IT resources/S22
Accounts & Help Desk
There are three types of **accounts** you will be given by the university to access different services:

+ GWID
+ NetID
+ Columbian Cloud

... What are they?
Your **GWID** is what you use for really sensitive stuff with the university, usually regarding employment. Your GWID is one of the first things you get at GW. It’s created by the Division of Information Technology (GW IT). Your GWID looks like this:

**G12345678**
(A letter ‘G” followed by 8 numbers.)
If you’ve forgotten your GWID, you can retrieve it here:

https://my.gwu.edu/mod/gwid/index.cfm
Your **NetID** is what you use to access your GW gmail, Blackboard, Adobe, and other services using single sign on. Your Net ID is your GW email address without the @gwu.edu part. You can claim your NetID or reset your password here:

https://identity.gwu.edu/claim/
Your **Columbian Cloud** account is used to log into computers in the labs in Columbian College (which includes the Corcoran.) You should have already received an email with information about setting up your Columbian Cloud account. If you need to reset your password, go here:

https://password.ccas.gwu.edu/PMUser/
For problems with GWID, NetID, or Columbian Cloud accounts, as well as network problems, dead computers in labs, etc., contact the IT Support Center (ITSC):

Phone: 202-994-GWIT (4948)
ithelp@gwu.edu
Request for

Bernard Huckenpahler 1

Please use this form to submit an issue you are experiencing with a current service from GW IT, such as phone not working, undelivered mail, delays and computer-related issues.

Please be as detailed as possible. Include all relevant information, such as your location and contact information. Indicate how the issue began and whether or not it is recurring.

For email related issues, such as delayed or undelivered mail, please include the original message sent by the sender as text and not as a screen shot. The IT Support Center will need the message header information, explained here.

What type of issue are you having? (required)

- I could do something before and now can't or something is broken
- I want something new or updated

If you would like IT Support on a large project or initiative, please go to https://go.gwu.edu/itprojectreq

Please provide description of the problem (required)

Would you like to include an attachment (not all interfaces support this)
That form (should) be routed to the right person to solve the problem.
If you think your request has gotten lost in limbo, let James H. know, and he’ll do his best to expedite to the right person/team: sprtwst@gwu.edu
Support

Submit a Request
ithelp@gwu.edu

Digital Workplace
Customer Portal
Knowledge Base

Phone
202-994-4948
Monday - Friday
7:00 AM - 10:00 PM

Walk-In
Walk-In Support Centers

Chat Bot
Martha

If you are experiencing issues with classroom technology while class is in session, call 202-994-7900 for support.

NOTE: Due to the COVID-19 outbreak, we are busily working to support you remotely. If you have classroom technology concerns, please visit Digital Workplace, which contains valuable resources and support. Be sure to check the full array of resources listed at:

https://it.gwu.edu/support

Remote Assistance
Remote assistance (for Mac and for PC) allows GW Information Technology support analysts to access your computer to provide technical assistance
Walk-up help desk support in Flagg B128 from 10am–4pm, Monday–Friday. GWIT plans to staff more hours as student workers get hired.
Connecting to the network on- & off-campus.
How can I get a secure wireless connection on my laptop when I am on campus? Select the GWireless network...
Use your NetID (without @gwu.edu) to log in.
Click ‘continue’ and you are set.
If you are off-campus and need to access more secure systems, you'll need to connect to the **VPN (virtual private network)**...
For more info, and free VPN software, go to:
https://it.gwu.edu/what-virtual-private-network
Software Downloads

Welcome Bernard Huckenpahler. Select a category or follow the appropriate "Download" links below to obtain software.

