Room 211

**Fairfax**

Innovation Hall, Room 301  
Johnson Center, Room 342

**Science & Technology**

Katherine G. Johnson Hall, Room 250

To report a problem, including trouble connecting to George Mason's Wi-Fi, please call the ITS Support Center at 703-993-8870.

## NETWORK & TELECOMMUNICATIONS



### DEVICE REGISTRATION

ITS recommends employees configure their wired and wireless devices for 802.1x authentication, however some devices require alternative authentication. To solve this, employees may register up to five devices for network access at [mydevices.gmu.edu](https://mydevices.gmu.edu).



### EDUROAM

Eduroam allows students, researchers, and staff from participating institutions to obtain wireless access service when visiting other institutions. A listing of participating institutions can be found at [eduroam.org](https://eduroam.org).



### GUEST NETWORK

Guests of employees may self-register for Internet access over George Mason's wireless networks. Guest accounts are active for seven days and supported on three concurrently connected devices. Visit [guestwifi.gmu.edu](https://guestwifi.gmu.edu).



### EMPLOYEE EMAIL

Office 365 is the university's employee email and calendar system. It can be accessed via [mail.gmu.edu](https://mail.gmu.edu). ITS also provides generic email accounts for university departments, organizations, and clubs.



### TWO-FACTOR AUTHENTICATION

Two-Factor Authentication (2FA) is required for all George Mason employees. George Mason uses Duo Security to deliver 2FA when accessing websites and applications. This second layer of protection makes personal information less vulnerable. Visit [2fa.gmu.edu](https://2fa.gmu.edu).



### WIRED NETWORK

Wired network access is provided in every campus facility. Access to the wired network is provided by active jacks in offices, lab facilities, classrooms, and public spaces.



### VIRTUAL PRIVATE NETWORK

George Mason currently operates an enterprise VPN, Cisco AnyConnect, which provides virtual connection to the general university community and secure access to administrative systems.



### TELEPHONE SERVICES

Telephone lines and voice mailboxes are provided for employees and departmental spaces. Each department has a Telecom Coordinator who handles the administration and requesting of telephone services for members of the department. Visit [telecomadmin.gmu.edu](https://telecomadmin.gmu.edu) for details.

## MEDIA RESOURCES

### TH3 BUILD

Th3 Build is a collaborative space in the CLUB to explore, experiment, and create using the latest immersive technology: 3D design and printing, virtual reality, augmented reality, and 360° spherical video an photography production.

### VIDEO EDITING

Editing stations are available for post-production work. Create and edit videos using STAR lab resources.

### AUDIO EDITING

Record, edit, and dub audio using the STAR Lab production facility. The STAR Lab offers current technologies to help professionally produce projects.

### SOUND SPACE

The sound space located in the CLUB contains special equipment and soundproofing for an ideal environment to record voice or edit audio.

### VIDEO PRODUCTION STUDIO

A small production studio space is available in the STAR Lab to complete video production projects. This space has two black pull curtains, green screen, and a full LED lighting grid.

### VIDEO PRODUCTION EQUIPMENT CHECKOUT

High-end video production equipment is available for checkout through the STAR Lab including video cameras, audio recorders, microphones, and more.

### VIDEO PRODUCTION SERVICES

GMU-TV assists with the creation and development of instructional, training, marketing and promotional videos, and courses suitable for television broadcast. Visit [gmutv.gmu.edu](https://gmutv.gmu.edu) for more details.

## TECHNOLOGY RESOURCES

### WEB HOSTING

Free, secure, and reliable web hosting up to 20 MB is available on [mason.gmu.edu](https://mason.gmu.edu).

### LINKEDIN LEARNING

Provides free, unlimited online training 24/7 via [lil.gmu.edu](https://lil.gmu.edu).

### LISTSERVS

Email distribution lists allowing for streamlined communication to large groups.

### CITRIX VIRTUAL LAB (CVL)

Remotely delivers specialized software in a safe computing environment without installing it to your personal device.

### PATRIOT VIRTUAL COMPUTING

Secure remote Windows desktop environment that provides access to George Mason applications from off-campus.

*For a full list of Information Technology Services resources, visit [its.gmu.edu](https://its.gmu.edu).*

## BLACKBOARD LEARN

George Mason's Learning Management System (LMS) is used to deliver online or web-enhanced courses and includes tools like discussion forums, text-based and real-time chat, a secure course grade book, and quizzes and exams.

**myMason puts all the resources used by George Mason employees & students in one convenient and easy-to-find location! Visit [mymason.gmu.edu](https://mymason.gmu.edu).**



## BLACKBOARD TOOLS

### CLASS COLLABORATE

Provides real-time collaboration for virtual class conferencing, discussion, and chat.

### GRADESCOPE

Streamlines grading paper-based exams, quizzes, and homework.

### HONORLOCK

Creates a fair testing environment by protection exams and academic integrity.

### KALTURA

A video management tool that allows users to create video and audio inside Blackboard.

### POLL EVERYWHERE

Provides a safe online platform to engage via phone or computer.

### RESPONDUS

Used to create quizzes, surveys, and self-tests external to Blackboard.

### RESPONDUS LOCKDOWN BROWSER & MONITOR

Provides a custom web browser that locks down the testing environment within Blackboard Courses.

### SAFEASSIGN

A multi-faceted plagiarism education and prevention service.

### SEARCH & DESTROY

Finds and removes your test questions from online sources.

### WORDPRESS COURSE BLOGS

A platform that enables site builders to easily set up a web presence.

**George Mason is transitioning to the Learning Management System, Canvas. To learn more about the transition to Canvas, visit [lms.gmu.edu](https://lms.gmu.edu).**





## HELP & SUPPORT RESOURCES



### GETTING STARTED

We've put together an online Getting Started guide to get you up and running as quickly as possible here at George Mason. Scan this QR code or visit [its.gmu.edu/get-started](https://its.gmu.edu/get-started).



### CLASSROOM SUPPORT

Classroom and Lab Technologies (CaLT) provides support for all Registrar-scheduled classrooms. For more information, visit <https://its.gmu.edu/service/classroom-support>.



### DESKTOP SUPPORT

Desktop Support provides full-service technical desktop support to employees using university-supported hardware and software. Each campus has its own Desktop Support team.



### ITS KNOWLEDGE BASE

Search the ITS knowledge base for how-to articles and FAQ's at [its.gmu.edu/knowledge-base](https://its.gmu.edu/knowledge-base).



### ITS SUPPORT CENTER

The ITS Support Center, located in Innovation Hall, Room 226, serves as the central point of contact for the university community for requesting IT support or information.



### PATRIOT WEB

Visit [patriotweb.gmu.edu](https://patriotweb.gmu.edu) to:

- Submit timesheets
- Review benefits information
- View and update tax forms
- View pay stubs, earnings history, and leave balances
- Update direct deposit allocations
- Enter grades