Returning students and faculty: note some changes over the summer:

+ Cloud Accounts are gone!
  Access all lab computers and the copiers with your UserID.
+ UserID for the copiers as well!
+ New VPN software: AnyConnect has been replaced with GlobalProtect.
+ The fab lab no longer supplies birch or acrylic sheet.

What hasn't changed: students enrolled in Corcoran classes still have FULL access to the Adobe Creative Suite.
IT resources/F23
Accounts & Help Desk
In addition to your GW email, there are two types of **IDs** you will be given by the university to access different services:

+ GWID
+ UserID

… What are they?
GWID
G12345678
(A letter ‘G’ followed by 8 numbers).

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).

If you’ve forgotten your GWID, you can retrieve it here:
https://my.gwu.edu/mod/gwid/index.cfm

UserID
g12345678@gwu.edu

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.

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

Email
first.last@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.

For users prior to Fall 22, nothing has changed: your GW email is your UserID address with “@gwu.edu”.
This is a sign-in screen on a typical lab computer.

It uses your UserID followed by "@gwu.edu"

NOTE: this is not an email address, just ‘looks like’ an email address.

Yes, it’s confusing.
For problems with GWID and UserID 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
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)
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 (for example, the Papercut Job Ticketing portal to submit jobs to the Fab Lab), 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

Click this button to go to the download link and instructions.
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 Suite to faculty and students enrolled in Corcoran classes. Other apps (like Autodesk) offer educational licenses for faculty and enrolled students.
## Common lab software, and where to get educational copies...

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<tr>
<th>Software in CSAD labs</th>
<th>Where can I get an EDU license?</th>
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<td>General</td>
<td></td>
</tr>
<tr>
<td>Adobe Creative Cloud</td>
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<td>CAD/BIM</td>
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<td>Autodesk AutoCAD</td>
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</tr>
<tr>
<td>Enscape (plug-in)</td>
<td>no longer free; student version = $12.42/month: <a href="https://enscape3d.com/educational-license/">https://enscape3d.com/educational-license/</a></td>
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<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>
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<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>
<tr>
<td>Photo</td>
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</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>
</tbody>
</table>
To get Creative Cloud for your personal computer, 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:
Use your UserID 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/
Continue with the single sign on if asked.
Voila, you’re in.
Copiers
There are two types of copiers:

**WEPA Kiosks**
These kiosks are all over campus; there are a couple in the Flagg 127 (the student lounge) and one in the basement across from equipment checkout. They are part of a cloud-based, wireless printing service enabling you to print from anywhere on or off campus, and even from your smartphone or tablet. Simply send your print job to the cloud and visit any kiosk on campus to print your document.

A $30 printing credit is allocated to each enrolled GW student at the beginning of the fall semester. To use these credits, students must activate the printing credits by logging into a print kiosk.

More info, drivers, and the mobile app can be found here: [https://printing.gwu.edu/](https://printing.gwu.edu/)

**Cannon Copiers**
These copiers are specific to the Corcoran. Currently we do not charge, but their usage should strictly be for class assignments. Print jobs can be sent from the lab computers and personal laptops using GWPrint to the Canon copiers in Smith Hall (101) and the Flagg building (B103, B136, 157, 159, and on the landing outside of 219.)

For both types of copiers, you'll use your GWorld card to release the jobs.
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.

The first time you use your card, it will prompt you to sign with your UserID, after that the copiers will recognize your card.

If you still need help, the closest help desks are Flagg B128, and Rome Hall 354.
When you log into a Corcoran lab computer, you’ll see this dialog on the desktop. Fill in your GWid and password... and check this box so it won't keep nagging you.
Once the driver is installed, you can close this window.
Make sure the printer is set to GWPrint.
By default, the copiers are set to print double-sided. If you need to print single-sided, click on the ‘info’ icon next to ‘Finishing’...
... and change to ‘1-sided Printing’ under this dropdown.
By default, the copiers are set to auto-select the paper drawer. DO NOT put specialty paper in the paper drawers! INSTEAD use the multipurpose tray. To select it, click on the ‘info’ icon next to ‘Paper Source’...
... and change to ‘Multi-purpose Tray’ under this dropdown.
The first time you print to this lab computer, you'll need to authenticate with your UserID, BUT...!

... add ‘EAD\’ in front of your UserID...