**Category:** Cisco VPN (Off-Campus Access)  

<table>
<thead>
<tr>
<th>Software Name</th>
<th>Version</th>
<th>Description</th>
</tr>
</thead>
</table>
| Cisco AnyConnect 4.9.06037 for Mac OSX |         | Download CiscoAnyConnect-4.9.06037-Mac.dmg (42.24 MB) (File will begin downloading in a few seconds)  
Cisco AnyConnect 4.9.06037 for macOS 10.13 and Higher, includes the GWVPN profile by default. macOS Big Sur (11.0) compatible and includes bug fixes specifically for macOS. |
| Cisco AnyConnect 4.9.06037 for Linux |         | Download anyconnect-linux64-4.9.06037-preddeploy-k9.tar.gz (26.18 MB) (File will begin downloading in a few seconds) |
| Cisco AnyConnect 4.8.02045 for Windows |         | Download CiscoAnyConnect-4.8.02045-Win.exe (22 MB) (File will begin downloading in a few seconds)  
Cisco AnyConnect 4.8.02045 for Windows 7 and Higher, includes the GWVPN profile by default. |
Run the installer.
Launch the Cisco AnyConnect Secure Mobility Client...
In AnyConnect, underneath the ‘Ready to Connect’ message in the white space, type https://go.vpn.gwu.edu/ and click on Connect.
Use your NetID (GW email address WITHOUT @gwu.edu) and the associate password to log in.

Now you can access the portal from anywhere!

If connected successfully you'll see a brief message and the AnyConnect bar will hide away and you'll see the Cisco AnyConnect icon in your Windows task bar or Mac menu bar.

Next time you launch and connect to Cisco AnyConnect, the https://go.vpn.gwu.edu/ will be replaced by GWVPN which you can select to reconnect.
Adobe & Other Apps
Important: when using Adobe apps IN THE LABS, for each work session, you will need to:

1. Log into the lab computer with your Columbian Cloud account (the generic login will not give you access to CC.)
2. Launch any Adobe app; a login dialog will appear.
3. In the “User” field type your full NetID (user@gwu.edu) and hit “return” (no password needed here.)
4. You will be redirected to a GW single sign-in screen.
5. Use your NetID and password.
How do I get **Creative Cloud and other lab software** for my personal computer? The university provides licenses for Adobe Creative Cloud to faculty and students. Other apps (like Autodesk) offer educational licenses for faculty and enrolled students.
## Common lab software, and where to get educational copies...

<table>
<thead>
<tr>
<th>Software in CSAD labs</th>
<th>Where can I get an EDU license?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>General</strong></td>
<td></td>
</tr>
<tr>
<td>Adobe Creative Cloud</td>
<td><a href="http://go.gwu.edu/adobe">http://go.gwu.edu/adobe</a></td>
</tr>
<tr>
<td>MS Office</td>
<td><a href="https://it.gwu.edu/microsoft-office-365-free-gw-community-0">https://it.gwu.edu/microsoft-office-365-free-gw-community-0</a></td>
</tr>
<tr>
<td><strong>CAD/BIM</strong></td>
<td></td>
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<tr>
<td>Autodesk AutoCAD</td>
<td><a href="https://www.autodesk.com/education/free-software/featured">https://www.autodesk.com/education/free-software/featured</a></td>
</tr>
<tr>
<td>Enscape (plug-in)</td>
<td><a href="https://enscape3d.com/educational-license/">https://enscape3d.com/educational-license/</a></td>
</tr>
<tr>
<td>Rhino</td>
<td>not free; student version = $195; <a href="https://www.rhino3d.com/sales/north-america/United_States">https://www.rhino3d.com/sales/north-america/United_States</a></td>
</tr>
<tr>
<td>SketchUp</td>
<td>not free; student version = $55/year; <a href="https://www.sketchup.com/plans-and-pricing-promo#for-higher-education">https://www.sketchup.com/plans-and-pricing-promo#for-higher-education</a></td>
</tr>
<tr>
<td>Revit</td>
<td><a href="https://www.autodesk.com/education/free-software/featured">https://www.autodesk.com/education/free-software/featured</a></td>
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<tr>
<td>Fusion 360</td>
<td><a href="https://www.autodesk.com/education/free-software/featured">https://www.autodesk.com/education/free-software/featured</a></td>
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<tr>
<td><strong>Photo</strong></td>
<td></td>
</tr>
<tr>
<td>PhotoMechanic</td>
<td>not free: students can purchase a full license for $59, and to do that, they can just email from their edu address, and they'll send back a coupon code for the discount.</td>
</tr>
<tr>
<td><strong>Access cloud drives and virtual apps</strong></td>
<td>[<a href="http://citrix.com/receiver">http://citrix.com/receiver</a> - once installed, CCAS services are here: apps.ccas.gwu.edu](<a href="http://citrix.com/receiver">http://citrix.com/receiver</a> - once installed, CCAS services are here: apps.ccas.gwu.edu)</td>
</tr>
</tbody>
</table>
To get Creative Cloud, go to https://www.adobe.com/products/catalog.html and click on Sign In...
Type in your NetID with @gwu.edu and hit ‘Continue.’
Continue with the GW single sign on, using your NetID.
Once you’re logged in, download and install Creative Cloud.
After you have downloaded and installed, it will appear in the menu bar of your desktop.
And again, type in your NetID with @gwu.edu and continue with the single sign on.
Now the Desktop app is connected with your account info, you can use it to download all of the apps, and you won’t need to keep signing in.
Lynda training has been upgraded to LinkedIn Learning but it is still free for faculty and students. Go to this address: https://it.gwu.edu/LILTransition

