EMPLOYEE TECHNOLOGY SERVICES

GEORGE MASON UNIVERSITY

Information Technology Services
Cisco AnyConnect Virtual Private Network (VPN)
Mason currently operates an enterprise VPN, Cisco AnyConnect, that provides virtual presence to the general university community and secure access for designated staff to select administrative systems.

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.

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.

Employee Email
Office 365 is the university's employee email and calendar system. Log in via mail.gmu.edu using your Mason credentials (NetID and Patriot Pass Password). ITS also provides generic email accounts for departments, organizations, and clubs.

Guest Network
Guests of employees may self-register for Internet access over Mason's wireless networks. Guest accounts are active for seven days and support three concurrently connected devices. Visit guestwifi.gmu.edu.

Listservs
Email distribution lists streamline communication by allowing messages to be sent to an entire group at once using only the email address of the list. This service is available for university employees, organizations, and departments.

Phone 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 department staff. Visit telecomadmin.gmu.edu for details.

Two-Factor Authentication (2FA)
Two-Factor Authentication (2FA) is required for all Mason employees. Mason uses Duo Security to deliver 2FA when accessing web sites/applications protected by Mason's Central Authentication Services (CAS), including Patriot Web, and the VPN. This second layer of protection makes personal information less vulnerable. Visit 2fa.gmu.edu for details.

Wired Network
Wired and wireless 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.

Wireless Network (Wi-Fi)
ITS provides wireless network access in all academic, administrative, residential, recreational, and dining spaces across the university. Visit wireless.gmu.edu for details.

For a full list of Information Technology Services resources visit its.gmu.edu
**Media Resources**

**Audio Editing**
Record, edit, and dub audio using the Student Technology and Resource (STAR) Lab production facility. The STAR Lab offers the current technologies to help professionally produce these projects.

**Sound Space**
The sound space located in the Collaborative Learning Hub (CLUB) contains special equipment and soundproofing for an ideal environment to record voice or edit audio.

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

**Video Production Equipment Checkout**
High-end video production equipment is available for checkout through the STAR Lab, including video cameras, audio recorders, microphones, tripods, audio kits, and light kits.

**Video Production Services**
GMU-TV assists with the creation and development of instructional, training, marketing and promotional videos, and courses suitable for television broadcast. GMU-TV also provides scripted material, recording and broadcasting of live events, and materials for academic and administrative units. Visit [gmutv.gmu.edu](http://gmutv.gmu.edu) for details.

**Video Production Studio**
A small production studio space is available in the STAR Lab to complete video production projects. This newly renovated space is complete with three studio cameras, teleprompter, Broadcastpix studio controls, two black pull curtains, green screen, and a full LED lighting grid.

**Conferencing Resources**

ITS provides high-quality videoconferencing for both academic and administrative purposes.

**Webex Meetings** is a cloud-based web conferencing tool that may be used for meetings and collaboration allowing participants to share video, audio, and content.

**Webex Teams** is an enterprise-grade collaboration application. Work in a secure application where everyone can contribute anytime, from any device, with instant messaging, file sharing, screen sharing, white boarding, video meetings, calling, and more.

**Videoconferencing Rooms:** Rooms are available that support Webex Meetings and Teams, allowing self-sufficient video communication with multiple participants and locations. Every participant gets a seat at the table with a feeling and emphasis of an in-person meeting.
BLACKBOARD APP: 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, quizzes and exams.

BLACKBOARD COLLABORATE: An interactive web conferencing and virtual classroom environment designed for real-time collaboration. Instructors can use Collaborate to set up virtual conferencing for their classes while students can participate in chat and discussion sessions from anywhere.

BLACKBOARD & BLACKBOARD INSTRUCTOR APPS: A free app that gives faculty and students access to their Blackboard course content and Organizations on a variety of mobile devices.

KALTURA MY MEDIA: A video management tool that allows employees and students to create, host, and share video and audio inside Blackboard App. Users upload audio and video directly to Blackboard using the Kaltura Media Mashup tool.

