IT resources/F22
Accounts & Help Desk
There are four types of **IDs** you will be given by the university to access different services:

- + GWID
- + UserID
- + Email address
- + Columbian Cloud

... What are they?
Your **GWID** is what you use for really sensitive stuff with the university, like grades and 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 **UserID** is what you use to access your GW gmail, Blackboard, Adobe, many of the lab computers and other services using single sign on. It **used to be called NetID**.

For users **prior to Fall 22**, nothing has changed: your UserID is your GW email address without “@gwu.edu”.

For **new users** (incoming students, new faculty and staff) your UserID is your GWID.

You can claim your UserID or reset your password here:

https://it.gwu.edu/identity-and-access-management
This is a sign-in screen on a typical lab computer.

It uses your UserID followed by “@gwu.edu”

For returning students and faculty, that’s basically your email address.

For new students and faculty that’s your UserID (which is your GWID) plus “@gwu.edu” which is not to be confused with your email.

Yes, it’s complicated.
Your **GW email:**

For users **prior to Fall 22**, nothing has changed: your GW email is your UserID address with “@gwu.edu”.

For **new users** (incoming students, new faculty and staff) your GW email is `LegalFirstName.LegalLastName` or `ChosenName.LegalLastName`, followed by “@gwu.edu”. In the event there are multiple individuals with the same first and last name, a number will be added to your last name.
Columbian College has a number of legacy systems are accessed by **Columbian Cloud** accounts. For example, it is used to log into the PCs in Flagg B120 (PC lab) and 127 (student lounge), as well as a handful of the teacher's stations in Flagg and Smith Hall. It is also used for sending jobs to the FollowMe copiers.

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/
This is a sign-in screen on an atypical lab computer: PCs in Flagg B120 and 127, and some of the teachers stations in Flagg and Smith.

How do you know to use a cloud account to log in? Below the Password field is says “Sign in to: Cloud”

You’ll also use your Cloud account to send jobs to the Canon Copiers in Flagg.
For problems with GWID, UserID, 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)
ots@gwu.edu
Request for  

James 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.

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

Please provide description of the problem (required)

Location (required)

If you are on campus, include building and room number. If you are off campus, enter "remote"

Phone Number (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, contact CCAS IT Support at ots@gwu.edu and your program admin.
Full array of resources listed at: https://it.gwu.edu/support
Walk-in support centers:
Monday–Friday, 9AM–5PM

+ Flagg Building RM B128
+ Foggy Bottom-Rome Hall 354
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 GWiress wireless network...
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 Huckepahler. Select a category or follow the appropriate "Download" links below to obtain software.

<table>
<thead>
<tr>
<th>Category: Cisco VPN (Off-Campus Access)</th>
<th>Search</th>
</tr>
</thead>
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### 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 UserID and the associated 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 GW email and hit “return” (no password needed here.)
4. You will be redirected to a GW single sign-in screen.
5. Use your UserID 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.
<table>
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<th>Software in CSAD labs</th>
<th>Where can I get an EDU license?</th>
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<td>General</td>
<td></td>
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<tr>
<td>Adobe Creative Cloud</td>
<td><a href="http://go.gwu.edu/adobe">http://go.gwu.edu/adobe</a></td>
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<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>
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<tr>
<td>CAD/BIM</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>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>
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<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>
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<tr>
<td>Photo</td>
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<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 GW email and hit 'Continue.'
Continue with the GW single sign on, using your UserID plus @gwu.edu
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 GW email 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: Log in to Linked In Learning
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 with the single sign on if asked.
Voila, you’re in.
Copiers
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, 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 Printing

FollowMe printing is currently only accessible through Citrix. Please see Printing from CCAS Citrix Workspace for instructions on how to print.

FollowMe printing allows users to print from their personal and university-owned Windows, Linux, and Mac machines securely and easily. Print jobs can be released at the copier using your GWWorld Card to tap and print. Other features include a single print driver installation on your workstation and a reduction in the environmental impact associated with copiers.

What do you need to use CCAS Follow Me Printing

A CCAS Cloud account and GWWorld Card.
The CCAS Cloud account is separate from your GW user name and password, and requires separate set up. If you do not have a CCAS Cloud Account, an account will be created for you and an e-mail will be sent with 

Scroll down for links to info on printing from lab computers as well as installing the driver for your personal laptop.

The CCAS Follow Me Print Driver installed on your computer.

How to install Follow Me Print Driver on Mac

How to install Follow Me Print Driver on PC

How to install Follow Me Printer Driver on Linux

Once the Follow Me print queue has been installed, you can release your print job at the copier by tapping your GWWorld Card.

Access to GWireless, the CCAS VPN or an ethernet connection connected to the CCAS domain.

How to access GWireless
When printing, 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 Columbian 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.
Fab Lab & Service Bureau
The **Fab Lab in Flagg B148** has laser cutters, 3D printers and desktop CNC routers. Students who have received training may access the devices during **open lab hours**.

To learn more about what gear we have or to schedule training, contact Corcoran Techs at [corcorantechs@gwu.edu](mailto:corcorantechs@gwu.edu).
Starting Fall 22, birch and acrylic sheets will be chargeable materials and will no longer be free to students. Students will be given a bill for chargeable materials for payment. Any outstanding balances must be paid before any additional printing will be processed.

Free materials (18”*24” sheets):
- cardboard
- single-ply chip board
- double-ply chip board

Chargeable materials (18”*24” sheets):
- 1/8” birch = $10/sheet
- 1.75mm acrylic = $15/sheet
- 3mm acrylic = $18/sheet
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 UserID and the associated password to log in.

If you are having trouble logging in, contact James H at sprtwst@gwu
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.
Click on a product photo to go straight to the submission form.

Instructions: Make sure to read the instructions to properly submit your file. Failure to do so may result in your submission getting rejected.

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.
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 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 and submit your jobs as .PDF files.
For laser jobs, choose your material. If you are interested in working with other materials, contact James H at: sprtwst@gwu.edu

*Yes, we are charging for some materials now.

Material: Birch

Estimated cost: $10.00

I have read the submission instructions. I UNDERSTAND that my submission may get rejected if I did not follow these guidelines, and that my GWorld account will be charged for some materials.
For ALL jobs, add your GWID.
The pickup location for all finished jobs is the shelves outside of Flagg B148.
Select your GWID and choose your delivery option. For additional instructions, please specify any requirements.

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...
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...
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:

https://acadtech.gwu.edu/conferencing
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 secondary 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
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

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 utilizing technology effectively in the classroom to aid the teaching and learning experience. We provide training opportunities to help instructors and students integrate technology into their courses.
This chart compares the functions of the web conferencing tools available to the GW community.

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<tr>
<th></th>
<th>Blackboard Collaborate</th>
<th>WebEx</th>
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<tr>
<td><strong>Goto</strong></td>
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<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>
<tr>
<td>Calling Internally to University</td>
<td>✓</td>
<td></td>
<td></td>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>
For help and training with Blackboard, Echo 360 and more, go to: https://instruction.gwu.edu/instructional-technology-consultations
Please visit our Web Conferencing Comparison Chart below to learn more about web conferencing applications available to instructors and students.

Web Conferencing Comparison Chart

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 in today’s classroom. We provide in-person 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.
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 UserID.

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

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
- Web conferencing operation
- GW Lecture Capture equipment operation

Links to training.

- Foggy Bottom Campus
- Virginia Science and Technology Campus
- Alexandria Education Center
- Arlington Education Center
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
- 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: ots@gwu.edu
Web: it.gwu.edu

CSAD STUDIO HELP!
Email: corcoran@echs@gwu.edu