From there you will be re-directed to LinkedIn Learning...
Your Lynda.com account has been upgraded to LinkedIn Learning

Your Lynda.com account has been upgraded to LinkedIn Learning to help fuel your lifetime of learning and professional development. Log in to LinkedIn Learning to explore.

... and click here:
Use your NetID to log in, and complete the single sign on if asked.
Voila! Once you’re in, search away for courseware.
In addition to Google Drive (associated with your GW mail), the university offers GW Box for online cloud storage and collaboration. It’s free and offers unlimited storage space. To access it, go to:

https://gwu.app.box.com/
Part of The George Washington University?

The George Washington University uses your network credentials to login to Box. Continue to login to Box through your network.

If you are not a part of The George Washington University, continue to log in with your Box.com account.

Not a part of The George Washington University

Click here:

Continue
Continue with the single sign on if asked.
Voila, you’re in.
Print jobs can be sent from the lab computers and personal laptops to the Canon copiers in Smith Hall (101) and the Flagg building (B103, B136, 127, 157, and on the landing outside of 219.)
Your Gworld card should work within 24 hours of your account being activated. You can also key in your cloud account on the touch pad. If you still need help, the closest help desks are Flagg B128, and Rome 354.
Instructions for accessing the copiers are on this page: https://ots.columbian.gwu.edu/ccas-print-management-project
Scroll down for links to info on printing from lab computers as well as installing the driver for your personal laptop.

Mac OS and OS X Documentation

- CCAS Printing: Installing the Follow Me Print Queue on Mac OS - https://gwucolumbian.service-now.com/kb_view_customer.do?sysparm_article=KB0010047
- CCAS Printing: Printing to a Follow Me Print Queue on Mac OS - https://gwucolumbian.service-now.com/kb_view_customer.do?sysparm_article=KB0010046

Windows 7 and Windows 10 Documentation:

- CCAS Printing: Installing the Follow Me Print Queue on Windows (Shared GW Computers or Personally Owned) - https://gwucolumbian.service-now.com/kb_view_customer.do?sysparm_article=KB0010051

Linux Documentation:

- CCAS Printing: Installing the Follow Me Print Queue on Linux - https://gwucolumbian.service-now.com/kb_view_customer.do?sysparm_article=KB0010048
In the 'Print' dialog, make sure you are printing to 'CCAS Follow Me.'
All custom paper must be loaded in the multipurpose tray on the side.
The copiers are set to '2-sided Printing' by default, but you can change to single-sided in the 'Finishing' settings.
Once you hit 'Print' you'll be asked for your cloud username and password.
Make sure your job leaves the print queue before going to the printer.

If it is on ‘Hold for Authentication,’ click the arrow button to re-enter your cloud username and password.
After you’ve sent your job to the print queue, simply tap your GW ID card at the nearest copier to release the job.
Need large format ink-jet prints? Laser cutting or engraving? and 3D prints? Jobs may be submitted to the service bureau: use the PaperCut portal:

https://go.gwu.edu/CSADservice
Note: if you on a campus network, that link will take you directly to the portal; if you are not on campus, you'll need to connect to the campus network using VPN software.
Use your NetID (GW email address WITHOUT @gwu.edu) and the associate password to log in.

