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
Or go to it.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

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, GW is busily working to support you remotely. If you are having issues with classroom technology, visit Digital Workplace, Customer Portal, or Knowledge Base. Be sure to call 202-994-7900 for 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

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

Category: Cisco VPN (Off-Campus Access)

**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-predeploy-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.

Last Updated: 11:41 AM Tuesday, October 5, 2021
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>General</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>CAD/BIM</td>
<td></td>
</tr>
<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>V-Ray (plug-in)</td>
<td>not free, student bundle = $149/year; <a href="https://store.chaosgroup.com/educational/product/1-year-term-vray-edu-collection">https://store.chaosgroup.com/educational/product/1-year-term-vray-edu-collection</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>
</tr>
<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>
</tr>
<tr>
<td>Photo</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>Access cloud drives and virtual apps</td>
<td>Citrix</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](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/
Click here:

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
Continue with the single sign on if asked.
<table>
<thead>
<tr>
<th>Name</th>
<th>Updated</th>
<th>Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Resource) GW IT-Classroom Data</td>
<td>Aug 17, 2021 by Calaway Childress</td>
<td>14,332 Files</td>
</tr>
<tr>
<td>Art-Theater Health and Safety Class Materials</td>
<td>Aug 27, 2019 by Siobhan Rigg</td>
<td>44 Files</td>
</tr>
<tr>
<td>Corcoran Techs - Studio Info</td>
<td>Jan 13, 2021 by Paul Reuther</td>
<td>25 Files</td>
</tr>
<tr>
<td>Do-Not-Touch</td>
<td>Feb 22, 2021 by David Glacalone</td>
<td>918 Files</td>
</tr>
<tr>
<td>Emmett-Frisbee</td>
<td>Yesterday by James Huckenpahler</td>
<td>328 Files</td>
</tr>
<tr>
<td>FACTORY</td>
<td></td>
<td>151 Files</td>
</tr>
<tr>
<td>HospitalEntranceScreen</td>
<td>May 16, 2020 by David Lee</td>
<td>103 Files</td>
</tr>
<tr>
<td>Interviews</td>
<td>Oct 2, 2019 by James Huckenpahler</td>
<td>4 Files</td>
</tr>
<tr>
<td>LOGS</td>
<td>Sep 29, 2020 by James Huckenpahler</td>
<td>1 File</td>
</tr>
</tbody>
</table>
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.
CCAS Print Management Project

Overview

Implemented in Fall 2016, the CCAS Print Management project standardized a college-wide lease of new Canon copiers along with a print management tool to provide added convenience for CCAS Departments. This new centralized copier replacement program replaced the current operating model where departments work directly with copier vendors (Xerox, Canon, or Ricoh) to enter into lease agreements and meet with sales representatives. Instead, CCAS is leveraging its size to achieve economies of scale, providing new high-end copier options to departments at less than their current cost. In addition to new copier hardware, CCAS also implemented PaperCut print management tool. This allows users to print from their personal and university-owned Windows, Linux, and Macintosh operating systems. The project was led by the CCAS Print Management Project team, which included faculty, staff, and students. The project was funded by the COLUMBIA COLLEGE OF ARTS & SCIENCES.
Releasing a print job at a Canon Device:

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.
Service Bureau
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](https://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](https://github.com).
Click on a product photo to go straight to the submission form.
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: 0-1

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.
Note, we currently only offer ‘Machinable Foam.’ If you are interested in working with other materials, contact Devin Pace at: paced@gwu.edu

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.
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.
The pickup location for all finished jobs is the shelves outside of Flagg B148.
Paper Stock

What class is this for?
IA Studio 2

Accounting

Charge to
Personal account

Delivery & Instructions

Delivery option
Pickup

Hallway pickup outside of Flagg B148

Additional instructions

Hit submit!
Once your job is submitted, you’ll return to the home screen and see this pop-up.
Your Corcoran Fab Lab order has been submitted.

no-reply@papercut.gwu.edu
to sprtwst

8:22 AM (2 minutes ago)

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...
Your Corcoran Fab Lab order has been completed.

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...
**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.
GENERAL HELP!
Phone: 202-994-GWIT (4948)
Email: ithelp@gwu.edu
Web: it.gwu.edu

CSAD STUDIO HELP!
Email: corcorantechs@gwu.edu