Student Technology Services
CABLE TELEVISION
Residence halls are provided with basic cable service with more than 100 channels. All channels are sent over the cable system that can be received by most digital TV sets without requiring a cable box. If your TV is not digital, a converter box is necessary.

DEVICE REGISTRATION
ITS recommends students configure their wired and wireless network devices for 802.1x authentication. Some electronic devices—gaming consoles, printers, smart TVs—are not 802.1x capable and require alternative authentication. To solve this, students 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 participating institutions. A listing of institutions that participate in eduroam can be found on the eduroam.org.

GUEST NETWORK
Guests of students may self-register for Internet access over Mason’s wireless networks. Guest accounts are active for seven days and supported on three concurrently connected devices. Visit guestwifi.gmu.edu for details.

STUDENT EMAIL
MASTONLIVE is the official email for students. An account is automatically established for each student upon admission. Directions for logging in for the first time are available in the 1st Login Instructions tab at masonlive.gmu.edu. Once your account is set up, log in through the MASONLIVE Login page or the myMason portal.

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, student residences, and public spaces. Wired network access in physically controlled workspaces, such as offices and other limited access work areas, is open.

WIRELESS NETWORK (Wi-Fi)
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 for details.

For a full list of services and resources provided by Information Technology Services visit its.gmu.edu

To report a problem, including trouble connecting to Mason’s Wi-Fi, please call the ITS Support Center at 703-993-8870
LinkedIn Learning
Mason partnered with LinkedIn Learning (formerly lynda.com) to provide free, unlimited online training. lil.gmu.edu offers thousands of videos on a broad range of subjects. Access the online library 24/7 using your NetID and Patriot Pass password.

Microsoft Office 365 ProPlus
Microsoft Office 365 ProPlus is available to students at no cost via the Microsoft Student Advantage program. The Microsoft Student Advantage Program allows us to provide each student with the latest version of Microsoft Office to use on their personal computers or mobile devices. Each student may install Office on up to five computers and five mobile devices.

myMason puts all your resources in one easy-to-find location!
Visit mymason.gmu.edu

Blackboard App
Blackboard App is a web-based Learning Management System (LMS) used to deliver online or web-enhanced courses. Blackboard App provides a secure login system and tools to facilitate participation in both traditional and online courses. Some tools include discussion forums, text-based and real-time chat, a secure course grade book, quizzes and exams. For help with Blackboard and other course tools, visit coursesupport.gmu.edu.

Blackboard Collaborate
Blackboard Collaborate is an interactive web conferencing and virtual classroom environment designed for real-time collaboration. Collaborate allows students to attend class from anywhere and participate in chat and discussion sessions. Students can also connect with instructors through virtual conferencing and access PowerPoint presentations using a virtual whiteboard.

Blackboard Mobile Learn
Blackboard Mobile Learn is 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
Allows faculty and students to create, host, and share video and audio inside Blackboard App.

SafeAssign
SafeAssign is a plagiarism education and prevention service available to all students through Blackboard. It supports a multi-faceted approach to teaching and learning about plagiarism.
**Computer Labs**

Computer labs offer the university community access to computing resources and a variety of software in support of learning, teaching, and research.

- Arlington: Founders Hall, Room 211
- Fairfax: Innovation Hall, Room 301
- Johnson Center, Room 342
- Science and Technology: Bull Run Hall, Room 250

**Collaborative Learning Hub (CLUB)**

The walk-in lab features 10 PC workstations, 2 Mac workstations, a walk-up help bar, sound space, 3D printers, and collaborative spaces that include digital imaging, video editing software, web development, Scantron score machine, scanning, and other software applications.

- Fairfax: Johnson Center, Room 311

**STAR Lab**

The state-of-the-art multimedia computer facility provides students the space and resources to complete creative projects. The lab features 12 PC workstations and 16 Mac workstations. Mentors with specialized knowledge of operating systems and applications are on hand to assist with troubleshooting.

- Fairfax: Johnson Center, Room 229

**Game Design Lab**

The Game Design Lab is equipped with 3 powerful PC and 2 Mac stations with specialized game design software. Also included in the lab are gaming consoles, flat screen monitors, and white board walls to allow students to storyboard, design, and test their projects. Each computer is equipped with a tablet device, as well as top-of-the-line game design software.

- Fairfax: Johnson Center, Room 229

**Media Resources**

**Audio Editing**

Record, edit, and dub audio using the Student Technology and Resource (STAR) Lab production facility. Convert your audio recordings into a podcast, edit your band’s CD, or manipulate sound for another project. The STAR Lab offers current technologies to help professionally produce these and similar 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. Equipment includes a microphone, a special audio adapter, Camtasia Studio and Audacity software, and connection to a software conversion server.

**Video Editing**

Editing stations are available for post-production work. Edit, create, and print 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 Studio**

A small production studio space is available in the STAR Lab for students 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.
HELP & SUPPORT RESOURCES

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. Its mission is to provide professional and friendly service in support of excellence in learning, teaching, and research. Visit its.gmu.edu for information on available services and support.

Patriot Web
Patriot Web is a self-service site for students to manage their administrative records and accounts. Students can visit patriotweb.gmu.edu to:
  • Check their registration status
  • Register for, change, and drop classes
  • Display their class schedule
  • Check grades
  • Order transcripts
  • View account summaries and tax information

Two-Factor Authentication
Two-Factor Authentication (2FA) is available for student use (required for student workers). Mason uses Duo Security to deliver 2FA when accessing websites and applications protected by Mason’s Central Authentication Services (CAS), including Patriot Web and the Cisco AnyConnect Virtual Private Network (VPN). This second layer of protection makes personal information less vulnerable. Visit 2fa.gmu.edu for details.

Resident Technicians (ResTechs)
Resident Technicians (ResTechs) provide proactive technical support in the residence halls to help students connect to Mason’s networks and to diagnose and troubleshoot computer problems residents may experience. ResTechs are available Sunday through Thursday from 5 to 11 p.m. when classes are in session during the fall and spring semesters. Request a tech at restech.gmu.edu.

ITS Support Center & ResTechs:
703-993-8870
CLUB: 703-993-3141
STAR Lab: 703-993-8990

@MasonITServices
OneDrive for Business
OneDrive for Business (OneDrive) is a service of Office 365 and provides 1TB of cloud-based storage to store Mason-related files making it easy to collaborate from anywhere and from multiple devices. It can be accessed using your Mason credentials (Mason NetID and Patriot Pass password) via the login at masonlive.gmu.edu.

3D Design/Print Workspace
The 3D Design/Print Workspace in the CLUB provides students free access to a collection of walk-up 3D printers. Material and machine operation is provided by the user and a reservation is required. The CLUB offers in-person print support, 3D printing support for course-wide projects and development, and various 3D workshops for users at all levels.

Virtual Computing Lab (VCL)
The VCL remotely delivers software to users through the Internet, regardless of their physical location or the time of day. The VCL requires an Internet-enabled computer and Mason credentials and provides access to specialized software without the need to purchase or install it on one’s personal device. To make a reservation on the VCL, visit www.vcl.gmu.edu.

Web Hosting
Web hosting is available to students and student organizations. Mason provides 20MB for personal web space on mason.gmu.edu. Student organizations that are officially recognized by the Office of Student Involvement may request a directory on the www.gmu.edu server.

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.