If you are having trouble logging in, contact Devin Pace at paced@gwu.edu
You’ll see helpful info and announcements at the top of the screen.
But the good stuff is down here: products we offer. (And we'll be adding more in the future.)
Click on the product name to see helpful submission info.

3D print

Use Makerbot Print software to prepare your file. Arrange, size and apply print settings to your .STL file(s) on the build plate. Then go to “File > Save Project As...” and upload the saved .PRINT file via the submission form. Your model will be printed on random colors or natural(unpigmented filament) PLA. Tips can be found on our GitHub Wiki.
Email: corcorantechs@gwu.edu

Turn Around: We will do our best to get work back to you within 24 hours.
Please allow for extra time during busy periods (e.g. mid and end term projects).
Look at announcements for other delays.

Laser Template: When prepping a file for laser cutting, please use the template.
Tips: For general How-To’s and other tips, visit our GitHub.
Note: different products have different options in the order forms. The following slides show what to look out for:
Drag your files into the dropzone at the top of the form. You CAN submit multiple files in a single job. Note: DO NOT submit multipage documents—each page should be a separate file.

For large-format printing, files should either be submitted as flattened .PSD or as .PDF. This will ensure that fonts and embedded images print properly. Most apps will “Save as...” or “Export” as PDF files. When saving from Creative Cloud apps, set the Adobe PDF Preset to “High Quality Print”
Give the job a name and select number of copies.

Title: big print
Copies: 1
Pages: 1

I understand you will not scale my project for me, my expected size is:

I understand that each file should only contain one page.
For 3D print jobs, use the Makerbot Print software to prepare your file. Arrange, size and apply print settings to your .STL file(s) on the build plate; then go to “File > Save Project As...” and upload the saved .PRINT file.
For Desktop Milling jobs, save your file as a .STP/.STEP if you can, or .STL if needed. View the documentation for the modeling program you are using if you’re unsure of your app’s export settings.

Note, we currently only offer ‘Machinable Foam.’ If you are interested in working with other materials, contact Devin Pace at: paced@gwu.edu
For laser jobs, it is STRONGLY recommended that you use the Adobe Illustrator template for setting up your jobs. It can be found on the lab’s GitHub. Save your jobs as .PDF files.
For laser jobs, choose your material. If you are interested in working with other materials, contact Devin Pace at: paced@gwu.edu
For all jobs, add the class that this job is for, or indicate that is a personal project.

What class is this for?
IA Studio 2
The pickup location for all finished jobs is the shelves outside of Flagg B148.
Hit submit!
Once your job is submitted, you’ll return to the home screen and see this pop-up.
Hi, there!

Your Large Format Printing order with the Corcoran Fab Lab has been submitted. We will do our best to get it back to you within 24 hours. Please allow extra time around busy periods such as mid and end of semester projects.

View Order

You’ll receive an email that looks a little like this…
Hi, there!

Your Large Format Printing order with the Corcoran Fab Lab has been completed. It is available for pickup in the hallway outside B148.

... and once the job is done, you'll get an email that looks a little like this. After you get this email...
Flagg B148!

Shelves with finished jobs.
Large-format print submission guidelines:
We accept print files with output sizes larger than 11” x 17” up to 44” wide x 10’ long on Epson Enhanced Matte paper. We run the jobs as-is: make sure your document is set up to the desired output size. Files 11” x 17” or smaller will be rejected (they can be printed on color copiers.)

We do not print full-bleeds; ensure 1/4” margin on your art. (If you submit an 18” x 24” job with a full bleed we will scale it down slightly to run on a 24” wide roll.)

We do not trim finished prints; you’ll need to trim finished prints in your studio. You may want to add a bounding box or trim marks.

Files should either be submitted as flattened .PSD, .JPG or as .PDF. This will ensure that fonts and embedded images print properly. Most apps will “Save as...” or “Export” as PDF files. When saving from Creative Cloud apps, set the Adobe PDF Preset to “High Quality Print” If you are submitting a .PSD or .JPG, make sure the image resolution is at least 180ppi.

