**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](http://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](http://eduroam.org).

**Employee Email**
Office 365 is the university’s employee email and calendar system. It can be accessed via [mail.gmu.edu](http://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](http://guestwifi.gmu.edu).

**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 members of the department. Visit [telecomadmin.gmu.edu](http://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](http://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.

**Wireless Network**
Mason’s wireless networks are designed to complement wired network services and provide convenient and secure access. ITS provides wireless network access in all academic, administrative, residential, recreational, and dining spaces across the university. Visit [wireless.gmu.edu](http://wireless.gmu.edu) for details.

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

VIDEO CONFERENCING & PRODUCTIVITY TOOLS

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.

WEBEX MEETINGS: Webex Meetings, available at gmu.webex.com, is a cloud-based web conferencing tool that may be used for meetings and collaboration allowing participants to share video, audio, and content –all online. Meet face-to-face using HD video conferencing; share your desktop, documents, or individual applications with everyone in the meeting. It provides collaboration with people within and outside of Mason.

WEBEX TEAMS: Webex Teams, a collaboration application, is available to Mason faculty, staff, and students as part of Mason’s Webex Suite. Webex Teams provides a secure workspace where team members can contribute any time, from any device with messaging, file sharing, screen sharing, whiteboarding, video meetings, calling, and more. Your conversations and work sync across all platforms, allowing knowledge sharing, document uploading, and other ways to collaborate.

ZOOM: Zoom, available at gmu.zoom.us/signin, 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.
**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.

**Anonymous Feedback:** Feedback Box provides a simple text box in Blackboard courses for students to submit anonymous feedback to their instructor. Use to increase student success throughout the semester instead of waiting for formal end of semester evaluations.

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

**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.

**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 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**
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

TECHNOLOGY RESOURCES

ANTIVIRUS SOFTWARE
Antivirus software is available for all university-owned resources.

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.

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.

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 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.

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.

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 to your personal device via 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 20 MB for personal web space on mason.gmu.edu.

WINDOWS VIRTUAL DESKTOP
Windows Virtual Desktop service is 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.
HELP & SUPPORT RESOURCES

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

- Arlington Classroom Support: 703-993-8226
- Fairfax Classroom Support: 703-993-3456
- Science & 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.

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
@MasonITServices