



MASON

EMPLOYEE TECHNOLOGY SERVICES



Information
Technology
Services

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.



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.



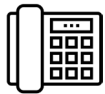
EMPLOYEE EMAIL

Office 365 is the university's employee email and calendar system. It can be accessed via mail.gmu.edu by using your Mason credentials (NetID and Patriot Pass Password). ITS also provides generic email accounts for university 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.



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 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 protected websites/applications. This second layer of protection makes personal information less vulnerable. Visit 2fa.gmu.edu for details.



VIRTUAL PRIVATE NETWORK

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



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.

To report a problem, including trouble connecting to Mason's Wi-Fi, please call the ITS Support Center at [703-993-8870](tel:703-993-8870)





ATTENDANCE

The Attendance tool in Blackboard allows instructors or TAs to mark absences or custom roles such as level of class participation. A Blackboard grade column can be automatically updated based on attendance and participation.

BLACKBOARD COURSES

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 APPS

A free app that gives faculty and students access to their Blackboard Courses content and Organizations on a variety of mobile devices.

CLASS FOR ZOOM

Creates a teaching-specific interface on top of Zoom in order to increase engagement with online learners.

HONORLOCK

A remote proctoring service that creates a fair testing environment for all students by protection exams and academic integrity.

KALTURA

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

POLL EVERYWHERE

Provides a safe online platform for every participant to ask questions, participate in group activities, and share thoughts and insights, right from their phone or computer.

RESPONDUS

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

Custom web browser that locks down the testing environment within Blackboard Courses. 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.

SAFEASSIGN

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

SCANTRON MACHINE: A test-grading machine is available in the CLUB that examines test forms and marks incorrect responses, corrects answers, and produces a result score.

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 & students
in one convenient and easy-to-find location! Visit mymason.gmu.edu**

PRODUCTIVITY TOOLS & VIDEO CONFERENCING



MICROSOFT TEAMS

Microsoft (MS) Teams provides chat, audio calling, video calling, screen sharing, and more. Team members have access to all of that as well as several additional Office 365 shared features: email; calendar; notebook with OneNote, shared file storage with Sharepoint integrated with your OneDrive, Planner, and more within team sites.



MICROSOFT 365 APPS FOR ENTERPRISE

Microsoft 365 Apps for Enterprise is available to active employees at no cost. Each employee may install the apps on up to five personal computers and five personal mobile devices.



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.



ONEDRIVE FOR BUSINESS

OneDrive provides 1TB of cloud-based storage. OneDrive uses Office 365 to store Mason-related files in the cloud making it easy to collaborate from anywhere and from multiple devices.



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.



Zoom

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

TECHNOLOGY RESOURCES



CITRIX VIRTUAL LAB (CVL)

The CVL 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 to your personal device.



LINKEDIN LEARNING

Mason partnered with LinkedIn Learning to provide free, unlimited online training. lil.gmu.edu offers 4,000+ videos on a broad range of subjects. Access the online library 24/7 using your NetID and Patriot Pass password.



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.



PATRIOT VIRTUAL COMPUTING

The Patriot Virtual Computing (PVC) service is a secure remote access to a Windows desktop environment that provides access to Mason applications from off-campus. The virtual desktop provides an experience similar to being on campus, connected to a computer in your office.



WEB HOSTING

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

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

COMPUTER LABS

- Access to computing resources
- A variety of software in support of teaching & research

Arlington:

Founders Hall, Room 211

Fairfax:

Innovation Hall, Room 301
Johnson Center, Room 342

Science & Technology:

Katherine G. Johnson Hall, Room 250

COLLABORATIVE LEARNING HUB (CLUB)

- Walk-in & pre-arranged consultations
- Technology showcases
- Instruction in effective uses of electronic teaching environments
- Support for course management tools
- Resources for learning about technology use

Fairfax:

Johnson Center, Room 311

STAR LAB

- Space & resources to complete multimedia & creative projects
- 12 PC & 16 Mac workstations
- Video production equipment
- Mentors with specialized knowledge of operating systems & applications on hand to assist

Fairfax:

Johnson Center, Room 229

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 and photography production. Workshops are offered for faculty interested in using these technologies to enhance teaching.



AUDIO EDITING

Record, edit, and dub audio using the 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 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 for details.



VIDEO PRODUCTION STUDIO

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



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 Mason. Scan the QR code.



CLASSROOM SUPPORT

Classroom and Lab Technologies (CaLT) provides support for all Registrar-scheduled classrooms.

- Arlington CaLT: **703-993-8226**
- Fairfax CaLT: **703-993-3456**
- Science & Technology CaLT: **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.



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 KNOWLEDGE BASE

Search the ITS' knowledge base for how-to articles and FAQs: its.gmu.edu/knowledge-base/.



PATRIOT WEB

Patriot Web is a self-service site for employees to manage their administrative records. Visit 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



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



**Information
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Services**