... and check this box so you don’t have to keep doing this.
After you’ve sent your job to the print queue, simply tap your GW ID card at the nearest copier to release the job.
Instructions for adding the Cannon copier driver to your personal computer are on this page: https://ithelp.gwu.edu/en-us/article/1689945
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).
*NOTE: the lab no longer stocks birch or acrylic sheets.* The lab will continue to provide cardboard and chip board for assigned projects. Students CAN purchase their own materials but you will need bring them to the lab during lab hours and run the jobs yourself.

We recommend you purchase materials from [https://makerstock.com/](https://makerstock.com/). Most of the materials they provide are safe for our labs. If you have questions about whether the material is safe to use, contact corcorantechs@gwu.edu BEFORE you purchase.
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 important 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.
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”.

This is a Sandbox room and is intended for use in a test environment. It can be accessed only by PaperCut MF administrators.
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
For ALL jobs, add your GWID and which class the work is for.
The pickup location for all finished jobs is the hallway outside of Flagg B148.
Enter your GWID

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.
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.

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.

View Order

... 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. DO NOT use Makerbot Cloudprint!
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.
Wireless Presentation at Flagg
**Wireless presentation** allows laptops and mobile devices to stream to room A/V. In January 2023 upgraded to **AirMedia** in many teaching spaces in Flagg:

| B103 (MAC lab)               | 212 (design studio) |
| B152 (painting studio)      | 215 (design studio) |
| B154 (painting studio)      | 216 (design studio) |
| B156 (mixed-use studio)     | 217 (design studio) |
| 140 (design studio)         | 218 (design studio) |
|                             | 219 (design studio) |
|                             | 220 (physical computing lab) |
|                             | 222 (academic space) |
You will need the AirMedia app installed on your device. Full instructions for downloading and using the app can be found at:

https://acadtech.gwu.edu/wireless-presentation-0
Step 1: Download the Application

If you have previously connected to the system, you don’t need to download the application again. You can skip to Step 2.

To download application for your computer visit the Crestron download site and choose your operating system installer.

Note: The deployable application is recommended.

Download AirMedia Application For Your Computer

To download AirMedia for your mobile device please visit the Apple or Google Play Store.

Crestron AirMedia for Android

Crestron AirMedia for iOS (iPhone/iPad)

Step 2: Connect Your Device

Laptop

The download links are here. This example shows installation for the MAC application, but PC and mobile aren’t dramatically different.
Do you want to deploy the AirMedia app enterprise-wide?

Download the free AirMedia enterprise PC application for Windows or Mac OS® below. You can use it to silently deploy the AirMedia app to personal computers across the enterprise. This ensures that everyone in your organization is ready and able to connect to any approved AirMedia device with just a single mouse click.

<table>
<thead>
<tr>
<th>File</th>
<th>Version</th>
<th>Release Date</th>
<th>Type</th>
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</thead>
<tbody>
<tr>
<td>AirMedia® Presentation Gateway - Security Reference Guide</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Windows Deployable Application</td>
<td>5.71.53</td>
<td>2022-11-01</td>
<td>Windows Installer</td>
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<td>macOS Deployable Application</td>
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<td>Windows Guest Application</td>
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<td>macOS Guest Application</td>
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<td>2022-08-05</td>
<td>macOS Portable Application</td>
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<tr>
<td>AirMedia Peripheral Installer</td>
<td>1.2.0.53</td>
<td>2022-11-01</td>
<td>AirMedia Drivers for Windows</td>
</tr>
</tbody>
</table>

For computers: IT recommends downloading the ‘Deployable Application’ not the ‘Guest Application’.
Follow the installer instructions; once installed, launch Crestron AirMedia.
Turn on video...

Set to laptop...
You should see this screen...

... and you care about this string of numbers.
That string of numbers on the big screen? Type into the AirMedia app.
On the screen you’ll see a code...
... and your computer should be asking you for a code...
BTW, this is on a MAC... PC might be a little different. Also, on newer MAC OS, you’ll look for ‘Display’ in the system preferences...

... and then select this...

Start Screen Mirroring

1
Click AirPlay menu bar at the top of your screen.

2
Select following receiver from the list:
FBFLG218WP01
Start Screen Mirroring

1. Click the AirPlay menu bar at the top of your screen.

2. Select following receiver from the list:
   FBFLG218WP01
Once you see this on the big screen you are mirroring!

Hit ‘OK’ to dismiss this dialog.
When you are finished presenting, disconnect here.
GENERAL HELP!
Phone: 202-994-GWIT (4948)
Email: ots@gwu.edu
Web: it.gwu.edu

CSAD STUDIO HELP!
Email: corcorantechs@gwu.edu