We do not accept multipage documents; each print should be submitted as a separate file; for example, if you have multiple boards in a multipage InDesign file, each page should be submitted as a separate job.
Laser cutting and engraving submission guidelines:
Use the Illustrator template for preparing your file, then save as .PDF and upload your finished work via the submission form. The template is set up in the correct color mode and has the correct color swatches built in: the laser is very picky and requires RGB colors. Artboards set to the CMYK color space will output the wrong colors, even if you manually choose the correct RGB values.

Be sure to indicate which material you wish to cut/engrave.

If there is type/text in your artwork, convert the type to outlines, to ensure the correct font.

3D printing submission guidelines:
Use the Makerbot Print software to prepare your file. Arrange, size and apply print settings to your .STL file(s) on the build plate; Then go to "File > Save Project As..." and upload the saved .PRINT file via the submission form.

Desktop milling submission guidelines:
Go to our GitHub site to view some important parameters. Save your file as a .STP/.STEP if you can, or .STL if needed. View the documentation for the modeling program you are using if you don’t know how. You will need to provide the material to be machined. We recommend providing extra in case any testing needs to be performed or there were issues with the file.
Note: we make a best effort to turn around jobs within 24 hours; however, during busy periods there may be delays. Jobs will be run on a first-come, first-served basis.
Hybrid Teaching
If you are experiencing emergency issues with classroom technology (AV, web conferencing, computer) while class is in session, call: 202-994-7900
The A/V team has also installed additional gear in most (not all) teaching spaces. Lots of useful info here:

http://go.gwu.edu/classroomwebconferencing
This gear will allow the recording of classroom discussions in addition to lectures, as well as open the possibility of remote guest speakers.
But there are lots of different teaching spaces (especially within Corcoran) so there is no one-size-fits-all solution, and not all spaces have complete solutions.
Learning that Extends Beyond the Classroom

GW IT supported classrooms are equipped with a classroom computer, microphone, web camera, speakers and display that allow for web conferencing and lecture capture. A limited number of classrooms include a second camera to provide views of both the instructor and students to the remote audience. Other classrooms can display whiteboard images to in-person and virtual audiences.

Find out What’s in Your Classroom

Links to a searchable database that lists classrooms, their gear and instructions.

Step-by-Step Classroom Technology Guides

Classroom Instructions for HoverCam8+ Used with Podium or Cart Computer

Classroom Instructions for Integrated Microphone & Camera Used with Podium or Cart Computer

Classroom Instructions For Logitech Meetup Soundbar & Camera Used with Podium or Cart Computer
GWIT supported classrooms are equipped with a classroom computer, microphone, web camera, speakers and display that allow for web conferencing and lecture capture. A limited number of classrooms include a second camera to provide views of both the instructor and students to the remote audience. Other classrooms can display whiteboard images to in-person and virtual audiences.

Find out What’s in Your Classroom

How to use Web Conferencing

Web conferencing is used to connect with a remote audience using a third-party application. Web conferencing tools require only an Internet connection and that both participants use the same application (e.g., WebEx, Zoom, Blackboard Collaborate).

Please visit our Web Conferencing Comparison Chart below to learn more about web conferencing applications available to instructors and students.

Web Conferencing Comparison Chart

What are the software options?

Classroom Instructions For Logitech Meetup Soundbar & Camera Used with Podium or Cart Computer

Training

GWIT understands the importance of skill in teaching effectively in the classroom, and that teaching and learning require a Win-win environment. We provide...
This chart compares the functions of the web conferencing tools available to the GW community.

<table>
<thead>
<tr>
<th></th>
<th>Blackboard Collaborate</th>
<th>WebEx</th>
<th>Zoom</th>
<th>MS Teams</th>
<th>Google Meet</th>
</tr>
</thead>
<tbody>
<tr>
<td>Goto</td>
<td>Blackboard Collaborate</td>
<td>Webex</td>
<td>Zoom</td>
<td>MS Teams</td>
<td>Google Meet</td>
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<td></td>
<td></td>
<td>Meetings</td>
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<tr>
<td>Common Use Cases</td>
<td>Teaching Sessions, Share Lectures, Classroom Breakout Sessions</td>
<td>Team meetings, Live Events for internal and external contacts, and other Many-to-Many needs, unified external/ internal phone client</td>
<td>Teaching Sessions, Team meetings, Live Events and other Many-to-Many needs</td>
<td>Team meetings, Team chat, Casual Audio-Video Chat</td>
<td>Casual Audio-Video Chat</td>
</tr>
</tbody>
</table>

- Calling Internally to University
- Calling Outside University
Instructional Technology Support

Contact the Instructional Technology Lab

The Instructional Technology Lab (ITL) team offers expertise and guidance to instructors who need assistance with Blackboard and other instructional technologies they use for teaching.

