IT resources/S23
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 email, 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](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 which 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 it 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
Or go to it.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/itprojectreq

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 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 GWireless network...
Use your UserID 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-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.

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. The Cisco AnyConnect icon will appear 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. Launch any Adobe app; a login dialog will appear.
2. In the “User” field type your GW email and hit “return” (no password needed here).
3. You will be redirected to a GW single sign-in screen.
4. Enter 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>
<thead>
<tr>
<th>Software in CSAD labs</th>
<th>Where can I get an EDU license?</th>
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<tbody>
<tr>
<td><strong>General</strong></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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<td><strong>CAD/BIM</strong></td>
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<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>
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<tr>
<td>Enscape (plug-in)</td>
<td><a href="https://enscape3d.com/educational-license/">https://enscape3d.com/educational-license/</a></td>
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<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>
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<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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<td>Revit</td>
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<td>Fusion 360</td>
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<tr>
<td><strong>Photo</strong></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>
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<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</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](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
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 using CCAS Follow Me to the **Canon copiers** in Smith Hall (101) and the Flagg building (B103, B136, 157, 159, 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 Hall 354.
Instructions for accessing the copiers are on this page: https://ots.columbian.gwu.edu/ccas-print-management-project

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 GWorld 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 GWorld 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 GW world 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, desktop CNC routers and small vinyl cutters. 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).
Birch and acrylic sheets are chargeable materials. Students will be billed for chargeable materials. Any outstanding balances must be paid before any additional printing will be processed.

Free materials (18"x24" sheets):
- cardboard
- single-ply chip board
- double-ply chip board

Chargeable materials (18"x24" sheets):
- 1/8" birch = $10/sheet
- 1.75mm acrylic = $15/sheet
- 3mm acrylic = $18/sheet
Need large format inkjet printing, laser cutting, engraving, or 3D printing? Submit your files to the service bureau using the PaperCut portal:

https://go.gwu.edu/CSADservice
Note: if you are 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.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.
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.

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 a flattened .PSD or as a .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. Once the model has been sized and positioned on the build plate, apply print settings and go to "File > Save Project As..." Upload the saved .Print file to the submission.

For laser cutting jobs, save each artboard in Illustrator as a .PDF file before uploading each one individually.
For laser jobs, it is STRONGLY recommended that you use the Adobe Illustrator template for setting up your jobs. Save and submit your jobs as .PDF files.
For laser jobs, choose your material. If you are interested in working with other materials, contact: corcorantechs@gwu.edu

*Yes, we are charging for some materials now.

**Estimated cost**

- **Material**: Birch
- 1 copy @ $10.00 each
- **Delivery**: Pickup
- **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.

Choose 'Yes' or 'No'
For ALL jobs, add your GWID.
The pickup location for all finished jobs is the hallway outside of Flagg B148.
Look at annealed stainless steel on a 3D printer.

Enter your GWID

Accounting
Charge to

Delivery & Instructions
Delivery option
Hallway pickup outside of Flagg B148
Additional instructions

1 copy @ $10.00 each $10.00

Delivery
Pickup $0.00

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

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 from 17" x 23" up to 43" wide x 120" long on Epson Enhanced Matte paper. We deliver jobs as-is:

+ Make sure your document is set up to the desired output size and resolution;
+ We do not print full-bleed;
+ 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. 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.

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. 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.
Note: we make our 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.
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Web: it.gwu.edu

CSAD STUDIO HELP!
Email: corcorantechs@gwu.edu