PBWORKS WIKI: Digital documents or websites that enable collaborative editing by assigning author roles. PBworks Wikis (or workspaces) augment existing institutional options for file sharing, document management, and website development.

RESPONDUS: Respondus is used to create quizzes, surveys, and self-tests external to Blackboard. You can create documents to convert to text files and upload them directly to your Blackboard folder.

RESPONDUS LOCKDOWN BROWSER & MONITOR: A custom web browser that locks down the testing environment within Blackboard App. Instructors can choose to require the LockDown Browser for any existing deployed test in their course. When an assessment is started, students are locked into the test until it is submitted for grading.

SAFESAIGN: A plagiarism education and prevention service available through Blackboard. It supports a multi-faceted approach to teaching and learning about plagiarism.

WORDPRESS COURSE BLOGS: A web-publishing platform that enables site builders to set up a web presence quickly and easily. It provides a set of standard templates and plugins with which to customize your site.

myMason puts all the resources used by Mason employees and students in one convenient and easy-to-find location! Visit mymason.gmu.edu


**Technology Resources**

**3D Design/Print Workspace**
A collection of walk-up 3D printers are available in the 3D Design/Print Workspace in the CLUB. The CLUB offers in-person 3D printing support for course-wide projects and development, and 3D workshops for users of all levels.

**LinkedIn Learning**
Mason partnered with LinkedIn Learning (formerly lynda.com) to provide free, unlimited online training. Thousands of videos on a broad range of subjects are available via [lil.gmu.edu](http://lil.gmu.edu).

**MESA Accounts**
MESA accounts provide online storage space on the M drive. Mason departments are given the ability to create MESA department “shares” that can be accessed by multiple people at Mason.

**Microsoft Office 365 ProPlus**
Microsoft Office 365 ProPlus is available to active employees at no cost. Each employee may install Office on up to five personal computers and five personal mobile devices.

**OneDrive for Business**
OneDrive provides cloud-based storage via the login at Office365.gmu.edu. OneDrive uses Office 365 to store Mason-related files in the cloud making it easy to collaborate from anywhere and from multiple devices.

**Qualtrics**
Qualtrics is a web-based survey tool to conduct survey research, evaluations, and other data collection activities. The Mason community can use this research suite to build and send surveys then analyze and export responses—all from any online location, 24/7.

**Skype for Business**
Microsoft Skype for Business Online is a hosted communications service that connects people anytime and from virtually anywhere by delivering collaboration capabilities, giving users access to presence, instant messaging, ad hoc device-to-device audio and video calling, online meetings, and web conferencing capabilities.

**Technology Conference Room**
The Technology Conference Room 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.

**Virtual Computing Lab (VCL)**
The VCL remotely delivers specialized software through the Internet, regardless of your physical location or the time of day. Access software in a safe computing environment without purchasing or installing it on your personal device via [www.vcl.gmu.edu](http://www.vcl.gmu.edu).

**Web Hosting**
Free, secure, and reliable web hosting is available to any employee, student, student organization, college, department, and other university unit. Mason provides 20MB for personal web space on mason.gmu.edu.
HELP & SUPPORT RESOURCES

CLASSROOM SUPPORT
Classroom and Lab Technologies (CaLT) provides support for general purpose and technology-enhanced classroom facilities, computer classrooms.

- Arlington Classroom Support: 703-993-8226
- Fairfax Classroom Support: 703-993-3456
- Science and Technology Classroom Support: 703-993-8499

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.

EQUIPMENT CHECKOUT
Classroom and Lab Technologies (CaLT) lends audiovisual equipment to employees for class use during the instructional day.

ITS SUPPORT CENTER
The ITS Support Center serves as the central point of contact for the university community for requesting IT support or information. Its mission is to provide professional and friendly service in support of excellence in learning, teaching, and research.

PATRIOT WEB
Patriot Web is a self-service site for employees to manage their administrative records. Visit patriotweb.gmu.edu to:
- Enter grades
- Review benefits information
- Submit timesheets
- Update direct deposit allocations
- View and update tax forms
- View pay stubs, earnings history, and leave balances

ITS Support Center
703-993-8870
support@gmu.edu
@MasonITSservices