Monday - Friday, 9 a.m. - 6 p.m.

(202) 994-0485

itl@gwu.edu

For help and training with Blackboard, Echo 360 and more, go to:
https://instruction.gwu.edu/instructional-technology-consultations

Faculty Workshops

The ITL provides workshops on Blackboard, assistants, and staff supporting instructors.

Register for Upcoming Workshops
Please visit our Web Conferencing Comparison Chart below to learn more about web conferencing applications available to instructors and students.

**Step-by-Step Classroom Technology Guides**
- Classroom Instructions for HoverCam8+ Used with Podium or Cart Computer
- Classroom Instructions for Integrated Microphone & Camera Used with Podium or Cart Computer
- Classroom Instructions For Logitech Meetup Soundbar & Camera Used with Podium or Cart Computer

**Training**

GW IT understands the importance of utilizing technology effectively, which is why we provide comprehensive on-site classroom technology group training or one-on-one sessions for faculty.

Training sessions include:
- Classroom lectern equipment operation
- Web conferencing operation
- GW Lecture Capture equipment operation

Links to short instructions for the new gear.

- Foggy Bottom Campus
- Virginia Science and Technology Campus
- Alexandria Education Center
Most common gear is the Logitech Meetup camera.
For spaces that don’t have lecterns, there’s a computer on a cart.
For studios have things going on all over the place, wheels on the tripods.
HAL 9000 is watching you. Camera is on when computer is on.
If you need to reposition camera for crits/demos/etc, there’s plenty of extra cable velcro’d to the tripod.
All of the meetups have an expansion mic. If students towards the back of the room are inaudible, undo the velcro, place the mic towards the back of the room, and tap the top of it to activate. (You prob won't need it.)
And there's a remote for controlling the camera!
Sign in to EAD? (most carts) Use GW NetID.

Sign into Cloud? Use Cloud account.
Note: some machines don't have Ethernet connections; before you log in, you’ll need to connect to the wireless network, using your NetID.
The Meetup should be the default camera in any conferencing app you use.

If not, check the video source in the app you are using...
... for example in Zoom.
A few spaces have carts with HoverCams (really a document scanner!)
Normally like this to scan docs...
... but you can flip the camera up and around to capture...
... humans!
Lastly, for some of the larger spaces, there will be a camera at the back of the room, with mics hanging from the ceiling. (ex: Flagg 100, Smith 114)
Step-by-Step Classroom Technology Guides

- Classroom Instructions for HoverCam8+ Used with Podium or Cart Computer
- Classroom Instructions for Integrated Microphone & Camera Used with Podium or Cart Computer
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**Training**

GW IT understands the importance of utilizing technology effectively in the classroom to enrich the teaching and learning experience. We provide on-site classroom technology group training or one-on-one sessions for instructors who would like assistance with their technology needs.

Training sessions include:

- Classroom lectern equipment operation
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- Foggy Bottom Campus
- Virginia Science and Technology Campus
- Alexandria Education Center
- Arlington Education Center
Training

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Training sessions include:

- Classroom lectern equipment operation
- Web conferencing operation
- GW Lecture Capture equipment operation

Foggy Bottom Campus

Group training will be held in Rome Hall representative rooms in August to acquaint users with the standard technologies available in classrooms

- Training for HoverCam8+ Used with Podium or Cart Computer
- Training for Integrated Microphone & Camera Used with Podium or Cart Computer
- Training For Logitech Meetup Soundbar & Camera Used with Podium or Cart Computer

Virginia Science and Technology Campus

- Alexandria Education Center
- Arlington Education Center
Click on a time to reserve.
GENERAL HELP!
Phone: 202-994-GWIT (4948)
Email: ithelp@gwu.edu
Web: it.gwu.edu

CSAD STUDIO HELP!
Email: corcorantechs@gwu.edu