STUDENT TECHNOLOGY SERVICES

GEORGE MASON UNIVERSITY

Information Technology Services

NETWORK & TELECOMMUNICATIONS

CABLE TELEVISION
Residence halls are provided with cable service via the IPTV Stream2 App. With Stream2, students can watch their favorite shows and sports on serveral devices, including laptops, Smart TVs (via Roku, Amazon Fire TV Sticks, Apple TV), and mobile devices.

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 is the preferred network for academic and administrative use. It is an encrypted Wi-Fi network open to all guests who are members of the eduroam federation. A listing of participating institutions can be found at **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**.

STUDENT EMAIL
Office 365 is the official email and calendar system for students. An account is automatically established for each student upon admission. Once your account is set up, log in through the email login page (**mail.gmu.edu**).

TWO-FACTOR AUTHENTICATION
Two-Factor Authentication (2FA) is required for students. 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** for details.

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, student residences, 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

Learning Resources

Virtual Lab
The virtual lab 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.

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

Blackboard
LEARN

Blackboard
Blackboard is a web-based Learning Management System (LMS) used to deliver online or web-enhanced courses. Blackboard 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, and quizzes and exams.

Class 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 App
Blackboard App is a free app that gives students access to their Blackboard course content and organizations on a variety of mobile devices.

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

Kaltura My Media
Allows faculty and students to create, host, and share video and audio inside Blackboard App.

SafeAssign
Tools designed to assist students avoid plagiarism and ensure testing requirements are followed.

Respondus Lockdown Browser & Monitor
Provides 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.

COMPUTER LABS

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

MasonSquare:
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)

The walk-in lab features PC workstations, 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 PC workstations and Mac workstations. Mentors with specialized knowledge of operating systems and applications are on hand to assist with troubleshooting.
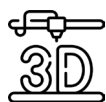
Fairfax:
Johnson Center, Room 229

GAME DESIGN LAB

The Game Design Lab is equipped with powerful PC 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

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. Convert your audio recordings into a podcast, 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 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.

TECHNOLOGY RESOURCES

Microsoft Teams
Microsoft 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 FOR ENTERPRISE
Microsoft 365 Apps for Enterprise are available to students at no cost. Every student may install the latest version of Microsoft 365 apps on up to five computers and five mobile devices.

ONEDRIVE FOR BUSINESS
OneDrive for Business (OneDrive) is a service of Microsoft 365 and provides 1TB of cloud-based storage to store Mason-related files making it easy to collaborate from anywhere and from multiple devices.

ZOOM
Zoom, available at **gmu.zoom.us**, 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.

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 or visit **its.gmu.edu/get-started**.

ITS KNOWLEDGE BASE
Search the ITS knowledge base for how-to articles and FAQs: **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.

Visit **its.gmu.edu** for information on available services and support.

PATRIOT WEB
Patriot Web is a self-service site for administrative records and accounts. Students can visit **patriotweb.gmu.edu** to:

- Check registration status
- Register for, change, and drop classes
- Display class schedules
- Order transcripts

RESIDENT STUDENTS
Apogee is Mason's service provider for Wi-Fi, wired, and cable access in the Residence Halls. Please see **gmu.apogee.us** for setup information and to get support.

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

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